



Functional Resume Information:

Who should consider a functional resume:

- Career-changers who wish to enter a field very different from what all their previous experience points to.
- Military transitioners entering a different field from the work they did in the military.
- Job-seekers whose predominant or most relevant experience has been unpaid, such as volunteer work or college activities (coursework, class projects, extracurricular organizations, and sports).
- Job-seekers looking for a position for which a chronological listing would make them look “overqualified.”
- Those with very diverse experiences that don’t add up to a clear-cut career path.
- Those with gaps in their work history, such as homemakers who took time to raise and family and now wish to return to the workplace. For them, a chronological format can draw undue attention to those gaps, while a functional resume enables them to portray transferable skills attained through such activities as domestic management and volunteer work.
- College students with minimal experience and/or experience unrelated to their chosen career field.

Strengths of the functional format:

- A functional resume directs a reader’s eyes to what you want him or her to notice. It helps a reader visualize what you can do instead of when and where you learned to do it.
- The functional format allows you to highlight your relevant skills in regards to the positions to which you are applying.
- It uses unpaid and non-work experience to your best advantage.
- It allows you to eliminate or subordinate work history that doesn’t support your current objective.

Structure of a Functional Resume Format

1. Contact Information

Simply include your name, phone number, E-mail, and address, if you want to publicize. Your name should be the largest text on the page (20-24pt font is a safe range). If you have a personal website or a LinkedIn profile that you believe will help your case, then be sure to add it in this section.

Do not include personal information such as: gender, marital status, social security number, birth date, etc.

Jane Doe
(123) 456-7890
jane.doe@gmail.com

2. Qualifications Summary

A **Qualifications Summary** is a list of 4-6 bullet points, relevant to the position to which you are applying, displaying a range of your most impressive achievements. For those with gaps in their employment records and periods of unemployment, the Qualifications Summary is an ideal way to begin your resume and it is placed at the top of your resume, in place of the Career Objective. It is a powerful tool, designed to grasp the attention of the hiring manager. It allows you to emphasize your relevant skills. A Qualifications Summary also has the added benefit of letting you put your best traits and achievements from your work history (and educational history) right at the top of your resume.

Example 1: Executive Secretary Qualifications Summary

EXECUTIVE SECRETARY | EFFICIENT - ORGANIZED - ATTENTIVE

- Managed 4 employees in an executive office, maintaining an atmosphere of exactness, efficiency, and attention to detail
- Designed and implemented efficiency programs aimed at streamlining direct office services, saving \$150,000 per year in labor costs
- Analyzed and condensed incoming data from various clients and customers, writing 1,500 word reports twice a week for our CEO
- Organized company outings, dinners, and retreats, increasing company satisfaction by 9% according to our yearly employee satisfaction survey
- Earned the 2013 “Outstanding Achievement Award” in a company of 200+ people

Example 2: Waiter Qualifications Summary

WAITER | CHARISMATIC - EFFICIENT - KNOWLEDGABLE

- Managed a 3 table section totaling 25 seats in a fast-paced Italian diner, requiring quick thinking, efficient planning, and strong people skills
- Leveraged a depth and breadth of wine knowledge to up-sell \$150 in wine sales nightly on average, by explaining to customers ideal wine and entree pairings.
- Consistently received 5 star reviews from an online rating system, with accompanying praising comments about my service
- Alleviated customer disputes throughout the restaurant with strong communication and listening skills
- Earned “Employee of the Month” six times in two years

3. Relevant Skills

Similar to a combination resume format, the candidate’s skills are more important than their work history in a functional format.

The key to the skills section for a functional format is to first **choose at least three skills that are applicable to the job you are applying for**. For each skill, come up with 3-4 bullet points that help provide evidence of your abilities.

Remember that adding numbers to your resume instills confidence in the employer that are able to fulfill the requirements of the position. **Aim to include at least one quantified bullet point for each skill** and you will be sure to catch the attention of the hiring manager.

Example:

Writing and Editing

- Authored over 3 articles on dictation practices, published in the Journal of Professional Dictation Specialists.
- Drafted procedural manuals and job descriptions for the medical records department.
- Provided editing/proofreading services to the Master's Degree students at the local University.

Organizational

- Researched over 100 dictation systems available, evaluated each according to criteria and made recommendations to my department director.
- Coordinated installation of work processing network and digital dictation system. Worked effectively with seven departments to meet deadlines.
- Organized all aspects of a Transcription and Dictation Systems symposium for 350 people.

