|  |  |
| --- | --- |
|  | **Career Support Services** |
| **EMPOWERMENT THROUGH CHOICE***“Discovering Values and Interests to Support Your Professional Development”* |

***Get Noticed!***

***Creating Effective Application Materials***



Career Support Services Staff

Susan Navetski, Senior Human Resources Analyst, 206-477-3271, susan.navetski@kingcounty.gov

Lili Stansberry, Senior Human Resources Analyst, 206-477-3294, lili.stansberry@kingcounty.gov

Theresa Roscoe, Career Support Services Manager, 206-477-3270, theresa.roscoe@kingcounty.gov

****** Application Materials Overview

Many people are confused about what to include in an application form, resume, cover letter and responses to specific supplemental questions. Each of these documents serves different purposes. Below outlines the purpose for each of the application documents along with some tips to maximize the effectiveness of your application documents.

|  |
| --- |
| **Purpose for Various Application Documents and****Tips for Job Candidates** |
| Job Application Form | Resume | Cover Letter | Supplemental Questionnaire |
| ***PURPOSE*** |
| * Standardized way for employer to obtain complete and detailed candidate information
* Serves as a legal document in which the candidate acknowledges the information is true and accurate
* Grants employer permission to conduct background or credit checks, contact references and verify credentials
* Employer can cross reference information listed in resume, cover letter and responses to supplemental questions
 | * Candidate’s opportunity to “market” themselves and highlight those qualifications relevant to position
 | * Candidate’s opportunity to explain why he/she is interested in this position and why he/she is the best person for the job
* Provides employer an insight to the person’s personality along with the person’s writing skills
 | * Employer can quickly screen and identify candidates who have key skills and meet experience requirements important to the position
 |
| ***CANDIDATE TIPS*** |
| * NEVER say “See resume”
* Clearly document all experience (paid and unpaid) and education chronologically beginning from current and going backwards.
* Go back at least 10 years OR as far as necessary to capture related experience
* Use job titles that others easily understand
* List duties performed in each job that are related to the position at the top
* Quantify, i.e. respond to over 100 phone calls/day; manage $100K operating budget
* Find a positive way to explain gaps in employment
* Show the evidence of performing all experiences and skills you mention in your resume, cover and responses to supplemental questions.
 | * Tailor resume to showcase skills, experience, education and achievements directly related to the specific job
* Make resume visually appealing, easy to read
* Provide evidence to back up any claims
 | * Explain why this job and why this employer
* Convey enthusiasm and what you offer
* Organize and communicate thoughts clearly
* Keep to one page but no more than two
* DON’T do a one-sized fit all cover letter
 | * Read questions carefully and address ALL elements of the question
* Be concise yet thorough in your responses
* Organize and communicate thoughts clearly
* Provides you insight to what is really important to the job and what you need to cover in all your application materials
 |
| Make it easy for employer to see how you meet job qualifications. Use same key phrases and terminology provided in job posting. Make a favorable first impression - ensure your materials are clear, complete, and free of typos or other errors. |

 Self-Assessment

Your desire to launch a job search may lead you to move directly to the resume writing section of this guide. However, taking time to complete a thorough review of what you have to offer, and how that links to opportunities in the marketplace is a critical component of your efforts.

SKILLS and ATTRIBUTES

Skills are the building blocks of your career. They serve as a bridge from one job to another, from one career to another. You have developed many skills through work, school, military, volunteer or extracurricular activities and experiences. You also have attributes, qualities which help to set you apart from others and contribute towards a “fit” between you and the job or organization.

The table below provides a brief description and some short examples to help you understand the difference between skills and attributes.

|  |  |  |
| --- | --- | --- |
| **Personal** **Attributes**  | **Functional or** **Transferable Skills** | **Technical** **Skills** |
| * Often called personality traits, characteristics or attributes;
* They define us and how we interact with the world;
* It takes concerted effort to make changes in this area
 | * Rooted in our aptitudes;
* How we relate to people, data, and things;
* Skills gained in one experience that can easily transfer to another
 | * Specialized skills;
* Learned on the job or in school;
* Skills easily transfer ONLY IF remain in same career field or industry
* Typically require a combination of functional or transferable skills
 |
| **Examples:** detail-oriented, creative, resourceful, risk-taker, achiever, calm, flexible, out-going, diplomatic, results-oriented | **Examples:** analyze, coordinate, operate equipment, see spatial patterns, supervise, teach, draw, convey information to others | **Examples:** write engineering change orders, administer company benefit packages, negotiate union contracts, monitor financial data in Oracle EBS, ship freight overseas |

|  |  |
| --- | --- |
| Questions for Self-Exploration* What are my transferable skills?
* What skills and knowledge are required for my career or job objective?
* Are there job prospects in this area? Which industries employ people my area of interest?
* Which of my skills are transferable to my career goals or job objective? Which of my attributes are of value to my career goal or job objective?
* What new skills or areas of knowledge would I need to acquire? How can I acquire them?
 | Transferable Skills cartoons, Transferable Skills cartoon, funny, Transferable Skills picture, Transferable Skills pictures, Transferable Skills image, Transferable Skills images, Transferable Skills illustration, Transferable Skills illustrations |

 Thinking Outside the Box – Changing Careers

If you can pinpoint a legitimate match between your skills and attributes and an employer's needs, you have the potential to be hired. The key is connecting the dots and “spinning” what you offer in a way that makes it clear that you have what the employer wants.

