

CAREER AND LEADERSHIP DEVELOPMENT CENTRE



RESUME SAMPLES

**Get in Touch with the Career and Leadership
Development Centre**

Location: 4th Floor Student Union Building
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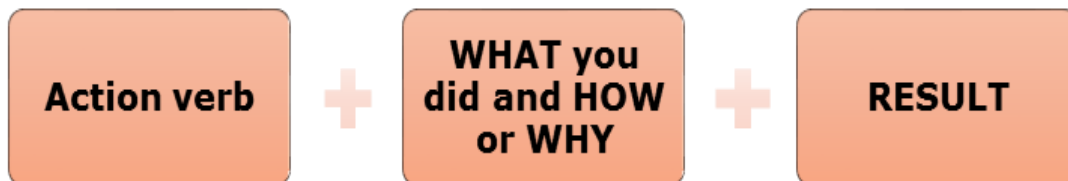
**DALHOUSIE
UNIVERSITY**

ACTION VERBS

Management skills	Communication Skills	Research Skills	Technical Skills
Administered Analyzed Assigned Attained Chaired Coordinated Delegated Developed Directed Evaluated Improved Increased Initiated Integrated Organized Oversaw Planned Prioritized Produced Recommended Reviewed Scheduled Supervised	Addressed Arbitrated Arranged Authored Collaborated Corresponded Developed Directed Drafted Edited Enlisted Formulated Influenced Interpreted Lectured Mediated Moderated Negotiated Persuaded Promoted Publicized Reconciled Recruited	Analyzed Clarified Collected Compared Conducted Critiqued Detected Determined Diagnosed Evaluated Examined Experimented Explored Extracted Formulated Gathered Inspected Interviewed Invented Investigated Located Measured Organized	Adapted Applied Assembled Built Calculated Computed Constructed Converted Debugged Designed Determined Developed Engineered Fabricated Fortified Installed Maintained Operated Overhauled Printed Programmed Rectified Regulated
Teaching/Helping Skills	Financial Skills	Creative Skills	Clerical Skills
Adapted Advised Assessed Clarified Coached Communicated Coordinated Counseled Demonstrated Educated Enabled Encouraged Evaluated Explained Facilitated Guided Informed Instructed Trained	Administered Adjusted Allocated Analyzed Appraised Assessed Audited Balanced Budgeted Calculated Computed Conserved Corrected Determined Developed Estimated Forecasted Managed	Acted Conceptualized Created Customized Designed Developed Directed Established Fashioned Founded Illustrated Initiated Integrated Introduced Invented Performed Planned Shaped	Approved Arranged Catalogued Classified Collected Compiled Dispatched Generated Implemented Inspected Monitored Operated Organized Prepared Processed Purchased Recorded Retrieved Screened

Action Statements

To create an effective experience section on your resume and to differentiate yourself, use ACTION STATEMENTS to describe the skills and accomplishments you gained from your work experience. Avoid listing what the "duties included" or "responsibilities were"; the employer wants to hear what **YOU** did not what the responsibilities were on the job.



- Initiated new market concept of packaging travel to corporations for incentive programs, resulting sales of \$19 million.
- Initiated cost reduction plan in my division, resulting in 27% (\$135,000) cost reduction with no negative impact on production capability.
- Conducted leadership training for 48 supervisory and management level staff members.
- Expanded market penetration sales by 14% with profitability despite during period of budgetary cutback.
- Designed, developed and implemented a new payroll system, affecting 2200 employees. Payroll is processed now in two days instead of three, accuracy is up 2%, with a savings of \$38,000 a year.
- Introduced technology that reduced accounting's time requirements for month-end close of books from seven days to two days. This process was subsequently adopted by the company's three satellite offices.
- Developed a large contributor tracking system, using c, UNIX and the Unity Relational database.
- Effectively used AutoDesk to perform tasks such as: reverse engineering parts, design new parts of equipment and modeling equipment for layouts.
- Actively participated during meetings with 8 engineering staff and production workers expressing ideas and suggestions.
- Maintained cleanliness and organized warehouse to ensure adequate space between aisles for safety of employees

