

➡ This is a Functional Resume, also called a Skills Resume. ⬅  
(see reverse side for how to write one)

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**OBJECTIVE:** An OFFICE SUPPORT position.

**HIGHLIGHTS OF QUALIFICATIONS:**

Three years of clerical and accounting experience.  
Over five years of customer service experience.  
Training in accounting, clerical, and computer skills.  
Strong communication and organizational skills.  
Reliable, versatile, cooperative, good team member or independent worker.

**RELEVANT SKILLS AND EXPERIENCE:**

**CLERICAL/BUSINESS/ACCOUNTING**

Keyboard 40 words a minute and operate ten-key calculator by touch.  
Performed accounts receivable and accounts payable functions for a business.  
Knowledge of general business, bookkeeping, accounting, and banking procedures.

**CUSTOMER SERVICE/COMMUNICATION**

Served customers in clothing and food service industries; speak three languages.  
Certificate in Business Communications, answered phones in retail store.  
Cashiered and handled charges and credits in cash or by credit/debit card.

**COMPUTERS**

Produced business documents using Microsoft Office Word 2003.  
Familiar with advanced features of Microsoft Office Excel 2003.

**WORK HISTORY:**

Customer Service Representative	Ross Dress for Less, Emeryville, CA, 2005-Present.
Food Server/Cashier	Jack-in-the-Box, Emeryville, CA, 2003-2004.
Bookkeeping Assistant	Fine Goods, Chandigarh, India, 1996-1999 (volunteer).

**EDUCATION:**

Computer Applications	Berkeley Adult School, Berkeley, CA, 2007.
Business/Accounting	Berkeley City College, Berkeley, CA, 2005-2006.
High School Diploma	Government High School, Chandigarh, India.

## **WHAT IS A “FUNCTIONAL” OR “SKILLS” RESUME? AND HOW DO YOU PRODUCE ONE?**

A traditional resume is called a “chronological” resume. In that format, you list each job you have had and each school or training program you have attended. For each one, you list the things you did on that job or in that training program. This gives your new prospective employer a good idea of your history. For example, it would let the employer know that you sold clothing, and that you served food at Jack-in-the-Box. However, if your new job is to be office work, your new employer might wonder, “How does this person’s history of retail and food service work relate to the office job I have available?”

A “functional” or “skills” resume answers that question clearly for the new employer. It lets the employer see the “functions” you can perform, or in other words, the “skills” that you are offering the new employer. For example, it could let the new employer know that you are good at following detailed procedures, handling cash, and serving the public.

Here’s how you create a functional resume.

- Create the “Objective” section of the resume (see example on reverse side). This states what kind of job you want. Be fairly specific, but you don’t have to give the precise job title. For example, “office support position” is OK. If you apply for several different types of positions, create one version of your resume for each type of position.
  - Just for your own use, write down the title of each job and each training program you’ve been through. Along with each title, briefly write down what you did at each job or training program (as you would if you were writing a chronological resume).
  - Again just for your own use, write a list of the main skills that are required in the type of position you’re applying for. To be sure your list is accurate, you might need to look up the job title on the internet at [www.bls.gov/oco/](http://www.bls.gov/oco/), or ask people who work in the kind of job you’re applying for.
  - Now create the “Relevant Skills and Experience” section of the resume. From the list of skills required in the new job, choose three or four main skills that you would be good at. List them, and underneath each one, write several activities that you have done using that skill, in ANY of your past jobs and training programs. You don’t have to specify in which job or training program you did each activity.
  - Now create the “Work History” and “Education” sections of the resume. In these, you simply list the years, the title of each job or training program, the institution name, city and state. You do NOT list the activities you did on each job or in each training program.
- Finally, create the “Highlights of Qualifications” section, in which you list the main things about you that you want the employer to notice. This might include (a) the number of years or months of experience (jobs and/or training) in a field related to that you’re applying for; (b) what kind of training you have; (c) your main skills or special knowledge that relate to the new job; (d) your personality characteristics that the employer will like; (e) perhaps a summary statement that “says it all.”