

## COMBINATION RÉSUMÉ SAMPLE

The Combination Résumé is a great format to create if you are changing careers or have gaps in your employment. Once you have a detailed Chronological résumé, the Combination Résumé can be easily converted. This way, your relevant skills are clearly visible to the employer at the top portion of the résumé.

### JANE M. DOE

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#### PROFILE SUMMARY

*Award-winning Customer Service Representative with more than five years of experience  
Demonstrated ability in team building, product promotion, and customer relations  
Telephone Sales Person of the Year for 2 consecutive years  
Bilingual – Conversational Spanish*

#### QUALIFICATIONS

- ✓ Microsoft Office: Word, Excel, PowerPoint, Access
- ✓ Proven dependable and consistent work ethic
- ✓ Self-starter and reputation for innovative problem-solving

#### RELEVANT SKILLS

##### Customer and Personal Service

- Speak daily with 75-100 customers by telephone providing accurate product information and services
- Handle customer concerns and complaints resulting in repeat and referral business
- Maintain records of customer interactions and transactions, recording details and actions taken

##### Sales and Marketing

- Describe products and services to customers, resulting in \$250,000 in yearly revenue
- Contact 12 prospective businesses or private individuals daily by telephone in order to solicit sales
- Monitor market conditions, product innovations, and competitors' products, prices, and sales

##### Administration and Training

- Supervise and monitor 11 employees' staff performances to ensure sales and service goals are met
- Hire, train, and evaluate team members, resulting in consistent high staff performance levels each month
- Confer with company officials to develop methods and procedures to increase sales, expand markets, and promote business

#### EMPLOYMENT EXPERIENCE

<b>Customer Service Representative, Team Leader</b> Telcom Communications, Columbia, SC	01/2010 – Present
<b>Customer Service Representative</b> National Bank and Trust, Columbia, SC	06/2005 – 01/2010
<b>Teacher's Aide</b> JFK Elementary School, Columbia, SC	08/2001 – 06/2005

#### EDUCATION

Bachelor of Arts, Business and Marketing, State College, Columbia, SC

#### COMMUNITY SERVICE

American Red Cross, Volunteer Instructor, Columbia, SC | Harvest Hope Food Bank, Volunteer, Columbia, SC

## RÉSUMÉ HOW-TO

These are the 4 sections every Résumé should include:

### 1. Contact Information:

Name, Address, Phone Number(s), and Email (LinkedIn and/or websites, if applicable.) *\*Addresses are not required*

Make sure you can be reached at the phone number listed and that any call-back message is **professional**. Consider having an email just for your job search. **Example:** Jane.Doe@yahoo.com

### 2. Profile Statement:

Include a brief statement about who you are as an employee and what **value** you can bring to the job as far as your experience and accomplishments.

*Look for the tip sheet, "Profile Statements" in the Career Coaching Center and Self-service Kiosk.*

### 3. Employment Experience:

- Job Title, Dates of Employment (month and year), Place of Employment, City, State.
- List the most current job first.
- Only list jobs for the past 7-10 years but try to include at least 3.
- Include duties and accomplishments under each job: For assistance creating job tasks under each job title, use O\*Net ([www.onetonline.org](http://www.onetonline.org))
  - ✓ Type your job title in the search box, select the closest match from the list, copy and paste the bulleted tasks into your résumé.
  - ✓ Be sure to check for accuracy and try to personalize each one to reflect your accomplishments.

*Look for tip sheet, "Using O\*Net to Create Résumés" in the Career Coaching Center and Self-service Kiosk.*

### 4. Education:

#### For High School:

##### Diploma

Eau Claire High School, Columbia, SC

#### For GED:

##### GED

Richland One Adult Education, Columbia, SC

#### For Coursework but no Degree:

##### Coursework, HVAC Technician

Midlands Technical College, Columbia, SC

#### For Completed Higher Degrees:

##### Bachelor of Science, Engineering

Columbia College, Columbia, SC

**Other headings to consider adding to your résumé:** Awards and Recognition, Military or Community Service, Certifications and Licensures, Professional Memberships/Associations.

#### Résumé Tips and Reminders

**Keep it simple:** Use **Arial** or **Calibri** in font size 10, 11, or 12.

**Use a standard Word document:**

Templates can be challenging to modify or customize.

**Be Precise:** No Typos or Spelling/Grammatical Errors.

**Be specific:**

**Example:** Interacted with customers to ensure satisfaction with service and to resolve any complaints.

**Highlight Accomplishments over Duties:**

**Example:** Developed four daily enrichment activities for preschool-age children focusing on early literacy.

**Tailor your Résumé for the job you want by using keywords and phrases.**

There is no "one-size-fits-all" résumé.

Mirror the language of the job description and company values.

Make sure keywords are strategically positioned to emphasize your achievements.