CHRONOLOGICAL RESUME TEMPLATE

First and Last Name

Address
City, Province and Postal Code
Phone number(s) and email address

SUMMARY OF QUALIFICATIONS/SKILLS SUMMARY

A section which is directly relevant to the position which you are applying for. Some examples of things to include are:

- Number of years experience in relevant paid or unpaid work
- Related special knowledge, training or certifications
- Relevant accomplishments
- Soft or hard skills/attributes
- Languages

EDUCATION

Degree: Major or Concentration Start date – Present (or completion date)

Institution, City, Province

- Relevant courses (3-6 courses that are related to the requirements of the job)
- Relevant projects/ research
- Thesis
- Awards (if not under a separate section)

Include any other degrees/diplomas which you are currently working on or have completed.

WORK EXPERIENCE (or RELEVANT EXPERIENCE)

Most recent job title Month/Year – Month/Year
Organization, City, Province

- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.

2nd Most recent job title Month/Year – Month/Year
Organization, City, Province

- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.

Include any other positions which you may have in the same layout.

VOLUNTEER EXPERIENCE

Title Month/Year – Month/Year
Organization, City, Province

- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.
- An Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.

EXTRA-CURRICULAR/ ACTIVITES

Most recent position held Month/Year – Month/Year
Club/ organization/ team, City, Province

- If relevant, provide an Action Statement relevant to the job requirement, highlighting how or why you did the task and results or accomplishment that you had.

AWARDS/SCHOLARSHIPS/MEMBERSHIPS/CERTIFICATIONS

What did you receive, Who issued it Date

REFERENCES AVAILABLE UPON REQUEST

Other sections may include: Publications, Technical Skills, Languages, Clinical Experience, etc.

This **CHRONOLOGICAL RESUME** highlights experiences and accomplishments that fit the qualifications for a position in the tourism industry. **RELEVANT COURSE WORK** highlights academic knowledge and **RELEVANT EXPERIENCE** highlights experience and accomplishments, paid or unpaid. The **SUMMARY OF QUALIFICATIONS** provides the employer with a snapshot of what makes this candidate qualified for the position.

Carl Furman

123, Oxford Street
Halifax, NS, B3R 4J2
(902) 473-2286, Cfurman@mail.com

SUMMARY OF QUALIFICATIONS

- Completed special tourism development project (The New Orleans Facility Report), produced a guide to area function facilities and developed facility marketing strategies
- 3 years experience in travel marketing and business development
- Experienced in itinerary preparation, proper usage of Official Airline Guide, Hotel Indexes and Thomas Cook Timetables, and international and domestic manual ticketing
- Ability in map reading, accounting, reservations and administration
- Experience in the food and beverage industry

EDUCATION

Diploma in Travel, Tourism and Hospitality Expected Graduation May 2007
CompuCollege School of Business, Halifax, Nova Scotia

- Relevant Coursework: Comprehensive Travel, Travel Management and Planning, Tourism Development, Retail Travel and Tourism Development

Bachelor of Science: Major in Geography 2005
Dalhousie University, Halifax, Nova Scotia

- Dean's List 2002-2006

COMPUTER SKILLS

- Industry software: Linux, Gemini, FlightFinder, Earth2
- Microsoft Word, Microsoft PowerPoint, Microsoft Excel
- Adobe Illustrator
- Internet, Email

RELEVANT EXPERIENCE

Travel Sales Consultant 2006-Present
Travel CUTS, Halifax, Nova Scotia

- Assisted clients in booking national and international travel arrangements via train, bus and airline
- Provided clients with information on various international programs through Travel CUTS such as the Language Learning Abroad Program, SWAP and Volunteer Abroad
- Represented Travel CUTS at various trade exhibitions and provided relevant information in an efficient and friendly manner
- Maintained current knowledge of all travel advisories, updates and new information