**EXAMPLES**

Below are examples of how job seekers connected skills from one job to one in a different field:

|  |  |
| --- | --- |
| FROM | TO |
| Receptionist | Entry level finance  |
| * Proved ability to deal with a wide range of individuals, including high-net-worth investors and institutional money manager, in a stressful and time-sensitive environment.
* Gained knowledge of financial markets and instruments, especially stocks, bonds, futures and options.
 |
| Food Server | Entry-level marketing job |
| * Act as a "sales representative" for the restaurant, selling add-ons and extras to achieve one of the highest per-ticket and per-night sales averages.
* Prioritize and juggle dozens of simultaneous responsibilities.
* Have built loyal clientele of regulars in addition to tourist trade.
* Use computer daily.
 |
| Hedge Fund Analyst | Professional Basketball Team Strategist |
| * Applied superior mathematical and analytical skills to evaluate and forecast financial fund performance
* Ability to use these mathematical and analytic skills to evaluate player stats and past performance to recommend best combinations of team members to put on the court in various situations
 |
| Navy SEAL | Project Manager for Global Company |
| * Experience and skill leading teams to get critical things done anywhere in the world with resourcefulness when unexpected events threatened to derail the project's timeline.
 |

Career Changing Tips

1. Know what you want. Analyze your skills, experience and qualifications. What would best suit your personality, personal and professional needs?
2. Research your field of interest to discover key issues along with future business trends.
3. Do a gap analysis between what you have and what knowledge or skills you need for the new career.
4. Research organizations of most interest to you.
5. Start networking ASAP. Talk to anyone and everyone who knows about your prospective field. Ask them to list the key competencies in that line of work that enable them to be successful. Join professional associations to meet people in the field and to gain some background in it.
6. Volunteer, temp or take an interim position in your new field of interest.
7. Be prepared to back-track and take a dip in salary. Remember you are investing in a new career.

 Problem-Action-Results (PAR) Accomplishments

Whenever you are conducting a job search process, it is vital to be able to confidently communicate on your resume, cover letter, and during networking opportunities your abilities and accomplishments. However, most people instead focus their communication on listing job duties and end up failing to stand out from all other job seekers who performed those same duties. In order to get noticed, keep your job duty summaries concise and use compelling PAR accomplishments to showcase unique, quantifiable and relevant results you have achieved.

PAR Accomplishments address these key areas:

* Problem – A description of the problem or challenge you faced.
* Action – Specific action(s) you took to address the problem.
* Results –The benefits/value to the organization that resulted from these actions. (Quantify and include percentages, dollar figures, and other metrics whenever possible.)

TIP: To write the PAR accomplishment, it is usually easier to reverse the process by stating the result, the actions you took to achieve the result in response to the problem.

**Example:**

|  |  |
| --- | --- |
| **Problem:** | What problem, area of responsibility or situation existed?*Company spent a lot of money annually on outside vendors who would provide basic PC skills training curriculum to employees.* |
| **Action:** | What action did you take?*Designed from concept to completion a comprehensive basic computer skills training curriculum.* |
| **Results:** | What were the results of your efforts? Quantify the results whenever possible with percentages, dollars or scope.*Company now has basic computer skills training courses that are tailored to the City’s needs and can be taught in-house for a fraction of the cost of outside training.* |
| **Collapse****For Resume:** | *Saved the Company 35% to 50% in training costs by designing and delivering* *from concept to completion a comprehensive, low-cost computer skills training that could be delivered in-house to improve basic PC competency skills of employees.*  |

Other Possible Results

|  |  |  |
| --- | --- | --- |
| * decrease errors
* solve a problem
* be the first
* meet quotas
 | * meet deadlines or timelines
* increase customer retention
* receive recognition or award
* be accident free
 | * improve the organization’s reputation
* simplify a work process
* accomplish more with less
* obtain positive media coverage
 |

**Examples of PAR Accomplishments**

Make Money

Accelerated profit margins by 30% with projected sales of $400M by launching seven innovative insurance and POS products in just three years

Save Money

Cut expenses incurred by temporary staffing agencies by $1M by designing and implementing a transitional duty program for our insured workers

Save Time

Reduced receivables from 45 days to 30 days by analyzing accounting system and then designing and implementing a new process

Improve a Process

Streamlined 10,000-user email list to significantly improve distribution and accuracy of mailings

Reverse an Existing Problem

Reduced product imperfections by 500% by implementing more stringent controls to improve fabric and product quality; achieved ISO 9002 status

Build Relationships/Brand Identity

Garnered $13,000 in grant and donation money and free publicity for *Furnish Coop* by forging partnership with Corcoran Realtors

Attract New Business

Grew female customer base from 15% to 60% by repositioning merchandising strategy and offering high margin apparel, home, health and beauty products.

