



Sample of a Functional Resume

Full Name

800 King Street West, 3rd Floor
Kitchener, ON
N2G 1E8

Telephone 519-725-0785

POSITION

Customer Service Representative

HIGHLIGHTS OF QUALIFICATIONS

- Good communications, telephone manners and customer service skills
- Skilled in planning, coordinating and solving problems
- A supportive team worker, quick to learn, easily adapts to new environments
- Accurate keyboarding and data entry skills
- Proficient in Windows XP, MS Office, Power Point, Excel, Access

SKILLS AND EXPERIENCE**Customer Service Skills**

- Developed excellent communication skills through written, spoken and telephone interaction with staff, students, parents and public
- Professionally dealt with distributors and customers
- Problem-solved, followed through with customer enquiries via fax, phone, email

Administrative Assistant

- Determined and established office procedures
- Accurately scheduled staff appointments and arranged travel plan
- Composed sales and collection letters

Teacher

- Creatively developed lesson plans to best suit student's level
- Excellent ability to multi-task in a busy classroom environment
- Provided after class support to students
- Effectively evaluated and monitored students' needs

EMPLOYMENT HISTORY

2005-Present	Cashier	Food Basics, Cambridge, ON
1995-2005	Teacher	Visitor School, Zimbabwe, Africa
1990-1995	Office Support	XYZ Company, Zimbabwe, Africa

EDUCATION

Institute of Teacher Training, Zimbabwe, Africa
Bachelor of Arts University of Harare, Zimbabwe, Africa

References available on request

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**EMPLOYMENT
ONTARIO**

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Cambridge ON, N1R 3H3
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Building healthy communities

Hours: Mon to Thurs: 8:30am- 4:30pm, Friday: 8:30am -12:00pm