Travel Intern Fall 2005
The New Orleans Visitors Center, New Orleans, Louisiana

- Researched and compiled information for directories which included Calendar of Events, Catalog of Historic Sites, and Music Festival Director
- Represented Louisiana Division of Tourism at the World Trade Center Travel Show which involved answering questions and providing tourist information on New Orleans cultural events, places of interest and sightseeing
- Assisted in marketing effort to promote New Orleans and contacted tour planners nationwide
- Provided tourist information at the New Orleans Visitors Center
- Completed the New Orleans Facility Report involving compilation and analysis of data on all Mardi Gras visitors
- Analyzed market potential for industry expansion and provided detailed reports regarding benefits to affected industries

OTHER EXPERIENCE

Receptionist

History Department, Dalhousie University, Halifax, Nova Scotia

2004-2005

Server

Candleberry Court, New Orleans, Louisiana
Your Fathers Mustache, Halifax, Nova Scotia

Fall 2005
2003-2004

Sales Associate

Hudson Bay Company, Halifax, Nova Scotia

2002-2003

VOLUNTEER EXPERIENCE

Volunteer

Big Brothers Big Sisters, Halifax, Nova Scotia

2006-Present

Volunteer

IWK Grace Hospital, Halifax, Nova Scotia

2004-2005

Volunteer

Bluenose Marathon, Halifax, Nova Scotia

2005

INTERESTS

- Traveling, painting, 19th century literature, running

REFERENCES

Available Upon Request

C a r l F u r m a n

123 Oxford Street – Halifax, Nova Scotia – (902) 473-2286 – cfurman@mail.com

SKILLS SUMMARY

Writing/ Editorial Skills:

- Proven writing skills; authored hundreds of pages of fiction in the past three years
- Over three years experience writing articles for various newspapers on topics ranging from politics to theater
- Extremely reliable under pressure and consistently meets deadlines

Computer Skills:

- Knowledgeable in many types of computer software packages, such as Microsoft Word, WordPerfect, and Pagemaker

Communication/ Language Skills:

- Experienced public speaker; lectured to a wide variety of audiences
- Completely bilingual in English and Spanish with some knowledge of French.

EDUCATION

Bachelor of Arts (Major: English Literature and Journalism) 2006
King's College, Halifax, Nova Scotia

EXPERIENCE

Journalist Intern, The Coast

Halifax, Nova Scotia

Dec. 2005 - Present

- Contributed weekly articles on current events to local newspaper
- Interviewed local businesspeople for experimental section on area residents

Editor, The Literatim

Dalhousie University, Halifax, Nova Scotia

Sept. 2005 -May 2006

- Held weekly meetings with up to 25 students to select poetry, short fiction, prose, and art work for school literary magazine, published once per semester
- Collaborated with print and design staff on page layout and cover design
- Expanded reader subscriptions by 20% by increasing marketing, facilitating focus groups and focusing content based on student feedback
- Established deadlines for publication and staff contracts based upon academic calendar and publisher expectations

Feature Writer, The Gazette

Dalhousie University, Halifax, Nova Scotia

Sept. 2003 -May 2006

- Wrote weekly articles for Arts and Entertainment Section of campus newspaper reviewing movies, plays, novels, and new music releases
- Guest columnist for viewpoint, sports, and News Sections
- Implemented and managed newspaper budget of \$15,000

AFFILIATIONS

Member, Young Journalists of Canada 2005-Present

Member, English Society, Dalhousie University 2004-2006

Member, Society for Academic Excellence 2004-2006

In this Chronological resume sample, action statements detail the candidate's accomplishments through their **EXPERIENCE** section and involvement in **EXTRACURRICULAR ACTIVITIES**. Accomplishments are also displayed in the **AWARDS SECTION**.

