**Susan Biddle-Ross**

**Chronological Resume**

626 Pine Street, Vancouver, WA 98333
(360) 486-2222
sbiddleross@vacapp.com

***Part-time position at Clark College***

**EDUCATION**

Clark College, Vancouver, WA

Associate of Applied Science Degree Anticipated Graduation June 2015

Computer Support Specialist

 Related Coursework:

* Computer Essentials
* PC Support Customer Service Skills

**SKILLS**

* Microsoft Word, Excel, PowerPoint
* Accurate keyboarding at 55 wpm
* Strong customer service skills
* Outstanding troubleshooting skills

**EXPERIENCE**

 ***Sales Associate***

 Macy’s, Vancouver, WA 2012 - present

* Deliver excellent customer service
* Exceed sales goals by 20%
* Investigate and resolve customer complaints
* Operate cash register
* Set-up store displays
* Manage shelf stocking and pricing activities

 ***Childcare Assistant*** 2009 – 2011

 Private Party, Vancouver, WA

* + Provided childcare for three children after school, weekends and

during school vacations

* Organized outdoor activities and arts & crafts
* Prepared nutritious meals

**VOLUNTEER EXPERIENCE**

 ***Volunteer***

 Boys and Girls Club, Vancouver, WA 2011 - 2013

* Mentored youth and assisted with homework
* Arranged activities for youth
* Escorted small groups to events

**ACHIEVEMENTS**

 Clark College, Vancouver, WA 2012 - 2014

 National Honor Society

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**Chronological/Functional Resume Example**

**GEORGE COSTANZA**

**Functional Resume**

333 Jamestown Avenue, Spokane, WA 99207 (509) 555-1234 geoconstan@email.com

**PROFESSIONAL STATEMENT:**

Quality-driven Director with over ten years of experience serving a non-profit social service agency

**RELEVANT EXPERIENCE AND SKILLS:**

***Administration, Leadership and Management***

Agency Administrator for nonprofit organization serving youth

* Planned and monitored annual organizational budgets of $100,000 - $300,000 monthly
* Provided coordination and leadership to voluntary board of directors
* Represented agency to Federal and State monitors

Exercised supervisory responsibility for a staff of 22 volunteer and paid positions

* Coordinated, planned and conducted training sessions for new staff
* Interpreted personnel guidelines, resolved staff conflicts, negotiated wages
* Introduced team-based management practices that improved service coordination and delivery, and allowed staff to improve client tracking methods

***Fundraising/Development***

Conceived, organized and implemented numerous successful fundraising events

* Doubled the profits of Kid’s Place annual luncheon, from $12,000 to $24,000
* Organized public educational/entertainment events, involving arrangements for location, insurance, contracts, security, advertising and promotion

Successfully identified and cultivated major donors and significantly increased contributions

* Brought people onto the board who were excellent fundraisers
* Increased participation, matching contributors with projects aligned with their interests

***Public Relations, Communication and Media***

Spoke as expert in child development issues in community and educational forums

* Advocated for children’s rights in courts
* Developed and wrote informational newsletter
* Conducted training seminars in child advocacy issues educating parents and school staff

***Computer Skills***

Proficient use of personal computers and printers

* Customized commercial computer programs to meet unique agency needs
* Maintained organization budgets and accounting system with customized computer software
* Wrote complex programs using direct disk access to retrieve lost data

**EMPLOYMENT HISTORY:**

Executive Director Kid’s Place, Spokane, WA 2009-present

Program Manager Social Services, Spokane, WA 1999-2008

**EDUCATION AND TRAINING:**

State University of New York, Binghamton, NY2002

Master of Arts in Social Sciences

Washington State University, Pullman, WA Graduated

Bachelor of Arts in Education

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**Chronological Resume**

**Jerry A. Seinfeld**

8113 NE 139th Avenue, Vancouver, WA 98664

360-619-3539

jaseinfeld@gmail.com

Successful ***Financial Planning Professional*** with over three years of personal and retirement planning experience. Achieved double-digit financial returns for my clients by developing personalized investment portfolios.

**SKILLS/ABILITIES**

* Proficient in Microsoft Word, Excel, Access, and PowerPoint
* Special emphasis in Microsoft Excel creating spreadsheets, charts, and

 valuation/forecast forms specifically designed for analysis and comparison purposes

* Licenses: Series 7, 66, Life, Health, and Disability in Washington and Oregon
* Strong communication skills; written and verbal
* Extensive training in risk analysis, investment and insurance portfolio analysis, company financial analysis, case development and case presentations, and employee benefits
* Enjoys identifying needs, recommending solutions, and taking action

**WORK EXPERIENCE**

Waddell & Reed, Vancouver, WA 2011-present

***Financial Advisor***

* Target prospective clients and help them make progress with their financial goals
* Educate, guide, and help clients make the best possible decisions for their future
* Specialize in comprehensive financial planning and investment portfolios
* Helped businesses with their benefits, including setting up 401(k)s, health insurance, and health savings accounts
* Conducted community financial workshops, educating the public in areas of budgeting, money management, asset allocation, risk vs. return, college education funding, and retirement planning
* Financial analysis and investment planning for clients

Bank of America, Vancouver, WA2008 - 2011

**Senior Teller**

* Built customer loyalty through courtesy and friendliness as an ambassador of the bank
* Ensured accurate and timely processing of all transactions
* Promoted consumer services and products through customer education and cross-sales

**EDUCATION**

Washington State University Vancouver, Vancouver, WA June 2010

Bachelor of Arts in Business Administration

Major in Finance with a minor in Accounting

Graduated with honors

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