

APPENDIX - A

Resume B Before Revisions

RUTH BRAWLEY

212 Blue Smoke Road, Garner, NC 27580

(919) 656-xxxx

rbrawley@hotmail.com

Introduction Administrative Assistant

Work Experience

1998-2005 Jones, Smith & Miller CPA's, Raleigh, NC
Receptionist
Worked in the front office and scheduled appointments
Set priorities and delegated some tasks to the clerk

1992-1997 AFLAC Insurance, Raleigh, NC
Customer Service Rep
Handled all phone calls
Typed letters and reports
Ordered supplies and assisted Sales personnel

1987-1992 Unemployed, Stay-at-home Mom

1983-1987, White Trucking Company, Gastonia, NC

Answered phones and handled questions
Answered letters and scheduled truck locations

Education

GED courses, Cape Fear Community College, Wilmington, NC

Computer Skills

Microsoft Office, Quicken, and Outlook

Training

2005 Administrative Assistant Training, Wake Technical CC, Raleigh, NC

References available upon request

APPENDIX – A

Richard's Critique of Resume B

- ✓ **The resume uses Introduction rather than Objective, and the Introduction does not show what the applicant has to offer. The applicant should use a targeted Objective.**
- ✓ **The training shown under the Professional Development section was actually a Certification program and should go right under the Objective.**
- ✓ **The information under the side headings should be indented under the headings rather than perpendicular after the longest heading.**
- ✓ **Job information goes on one line and should state job title (bold), company name, location, and dates.**
- ✓ **Dates go on the far right since what you have done is more important than when it was done.**
- ✓ **All of the work statements are just tasks with no indication how well the applicant performed these tasks.**
- ✓ **The computer skills are listed, but the section does not show the level of ability for any of them.**
- ✓ **The resume includes no outside activities to show the applicant's chemistry.**

RESUME (B) AFTER REVISIONS

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OBJECTIVE

Administrative Assistant with Automated CPA's bringing 15+ years of experience and recent certification plus highly developed skills in computers (70 wpm), listening, time management, customer service, and problem solving.

CERTIFICATION

Administrative Assistant, Wake Tech Community College, Raleigh, NC 2005

RELATED EXPERIENCE

Receptionist, Jones, Smith & Miller CPA's, Raleigh, NC 7 years

- **Provided front office interface with clients and handled most problems without referral to partners.**

- **Set priorities for assigned work each morning and delegated some tasks to clerk and performed other tasks as time permitted, but always completed needed work on the required day.**

- **Met an average of 30 clients a day, some scheduled and some walk-ins, and courteously greeted and lined up personnel that answered their questions.**

Customer Service Representative, AFLAC, Raleigh, NC 5 years

- **Typed (70 wpm) letters and reports from drafts prepared by managers and consistently met deadlines.**
- **Ordered supplies, met with sales persons, checked inventory, filed, and performed all required duties that resulted in an efficient operation.**

Secretary, White Trucking Company, Gastonia, NC 3+ years

- **Answered 16-line phone system with courtesy, handled 50% of questions personally, and never left a customer on hold for more than 30 seconds.**
- **Prepared 60% of correspondence replies without bothering staff members.**
- **Scheduled location of trucks each morning that provided managers with the ability to pick up additional payloads.**

OTHER EXPERIENCE

Stay-at-home Mom, Raleigh, NC 4 years

- **Learned life skills in listening, budgeting, and organizing that are ever present at work.**

COMPUTER SKILLS

Keyboarding speed (70 wpm)

Advanced in all Microsoft programs

Intermediate in Quicken

EDUCATION

General Education Courses, Cape Fear Community College, Wilmington, NC

ACTIVITIES

Competitive softball

Neighborhood watch volunteer