Carl Furman

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cfurman@mail.com

EDUCATION

Bachelor of Commerce: Business Administration/Marketing 2004
Dalhousie University, Halifax, Nova Scotia

- Relevant Course Work: Business Communications, International marketing, Marketing Across Generations, Ethics in Business

AWARDS

- Recipient P. A.C.E. 5 Awards (Public Acknowledgment for Conscientious Effort), Red Savior Insurance 2006
- Deans Award for GPA above 95%, Dalhousie University 2002 - 2004
- Lawson Scholarship, Lawson Centre 2003

COMPUTER SKILLS

- **Operating Systems:** All Microsoft Systems, OS 390, UNIX, and Novell
- **Programming Languages:** C++, Visual Basic, HTML, Assembly, LISP and JAVA
- **Software Applications:** Microsoft Word, Microsoft Excel, Microsoft Power Point

EXPERIENCE

Information Consultant

Red Savior Insurance, Halifax, Nova Scotia 2006 – Present

- Educate public on applicable BC/BS policies, guidelines and procedures through phone and one-on-one interaction.
- Resolve complaints and disputes in billing or contract specifications by listening to client issue, offering suggestions and providing follow ups.
- Research and write customer requests for appeal and present findings to the team.
- Identified existing problems and provided research data to Ombudsman which contributed to revision of applicable underwriting policy.
- Selected to assist the Consumer Relations Department with inquiries from the media and third party inquiries from the Division of Insurance.
- Recipient of the P. A.C.E. 5 Award (Public Acknowledgment for Conscientious Effort).

Senior Information Representative

ABC Inc, Dartmouth, Nova Scotia 2004-2006

- Trained and facilitated orientation of new Information Representatives.
- Liaised directly between Research and Law Department on legal cases.
- Selected to attend training program on new EDS computer system with subsequent responsibility to train co-workers.
- Responded to inquiries and identified and researched subscriber problems which resulted in increased client satisfaction by 15%.
- Drafted series of form letters to accompany payments to participating medical providers.

Sales Associate

The Clothes Criterion, Sackville, New Brunswick Summers 2001 - 2004

- Ranked among Top 15 Salespeople in the country.
- Provided excellent customer service: assessed needs of clients, suggested appropriate products and answered queries.
- Designed and arranged merchandise displays meeting company policies and customer need.
- Trained 10 employees on computer system, effective merchandising and customer service through orientation sessions and job shadowing.

EXTRACURRICULAR ACTIVITIES

Dalhousie Tigers Soccer Team

Dalhousie University, Halifax, Nova Scotia 2000 - 2004

- Provided leadership as the team captain for the 2003 season
- Organized formal and informal meetings to open and improve communication between members
- Received AUS Conference Award for outstanding performance
- Helped Dalhousie Tigers Soccer achieve its first 10 win season in 20 years

Treasurer

Business Club, Dalhousie University, Halifax, Nova Scotia 2003 - 2004

- Managed and maintained accurate financial records for a \$5, 000 yearly budget
- Created a detailed budget tracking system using Excel spreadsheets resulting in increased efficiency and accuracy
- Collaborated with the club's executive board of nine members to coordinate project programs

INTERESTS

- Travel (traveled independently throughout Europe, Middle East and South East Asia)
- Reading Canadian history
- Swimming and playing soccer
- Photography

This sample resume is for a summer job. The **SKILLS AND ACCOMPLISHMENTS** section highlights interpersonal skills and accomplishments that are relevant to the desired summer position. **VOLUNTEER EXPERIENCE** includes **ACTION STATEMENTS** because the experience is relevant.

