

Resumé Makeover #1

Tips to help you transform your resumé from so-so to sensational.

Before

After

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HIGHLIGHT OF QUALIFICATIONS

- ❖ **Customer Service/Sales**
 - Genuinely polite and well-mannered when helping clients.
 - Communicates with clients to find the best solution for their needs utilizing consultative techniques.
 - Able to use math to calculate payments on balances due for clients' accounts.
- ❖ **Clerical**
 - Able to use multiline phones and reroute calls with ease. Able to correlate documents alphabetically and/or numerically.
 - Organized and able to take thorough messages. Excel in copy machine and facsimile use.
 - Capable of making appointments and scheduling meetings in an organized fashion.
- ❖ **Leadership**
 - Ability to communicate tasks clearly and efficiently.
 - Ability to organize multiple tasks simultaneously.
 - Capable of training and simplifying tasks for time efficient schedule.
- ❖ **Creative**
 - Able to develop a new solution to a problem or a new artistic object or form.
 - Ability to produce something new through imaginative skill.

SOFTWARE EXPERTISE

Both PC and Mac Platforms • Windows XP/Vista • MAC OS • Microsoft Office • Adobe Suite

EMPLOYMENT HISTORY

<i>Customer Service Agent:</i> SkyBoat Journeys Inc., Sitka, AK	05/2021 - Current
<i>Customer Service Rep:</i> Fly High Services, Sitka, AK	10/2020 - Current
<i>Deckhand:</i> Ocean Explorer, Sitka, AK	06/2020 - 08/2020
<i>Dock Supervisor:</i> Acme Seafoods, Sitka, AK	06/2013 - 06/2020
<i>Childcare Provider:</i> Misty Newman, Woodland Hills, CA	06/2012 - 06/2013

EDUCATION

University of Phoenix, Phoenix, AZ	05/2020
Associate of Arts	

The qualifications section contains an arbitrary list of skills with no focus on a specific employment objective.

The bulleted statements only highlight basic abilities. A strong resumé highlights skills relevant to the targeted role with quantifiable results whenever possible.

Only include software expertise if you have experience with applications mentioned in a job listing.

Include details of your experience for each role instead of a list.

Always indicate your field of study, not just the type of degree.

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CAREER TARGET: AVIATION OPERATIONS MANAGER

- **Highly organized and resourceful** team member with demonstrated success in managing day-to-day business operations within the fishing and aviation industries, including 5 years of supervisory experience
- **A lead-by-example supervisor** who earns team's trust and respect by taking initiative to solve problems, doing the work of those supervised, and demonstrating empathy for staff needs while establishing clear performance expectations
- **Well-versed in safety and training procedures** to ensure compliance with company and industry policies; achieved 100% on-time completion rates for safety training and documentation with zero lost time incidents for 5 consecutive years

EXPERIENCE

SkyBoat Journeys Inc. | Sitka, AK 05/2021 – Present
Customer Service Agent
Collaborate with a 6-person team to coordinate safety and customer service functions for this premier commuter airline that serves 150,000 passengers annually across 14 rural Alaskan communities.

- Facilitate check-in assistance, ticketing changes, and flight and freight bookings via Take Flight reservation system
- Fuel aircrafts and conduct frequent radio communications with customer service agents, pilots, and dispatch to ensure safe take-off and offloading of all passengers and cargo
- Keep composure during peak times and flight delays by tackling each situation as it arises, remaining focused on the customer experience, and making situations transparent to customers
- Create detailed manifests and notify pilots of weights, passenger counts, and hazardous materials per FFA regulations

Fly High Services | Sitka, AK 10/2020 – Present
Customer Service Representative
Hired to ensure consistently positive customer experiences by coordinating aircraft fuel, maintenance, parts, and ground support services for this Fixed-Base Operator (FBO) servicing over 12,000 aircrafts annually.

- Handle fueling invoices, accounts receivable and payable; reduced past due accounts from 20 to 2 in < 3 months
- Chosen to assume management responsibilities in General Manager's absence, including staff supervision, employee scheduling, ramp operations management, and the coordination of equipment and building repair
- Boosted team morale by resolving long-standing issue with defective equipment and procuring new PPE for staff
- Cultivated positive working relationships with local vendors, receiving numerous commendations

Acme Seafoods | Sitka, AK 06/2013 - 06/2020
Dock Supervisor
Started as a fish processor and worked across 4 different departments, acquiring deep knowledge of fishery operations. Promoted to Dock Supervisor in 2016 due to exemplary leadership, ability to learn quickly, and an unmatched work ethic.

- Managed a team of 15 staff, overseeing all aspects of dock operations including offloading, equipment cleaning, ice delivery, and load measurement for 100+ vessels totaling roughly \$1 million of product per week
- Achieved 100% on-time completion rate for safety training and zero lost time incidents for 5 consecutive years
- Improved operational efficiency by learning fishermen docking preferences and memorizing exclusive economic zones (EEZs) to expedite reporting to Alaska Department of Fish and Game (ADF&G)
- Utilized eLanding system to record commercial harvest activity and generate printable tickets per ADF&G regulations
- Received multiple positive testimonials from fishermen and staff on strong customer service and organizational skills

EDUCATION

University of Phoenix, Phoenix, AZ	Anticipated: 09/2023
Bachelor of Science (B.S.) in Management	
Associate of Arts with a concentration in Business Fundamentals	05/2020

This resumé includes an intro that immediately communicates the job target and relevant strengths, which can compel employers to read more.

Go beyond listing generic job duties by including relevant information that sells your value.

Here, the candidate emphasizes knowledge of aircraft fueling and maintenance, ramp operations, and leadership – all valuable for the aviation operations manager role.

Instead of listing all prior roles with the same company, summarize your career progression.

List degrees in progress but provide an anticipated graduation date and specific major.

Like the look? Download the "after" resumé template and other career support resources at phoenix.edu/blog/career-support/tools-resources.html