

Résumé Example – (Functional-A.A.S.)

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EDUCATION Central Piedmont Community College Charlotte, NC
A.A.S., Office Administration May 2020
 • Relevant coursework includes Administrative Office Management, Advanced Software Applications, Records Management, and Principles of Financial Accounting

SKILLS

Records Management

- Filed confidential, hardcopy documents according to alphabetical system
- Created and updated electronic files
- Proofread files to ensure accuracy and completeness
- Followed security guidelines for access to files

Customer Service

- Provided responsive customer service in retail setting
- Used telephone, email, and in-person communication skills to work with customers
- Recognized for excellent customer service in May 2016
- Collaborated with volunteers and vendors when planning events

Computer & Office Skills

- Used Microsoft Word to create professional business documents
- Created and used Microsoft Excel spreadsheets to keep track of and organize numeric/financial data for community service organization
- Created new databases in Microsoft Access, ran queries and reports for group presentations and assignments
- Demonstrated resourcefulness with Internet searches and other web-based applications
- Typing Speed: 45 WPM
- Gained experience with taking notes and transcribing, effective use of copier, fax and other office equipment

EXPERIENCE **Sales Associate**, Deborah’s Cards & Gifts, Charlotte, NC, 2016-2018
Waitress, Wine and Dine Bistro, Charlotte, NC 2014-2016

COMMUNITY **Volunteer**, Girl Scouts, Hornets’ Nest Council, Charlotte, NC, 2015-present
Volunteer, Charlotte-Mecklenburg School System, 2013-2015
Literacy Volunteer, Academic Learning Center, Concord, NC, 2011-2013
Volunteer, Meals-on-Wheels of Cabarrus County, 2009-2011

REFERENCES Available upon request

Should you always include a street address on your résumé?

- Are you concerned about privacy issues?
- Are you posting your résumé on a public job board?
- Is a street address not typically important in your industry?

If you answered “yes” to all of the above questions, then you may want to only include city and state.

Remember, missing information may make some employers cautious. It is always important to update your résumé information based on the intended audience.