Jessy Smith

12546 Nowhere Street, Nowhere Town, HG,
(989) 555-9856, Jewelssmith@hotmail.com

Skills and Accomplishments

- Recipient of the Don Mills Volunteer award for 25 hours of volunteer experience
- Computer skills: Microsoft office, email, internet.
- Reliable, responsible and hard working with a 100% school attendance record
- Participant in the Boys and Girls Clubs Leadership Program; focusing on leadership skills, education and social recreation

Education

Bachelor of Arts, 2004 – expected graduation 2007
Dalhousie University, Halifax, Nova Scotia

Work Experience

Lifeguard, Risers Beach, Halifax, NS Summer 2002 – 2003

- Monitored swimming areas for rule violations and drowning victims
- Assisted in maintaining pool facilities and recreation areas surrounding pool areas
- Supervised entertainment activities; games, water polo and dodge ball
- Attended CPR and water survival training courses and maintained CPR Certification
- Taught swimming classes to participants aged 4 – 8

Babysitter, McDonald family, Halifax, NS 2001-2005

- Provided care and safety for 2 children aged: 2 and 5
- Cooked healthy meals at lunch and dinner, adhering to children's dietary needs
- Ensured play area and kitchen area were tidy and organized
- Entertained children by reading, walking, playing game and watching T.V

Volunteer Work

Youth Worker, Big Brothers/ Big Sisters, Halifax, NS 2003 – 2004

- Facilitated and participated in group activities and field trips
- Monitored youth during activities, ensuring safe play and cooperation were exercised
- Tutored ages 8 -13 and assisted with homework assignments.

School Organizations

National Honour Society, City High School, 2003
Soccer Team, City High 2002-2003

In this sample resume, **EDUCATION** is listed towards the top because it is recent and very relevant to the career objective. Valuable **COMPUTER SKILLS** are highlighted in a separate section. **CO-OP, INTERNSHIP** and **ACADEMIC PROJECT** experience is valuable for students with little job experience, particularly if it corresponds to the position sought.

Gimhae Kim

3456 Gramp Street
Unionville, IL
(555) 123-4567
gkim@mail.com

EDUCATION

Bachelor of Science in Information Engineering, 2006

Korea University, Chungnam, Korea

Senior Project: Voice-On-Demand System on Personal Computers for Telephone Networks

Relevant Courses: Integrated Circuit, Microprocessor, Computer Architecture, System Programming Language, Electronic circuits, Physical Electronics, Electromagnetics, Automatic Control, Data Structure and Algorithms, Computer Language & Translator, Data Communication, Linear Algebra, Digital System, Signal and System

TECHNICAL SKILLS

Electronic design automation tools:	National Instrument LabVIEW Cadence SPW, Synopsys COSSAP, Berkeley Ptolemy
Hardware design tools:	Mentor ModelSim, Cadence NC-VHDL, Xilinx, Quick Logic, Magic
Low-level languages:	Verilog, VHDL, assembly for TI TMS320C54x, Intel x86, Z80, V40
High-level languages:	C, C++, Java, Pascal, Fortran, Basic, Matlab
Scripting languages:	csh, sh, tcl/tk, itcl

RELEVANT EXPERIENCE

Summer Co-op

Intel Corporation, Hillsboro, Oregon, US, 07/05-12/05

- Developed radio frequency interference mitigation algorithms for narrowband interference rejection
- Assessed and prototyped algorithms to FPGA implementation for MIMO-OFDM Intel platforms
- Demonstrated performance improvement with noise weighting algorithm resulting in one patent submitted and one journal paper under review.
- Awarded \$10,000 scholarship in recognition of strong performance during co-op placement

Summer Intern

Samsung Advanced Institute of Technology, Gyeonggi-do, Korea, 06/04-07/04

- Analyzed and verified MIMO-OFDM algorithm with Matlab Simulink
- Simulated finite wordlength effect of core blocks in the baseband receiver
- Optimized wordlength of successive interference cancellation
- Developed 'Multi-Carrier Mode Modem for IMT-2000 User Equipment and ASIC,' in the digital communication circuit team in cooperation with Samsung in Korea
- Designed and simulated 3X-CDMA multi-carrier digital receiver
- Coded up digital ASIC functions such as digital phase lock loop (PLL), down converter and multi-carrier processor using VHDL
- Optimized data wordlength in digital ASIC functions.