Clerical

- Transcribed hundreds of detailed medical reports with 95% accuracy. Edited sentence structure to clarify meaning and protect the organization from litigation.
- Increased word processing productivity by 60% by creating macros and using customized abbreviation software.

4. Professional Experience (dates optional)

Missing Work Experience Tip: Label Your Period of Unemployment

If you have gaps where you were unemployed and have legitimate reason(s) for being unemployed, it is best to account for that time.

See the examples below to label your period of unemployment:

- Full-Time Student
- Full-Time Parent
- Adventure Travel (or Travels to...)
- Independent Study
- Family Management (or Home Management)
- Personal Travel

5. Education (can also be #4)

For a functional style, the Education section is all about the basics. Unless your educational experience directly relates to the job you are applying for then all you need to include is the name of the university or organization, city and state, the degree you received, date you graduated, and your GPA (if worth noting).

Example:

- **University of California Santa Cruz, Santa Cruz, CA**
B. A. - Business Management, 2005 3.4 G.P.A
- **Cabrillo College, Aptos, CA**
A.A. - Liberal Arts, 2003 3.8 G.P.A

*****See the following pages for complete resume examples****

EXAMPLE 1:

Motivated professional with an established and diversified skill set that draws upon many years as an executive assistant, business owner and sales manager.

PROFILE: Strong achiever with results oriented perspective. Proven sales success. Adept at working in a fast-paced environment. Strong interpersonal communicator. Poised, confident and diplomatic. Motivated by challenges and working as a team player. Competent working on multiple projects concurrently, both independently and with all levels of staff. Detail oriented, thorough and conscientious with strong work ethic. Experienced in planning and coordinating special events. Consistently maintains high standards and produces accurate finished work product. Operates with integrity and consistency of follow through.

SOLID COMPETENCIES AND DEMONSTRATED SUCCESS IN THE FOLLOWING AREAS:

Executive Support / Office Management – 10 years

Sales / Marketing – 3 years

Customer Service – 5 years

Event Planning/Logistics – 12 years

Project Coordination – 7 years

Writing / Editing – 2 years

PROFESSIONAL EXPERIENCE

Business Owner: Created, established and operated Aromas Floral Company. Integrated 40-acre flower field operations into shipping business with national wholesale distribution. Supervised all aspects of business with 15 employees and sales of \$2 million.

Sales/Marketing/Customer Service: Successfully served as National Sales Rep with annual sales over \$1 million. Maintained and serviced existing client base. Established new clients through referrals and cold calling. Developed new sales and purchasing strategies as well as new administrative and web-based systems to improve customer service and interface with more customers. Initiated systems that improved production, shipping and warehouse operations. Coordinated trade shows and marketing events.

Executive Support: Provide administrative support to owner by ensuring daily operations of office are run efficiently and professionally. Implemented administrative systems and procedures. Responsible for all correspondence and promotion, telephone support, calendar management, coordination of meetings, conferences and travel.

Non-Profit Management: Provided administrative, organizational and creative support to executive director and board of trustees. Developed and produced promotional brochures and publications, including newsletter writing and production, reports, press releases and interfaced with media. Managed membership development and special events coordination. Assisted in grant writing and all levels of fundraising. Responsible for agendas, transcription and distribution of minutes from board meetings. Performed daily financial and banking matters, including trust and endowment accounts.

EMPLOYMENT HISTORY

EXECUTIVE ASSISTANT, Private Capital Groups, Aptos, CA	Sept 2011 – Present
SALES, Camflor, Watsonville, CA	April 2009 – Dec 2009
SALES, Americal Floral, Watsonville, CA	Mar 2002 – Mar 2009
OWNER, Aromas Floral Company, Watsonville, CA	May 1997 – Feb 2002
EXECUTIVE ASSISTANT, The Big Sur Land Trust, Carmel, CA	Jan 1989 – May 1997
OUTREACH DIRECTOR, Pacific Whale Foundation, Maui, Hawaii	July 1983 – Dec 1988

EDUCATION

Bachelor of Arts: Communications

Marquette University, Milwaukee, WI

EXAMPLE 2:

Objective: Administrative Assistant

Personal Qualifications

- Experienced in Microsoft Office (Word, Excel, Outlook and PowerPoint), QuickBooks, Allegiance (software for nonprofit radio stations), 10-key and standard office equipment
- Excellent problem solving and organizational skills
- Strong oral and written skills, excellent on the phone or in person
- Flexible, able to change pace and assume new tasks and assignments, as well as handle the unexpected
- Ability to transfer skills from one setting to another
- Upbeat, positive team player
- Current volunteer at the Information Desk, Monterey Bay Aquarium

Education & Training

Medical Front Office – Shoreline Workforce Development Services	Santa Cruz, CA
Office Applications – The Spot Computer Software Training Center	Capitola, CA
Dietary Supervisor Certificate – Cabrillo Community College	Aptos, CA
B.A. Home Economics – San Jose State University	San Jose, CA

Relevant Experience:

Organizational Skills

- Performed basic bookkeeping and cashiering, reconciling and balancing daily, made bank deposits and processed revenue using a computerized cash receipting system. Experience with A/R and A/P, and reports.
- Entered and maintained accurate information for payroll records, tax updates, time sheets, donor database accounts payable and receivable, cash and trade underwriting records, general ledger and banking and address and credit card updates for donors. Prepared payroll reports.
- Generated invoices for underwriting patrons, billing statements, thank you letters for donors, department reports, renewal mailings, and employee payroll, payroll tax, and benefit program documents and reports.
- Scheduled events, school tours, shipping and receiving for museum exhibits and responsible for follow-up confirmations and mailings.
- Planned and set-up of on-site and off-site meetings and community special events, such as annual Fungus Fair, that attracted up to 4,500 participants.
- Updated member information for non-profit radio station. Generated billings, thank-you notes and other correspondence using Allegiance, Excel and Mail Merge.

Customer Service

- Assisted station members with payments, questions and benefits associated with their KUSP memberships.
- Processed accounts receivable payments, assisted customers making payments in person and on phone including water payments, business licenses, taxes and fees using detailed computer entry process.
- Established and maintained excellent relationships with staff, customers and vendors.
- Assisted guests with orders, reservations and retail sales.

Work History

- **Bookkeeping and Member Services Administrator** Feb 2012 – July 2014
KUSP 88.9 Central Coast Radio, Santa Cruz
- **Counter Sales/Bookkeeping** Apr 2011 – Feb 2012
Gayle's Bakery, Capitola
- **Administrative Assistant II / Account Clerk** Apr 2006– May 2010
City of Santa Cruz, Santa Cruz
- **Office Manager/Retail Manager** May 2005 – May 2006
Aldo's Bakery, Soquel
- **Cafeteria Operations Manager** May 1994 – May 2004
Santa Cruz City Schools, Santa Cruz

EXAMPLE 3:

Objective: To pursue a full-time position for mutual benefit, growth and success.

Administrative/Office Experience:

- Processed credit verifications and provided account status to clients.
- Verified work completed by funding client, approved funding dollar amount and initiated billing and collections for accounts receivable.
- Handled all accounts receivable, and verified the reports from team members to ensure there were no discrepancies.
- Reconciled and deposited accounts receivable checks from clients for three Bay Area offices, and then forwarded all documentation to headquarters.
- Worked closely with funding clients to resolve any accounts receivable discrepancies and took the initiative to ensure completion.

Restaurant Management Experience:

- Responsible for shift scheduling/emergency rescheduling for restaurant staff to ensure proper coverage.
- Prepare daily change drawers for each upcoming shift lead.
- Maintain stock levels. Take weekly inventory, place orders with distributors, and manage all accounts.
- Manage accounts payable, employee payroll, and end-of-month spreadsheets regarding income and expenses. Also handle weekly bank money exchanges, as well as all other bookkeeping needs.
- Attend weekly meeting with the owner to discuss finances and upcoming events.
- Recruit and hire all staff, provide constructive feedback to employees, and manage necessary terminations of bar staff.
- Take immediate corrective action whenever necessary to maintain safety and maximize enjoyment for all patrons and bar staff.
- Responsible for scheduling and coordinating on-site special events.

Technical Knowledge:

- Familiar with both PCs and Macs
- Microsoft Word and Excel
- Lotus Spreadsheet
- Quick Books
- Multiline phone systems

Work History:

Manager/Bartender, Henfling's Tavern Bar & Grill, Ben Lomond, CA	06/05-08/14
Manager/Bartender, The Boulevard Tavern, Los Gatos, CA	10/01-06/06
Executive Administrative Assistant, Riviera Finance, Santa Clara, CA	09/98-11/00