

# Sample of Functional Resume

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**Name**

Address

Phone Number:

Email:

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**Objective:** Concisely state what type of job you want.

## SUMMARY OF QUALIFICATIONS

Briefly summarize the most important qualifications you have that match the job for which you are applying.

- 15 years experience in the grocery industry as head clerk, checker, and cashier.
- Excellent reputation with customers as a competent, knowledgeable and helpful professional.
- Enjoy my work and consistently greet customers with a smile.
- Honest, reliable, and productive.

## RELEVANT SKILLS & EXPERIENCE

Highlight a skill area and under the skill area list the ways in which you demonstrated those skills. The following are some examples of what you could write.

### CUSTOMER SERVICE

Developed a reputation for excellent customer service by:

- Increased sales in the higher-profit Natural Foods Department and increased customer satisfaction by advising customers on bulk alternatives to name-brand items
- Acknowledging the customer's presence and making eye contact
- Greeting customers in a friendly manner, and giving them full attention
- Taking time to answer a question or find someone else that could
- Served as product expert on sophisticated items by directing customers to exotic spices and ingredients , ethnic foods and unusual gourmet items

### SUPERVISION

- As Head Clerk managed "front end" of the store
- Prepared daily schedules for staff of up to 18 clerks, to assure maximum check stand coverage at all times
- Trained new clerks and assigned staff to cover peak hours and continuous stocking

### ADMINISTRATIVE

- Answered multi-line phone and routed calls in a friendly manner
- Accurately balanced books and balanced deposits and prepared daily sales reports
- Processed returned checks ,prepared monthly sales report for Head Quarters
- Balanced checker's cash drawer with consistently high level of accuracy

## EMPLOYMENT HISTORY

Write out your job title, place of employment, city and state, and years of employment.

**Retail Clerk**, CO-OP Supermarket, Spokane, WA., 2001 - Present

**Buyer's Assistant**, LILLY Department Store, Oakland, CA., 1998 - 2001

### Institute for Extended Learning

#### Career Resources Center (CRC)

2917 W. Fort George Wright Drive, Room 203

Spokane, WA 99224-5202

For information call: 509-279-6065

Visit website: [www.iel.spokane.edu](http://www.iel.spokane.edu)



Community Colleges of Spokane

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**Manager's Assistant**, Kohl's Department Store, Spokane, WA., 1996 - 1998

## **EDUCATION**

Spokane Community College  
**AA Degree, Business Administration**, 1995

## **VOLUNTEER**

Habitat for Humanity, Harvest Food Bank, and Teen Shelter Clothing Drive, Spokane, WA

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