RELEVANT ACADEMIC PROJECTS

Project: Data Wordlength Reduction for Low-Power DSP Software, Spring 2004

Class: Embedded Software Systems

- Analyzed number of transition in the digital signal processing blocks for portable devices and reduced wordlength for low power consumption at the software level
- Lead a team of 4 students; delegating work loads, listening to concerns and ideas and offering suggestions.

Project: Optimum Wordlengths for Multiplier and Adder, Fall 2003

Class: High Speed Arithmetic

- Analyzed number of gates for the multiplier and adder and found optimum wordlength to minimize the number of gate satisfying given performance
- Project resulted in an 95% mark

Project: Performance Evaluation of Fixed Broadband Wireless Access, Spring 2003

Class: Wireless Communications class

- Analyzed and simulated Orthogonal Frequency Division Multiplexing (OFDM) broadband wireless access system using LabVIEW7
- Simulated broadband wireless channel using the Stanford University Interim (SUI) channel model.

Project: Minimum-ISI Time Domain Equalization for Fixed Wireless Access, Fall

Class: Advanced Digital Signal Processing

- Analyzed and simulated time domain equalizations for OFDM broadband wireless access system using MATLAB

In this sample resume, **SPECIAL COURSES AND SKILLS** highlights relevant qualifications and academic experiences that meet the career objective. **EXTRACURRICULAR ACTIVITIES** demonstrate that student is sociable and gets along well with a diversity of people.

Carl Furman

c f r u r m a n @ m a i l . c a

Home Address

123, Ellis Street
Boston, MA, 01234
(123) 456 789

Campus Address

3456 University Ave
Tindle Residence, Room 234
(123) 555-8256

EDUCATION

Bachelor of Science; Majoring in Linguistics

2003-2006

Dalhousie University, Halifax, Nova Scotia
Cumulative Average: 3.8/4.0

SPECIAL COURSES & SKILLS

- Linguistics courses included Semantics, Syntax, Phonetics, and Psycholinguistics
- Experience in COBOL, BASIC, FORTRAN, and PASCAL programming languages
- Speak French at conversational level
- Research topics have included: socioeconomic background on linguistic skills, Infant linguistic development and Cultural Differences in linguistics

ACTIVITIES

- Member, Phi Kappa Phi National Honor Society
- Member, The Academy Honor Society, Roanoke College
- Member, Orientation Staff, Howard Payne University
- Member, Education Club, Howard Payne University

AWARDS

- Graduated third in College of Arts & Sciences
- Full scholarship, Arts Foundation 2003-2006
- Millennium Award for Academic Excellence 2006

RELEVANT WORK EXPERIENCE

Linguist Assistant (Practicum Placement)

ROANOKE COLLEGE, Salem, VA

Winter/Spring 2006

- Studied and evaluated performance of DEC talking computer
- Assisted development of classroom applications for phonetics class
- Assessed needs of students through one on one interviews, group observation and conversations with staff

Linguist Assistant (Practicum Placement)

NEUMANN SCHOOL, Westhampton, MA

Summer 2005

- Evaluated disadvantaged students to determine effects of socioeconomic background on linguistic skills and scholastic performance
- Developed and implemented new curriculum for 4 students resulting in improved academic performance

OTHER WORK EXPERIENCE

- **Staff Writer**, Student Newspaper, Howard Payne University 2006
- **Calculus Tutor**, Howard Payne University 2005

In this sample resume, **CLINICAL EXPERIENCE** is an essential aspect of a resume for students with limited work experience and **PROFESSIONAL AFFILIATIONS** indicate student's dedication to their field. **ACHIEVEMENTS** show the employer that this person is effective; the work that they are doing, WORKS! **RELATED EXPERIENCE** and **OTHER WORK EXPERIENCE** are separated to allow for more detail on experiences that are relevant to the position.

CARL FURMAN

123 Ellis Street • Halifax, Nova Scotia • B5H 2C8 • (123) 456 7891 • cfrumand@mail.com

EDUCATION

Bachelor of Science, Occupational Therapy 2000 - 2004

Dalhousie University, Halifax, Nova Scotia
Dean's list four consecutive semesters.

