

SAMPLE REVERSE CHRONOLOGICAL RESUME WITH SUMMARY

Ima Sample
12345 – 999th Pl. N.E., Seattle, WA 98115
(206) 123-4567 (H); (206) 543-0000 (W)
Email: imasample@yahoo.com

OBJECTIVE:

Project Coordinator or Administrative Support position that involves strong communication and interpersonal skills with an attention to detail.

SKILL SUMMARY:

- * Over 10 years of customer service experience.
- * Effective written and verbal communication skills; excellent demonstrated ability to establish and maintain good professional working relationships.
- * Strong team contributor; consistent and reliable follow-through with vendors, clients, suppliers.
- * Willing to go the extra mile to meet team goals and deadlines.
- * Seven years of office administrative and clerical experience; skills include MS Office (Word, Excel, Access, and PowerPoint), multi-line phone system, and 10-key by-touch (120 spm).
- * Financial services background includes payroll, financial records, and purchasing/accounts payable electronic transaction system.
- * Knowledge and expertise with various UW administrative systems such as FIN, PAS, HEPPS, and OPUS.
- * Proficient with Oracle (electronic calendaring system).

WORK EXPERIENCE:

Fiscal Technician 3 January 2002-Present
University of Washington Payables Department (Seattle, WA)

- * Prepare Accounts Payable payment documents for processing; enter data into Purchasing and Accounts Payable System (PAS).
- * Consult with buyers in Purchasing, department fiscal staff, and vendors to resolve problem invoices.
- * Explain complex rules and procedures.
- * Assist with new hire entries into the Online Payroll Update System (OPUS).
- * Prepare completed invoices and recaps for filing.
- * Developed and implemented process improvement method for invoice filing. Reduced turnaround time by 10%.
- * Main point of contact for payables questions.
- * Team leader of process improvement team.
- * Assist with payroll for unit.
- * Independently advise and educate staff on fiscal policies and procedures.
- * Assist in development and maintenance of written procedures for Payables unit.

Office Assistant III January 2000-January 2002
University of Washington Purchasing Department (Seattle, WA)

- * Assigned purchase orders to rightful buyer based on the separation of commodities. Received and initiated budget change requests.
- * Collected online requisitions and forwarded to the appropriate buyer.

Office Assistant III (cont'd)

- * Monitored and secured bid documents until designated date and time.
- * Greeted both campus staff and vendors; responded to inquiries and fulfilled requests using computer and multi-line phones on a daily basis in a fast-paced environment.
- * Answered all incoming calls on high-volume phone line; forwarded calls and relayed messages to purchasing staff.
- * Sorted and routed mail to proper purchasing employees.
- * Assisted with training new employees.
- * Received "Customer Service Star" award for excellence in customer service, February 2001.

Over/Short Coordinator
Bon-Macy's (Bellevue, WA)

June 1999-January 2000

- * Analyzed all store terminals for cash shortages and compliance issues causing shortages.
- * Conducted audits; tracked, researched, and resolved compliance issues for all forms of tender.

Customer Services Representative, part-time
Bon-Macy's (Bellevue, WA)

May 1998-June 1999

- * Assisted and directed customers, answered high-volume phone lines, directed and routed calls as needed.
- * Coordinated inventory operations; identified, tagged, and tracked equipment and supplies.

EDUCATION:

Bachelors Degree in Business Administration, with a concentration in Finance
University of Washington, June 1999

STAFF TRAINING:

University of Washington

- * UW Purchasing Process
- * UW Financial Systems 101
- * Health Insurance Portability and Accountability Act (HIPAA) compliance training
- * Foundations of Fiscal Reporting

VOLUNTEER AND COMMUNITY SERVICE:

Youth Leader
YouthCare (Seattle, WA)

February 2005-Present

- * Serve 20 to 60 homeless youth, ages 7 to 18, providing meals and activities one Tuesday evening per month.
- * Involved in menu planning, cooking, serving meals, and kitchen clean-up.
- * Coordinate arts and crafts (sketching and painting), sports and recreation (basketball and pool), and movie night activities.
- * Secure front door at closing and monitor facility for safety.

Parent-Teacher Association (PTA) President
Eckstein Middle School (Seattle, WA)

September 2004-June 2005

- * Served as liaison between parent constituents and school administration.
- * Supported school's extracurricular activities through execution of fundraising projects.
- * Provided timely information on issues facing the school, parent, teacher, and student communities.