ACHIEVEMENTS

- Chosen by Dr. Ling (professor of Occupational Therapy) to be the lead student to research and compile data on the use of Occupational Therapy in nursing homes.
- Published 3 articles on studying Occupational Therapy and the employment trends for Nova Scotia Occupational Therapy Association Monthly newsletter
- Accepted by and participated in the Occupational Therapy project at the University of Chicago; received a grade of 'A*.
- Received positive feedback from Clinical supervisors on my in depth knowledge, patient care and positive attitude.

CLINICAL EXPERIENCE

Assistant Occupational Therapist

LEARNING PREP SCHOOL, Halifax, NS 2003

- Worked one on one and in group settings with students having Developmental Delays, Mental Retardation and Related Learning Disabilities.
- Interventions include Gross and Fine Motor Therapy, Visual-Perceptual-Motor Therapy, Vocational Training and Neurodevelopmental Technique in individual therapy.
- Supervised Community Outings, Visual-Perceptual-Motor Group, Pre-vocational and Vocational Work Centers.

Assistant Occupational Therapist

SPAULDDMG REHABILITATION HOSPITAL, Halifax, NS Summer 2002

- Case load of over 25 included patients with Cardiac and Pulmonary Disorders, Lower Limb Amputations, Stroke, Brain Injury and Reflex Sympathetic Dystrophy.
- Interventions included Neurodevelopmental Technique, joint mobilization, Deep Friction Massage, Computer Assisted Cognitive Therapy, Community Mobility, Home Program Planning, Home Evaluations and Evaluations in all related areas.

Occupational Therapy Internship

MORING PSYCHIATRIC HOSPITAL, Dartmouth, NS

Summer 2001

- Work with adolescent, adult and geriatric patients with Affective, Chronic Thought Process, Social and Personality Disorders, as well as Substance Abuse Disorders.
- Supervised General Activities Period, insuring safe, active environment
- Administered initial evaluations, vocational readiness evaluations, and leisure planning evaluations.
- Student Project- Techniques in Occupational Therapy in Psychiatry, resulting in an A grade.

RELATED WORK EXPERIENCE**Mental Health Assistant**

SUGAR CREEK CHILDREN'S UNIT, Dartmouth Psychiatric Hospital

Fall 2000

- Worked with adolescents ages 12-16 on a 30 patient unit.
- Facilitated Milieu Therapy and one on one counselling for behavioral management issues
- Observed and restrained, when necessary, aggressive or self-abusive patients and provided custodial care.
- Observed strict confidentiality with clients and displayed empathy, strong listening skills and patience with patients at all times,

PROFESSIONAL ASSOCIATION

- **Member**, Nova Scotia Occupational Therapy Association
- **Member**, Canadian Occupational Therapy Associations.

OTHER WORK EXPERIENCE**Supervisor**, Celtic Corner Public House, Dartmouth N.S.

1999

Bartender/Waiter, Royal Nova Yacht Squadron, Halifax N.S.

1998

Waiter, Brisbane City Polo Club, Brisbane, Australia

1997

VOLUNTEER EXPERIENCE**Volunteer**, IWK Children's Hospital, Halifax, NS

2004

Fundraiser, Canadian Cancer Association, Halifax, NS

2003

ESL Tutor, Metropolitan Immigrant Services, Halifax, NS

2002

References available on request

5536 APPLES PLACE, HALIFAX, NOVA SCOTIA
PHONE 555-1236 • E-MAIL JJOBSEEKER@MAIL.COM

JENNIE JOBSEEKER

WORK EXPERIENCE

Server/ Caterer (part-time) 2007
Private Catering Company Toronto, Ontario

- Set up and dismantled bar and food serving stations ensuring clients specification were met
- Served private parties in client's homes with up to 100 guests
- Bartended and served food for fine dining table service, cocktail and buffet style
- Worked with a team of 1 to 5 people, depending on size of event

Caterer/ Banquet Server (part-time) 2006
The Butler Did It Catering Company Toronto, Ontario

- Set up and dismantled bar and food serving stations ensuring clients specification were met
- Provided fine dining table service, banquet style and cocktail parties
- Worked in large teams catering both corporate and private parties for up to 500 clients

Food and Beverage Server 2005
Bedford Ballroom Toronto, Ontario

- Provided full table service in busy environment; serving up to 500 customers per shift
- Performed opening and closing duties; set up, cleaned, balanced float and ordered inventory
- Provided excellent customer service; friendly, assessed needs, provided suggestions, continually followed up with customers.

Food and Beverage Server 2002-2001
Maxwell Plum Halifax, Nova Scotia

- Provide full table service; sections of up to 20 tables in busy, high pace environment
- Maintained, ordered and responsible for payment of inventory
- Trained new staff members and produced staff schedules

Food and Beverage Server 2001
Maxwell's Restaurant Oxford & London, England

- Provide full table service, opened and closed, balanced cash, provided customer service, bartended and performed employee training.

Food and Beverage Server 2000
Banff Lifts Limited Banff, Alberta

- Accepted payment of purchases in cafeteria, maintained stock in main cafeteria, bartended, provided full table service for large group tours, opened and closed and trained new staff.

EDUCATION

Bachelor of Commerce: Marketing and Human Resource Management Halifax, Nova Scotia
Dalhousie University 2002-2008

This **FUNCTIONAL** Resume highlights relevant skills that the position is requiring and can be effective if you have many years experience in similar positions. The **PROFESSIONAL PROFILE** provides a snap shot of all the relevant experiences, qualifications and characteristics of the applicant and can grab the employer's attention.

Karen Lee

5274 South St.

902-555-1235; klee@mail.com

Halifax, NS B2N 2A6

PROFESSIONAL PROFILE

- Nine years experience working in the hospitality and customer service industry in Canada and Australia.
- Supervisory and assistant manager experience for three different employers.
- Major strengths : customer relations, multitasking and leadership
- Instrumental in the set up and operations of a new restaurant
- French language comprehension and communication skills

EDUCATION/TRAINING

Bachelor of Commerce; Small Business Entrepreneurship (completing part time)

Dalhousie University, Halifax, NS

Food and Beverage Responsible Service Course

July 2002

SKILLS / QUALIFICATION

SUPERVISORY

- Excellent Leadership Skills; listen to opinions, provide constructive feedback, open communications and delegate work load evenly.
- Managed up to eight staff members per shift.
- Provided excellent customer service; friendly, ability to asses needs and intervene when problems arise, building rapport and client relations.
- Managed flow of Bar; coordinated reservations and set up, section allotments for staff, and entertainment set up and coordination.

OPERATIONS

- Closely involved in the start up and operations of a new restaurant. Consulted on bar set up and floor design, manual labour, influence in hiring/staffing, training and day to day trouble shooting.
- Opening and closing duties: balancing cash, inventory controls and ordering, sales processing, POS system closing, debit/credit machine closing and balancing, and data base creation of sales purchasing and GST paid

TRAINING

- Led groups and individuals through training processes; familiarize with POS systems, layout, rules and regulations, addressed questions and concerns.

COMPUTER

- Microsoft Office Operating System: Word, Excel, Access, Power Point

WORK EXPERIENCE

- **Supervisor**, Celtic Corner Public House, Dartmouth N.S. April 2005 – Current
- **Bartender/Waiter**, Royal Nova Yacht Squadron, Halifax N.S. May 2004- Dec 2004
- **Waiter**, Brisbane City Polo Club, Brisbane, Australia 2003
- **Bartender**, The Seahorse Tavern, Halifax N.S. 2001-2002
- **Bartender** Assistant Manager, Ashburn Golf Course, Halifax N.S. 1999
- **Bartender**, Sulphur Mountain Gondola, Banff, Alberta 1998