**REMEMBER the “SO WHAT?” FACTOR**

How do you know if you’ve written a good PAR **Accomplishment?**
Ask **“SO WHAT?”** at the end. If you have an answer to
**“SO WHAT?”** you probably have a good PAR **Accomplishment**.



 Quantifying Job Duties and Communicating Value

Getting noticed and standing out from your competition will be keys to any successful job search process. In addition to showcasing your PAR accomplishments, another way to be miles ahead of your competition is to quantify aspects of your job duties and communicate your value.

The table below illustrates how to transform a typical description of job duties into one that is more powerful.

|  |  |
| --- | --- |
| Simple Description of Job Duties | Enhanced Description of Job Duties (Quantifying and Adding Value) |
| Administrative SpecialistAs the administrative specialist with the training section, I register participants into the training database; proofread, compile and copy training materials and handle logistics for all classes. | As the administrative specialist for the training section for the past two years, I support eight professional staff and the section manager. I am responsible for registration, proofreading and copying course materials, and coordinating logistics for 75 courses each year with a total of up to 5,000 participants. Value: My keen attention to detail, strong technology skills and talent for organizing and multi-tasking, enabled the 75 courses we offered this past year to happen smoothly and without issues.  |
| Custodian:As a custodian, I clean office spaces, hallways and stairwells; clean/sanitize lunch rooms and bathrooms; and collect and dispose of all garbage in the building. | I work effectively as part of a four person custodial team where we are responsible each day for collecting and disposing of garbage for over 1000 employee office spaces; cleaning, sanitizing and restocking 16 restrooms and 8 lunchrooms; and keeping the building’s 200,000+ square feet of floors, carpets and stairwells clean. Value: In the four years I have worked as a custodian, I have always accomplished my work within established timelines and, according to my supervisor; I perform my duties exceptionally well. In fact, of the 20 custodians employed in my current company, I was selected as one of three custodians to train new hires. |
| Recruiter:As a recruiter, I work closely with hiring managers to develop and implement a recruiting and selection plan to fill their job vacancies. | As a recruiter for the past three years, I provide support to 20 hiring managers in developing and implementing recruiting and selection plans for approximately 40 administrative, technical, professional and trades positions each year that are represented by six different labor unions.Value: I worked as part of a team to research best practices, create checklists, stream-line processes and train all of our hiring managers in effective employment processes. As a result of using these new tools and processes, I have seen an improvement in the quality and quantity of our applicant pool, been able to fill jobs in half the time and have seen a 20% improvement in our new hire retention rate. |

 Tips on Applying for a Job



|  |  |
| --- | --- |
| http://echatbot.com/wp-content/uploads/2012/02/know-your-audience.png | Steps1. Print out a copy of the job posting and any supplemental questions.
2. Underline the specific application materials required.
 |

1. Note the job’s closing date. Will you have enough time to complete all required documents?
2. Carefully read the entire job announcement along with any supplemental questions.
3. In the “Job Duties” AND supplemental questions sections, underline key words, phrases and skills or competencies.
4. In the “Qualifications” section, underline minimum and desired job requirements (experience, knowledge, certifications, skills and competencies).
5. Of all the words, phrases, skills, competencies and job requirements you underlined, make sure you use the exact same terms in all of your application materials AND clearly show proof of meeting them.
6. Determine if you are missing any key required qualifications (experience, knowledge, certifications or skills). Can you find a way to bridge the gap? Check with the recruiter if you have concerns before you invest time and effort in applying.
7. Do you meet any desired qualifications? *(Meeting all required qualifications and one or more of the desired ones will help land you in the “most competitive” candidate pool.)*
8. Keep a copy of the job posting after you apply as reference if invited to interview.

|  |  |
| --- | --- |
| Checklist Before Clicking “Submit” You made sure: | http://fw010356-flywheel.netdna-ssl.com/wp-content/uploads/2012/05/checklist-4.gif |

[ ]  ALL required documents are being submitted by deadline AND have been proofread for clarity, typos and grammar

[ ]  All experiences and skills you mention in your resume, cover letter and in your responses to the supplemental questions are detailed in your application form AND you used their same terminology

[ ]  You made it easy for the recruiter to screen you. You provided clear evidence of meeting all job requirements, and showed proof of performing similar job duties and using similar skills

|  |
| --- |
| * **If you are typically invited to interview -- your application materials are working! Congratulations.**
 |

 Resume Component Basics



|  |  |
| --- | --- |
| http://www.internessentials.com/wp-content/uploads/2012/10/checklistresume_485.png | Identifying Data:Name, address, email address and phone number should be at the top of the page (include area codes and zip codes). Be sure that any message on your answering machine or messaging service is appropriate for the ears of a potential employer, and that your email address itself is professional. If you have a personal web page that you want potential employers to view, include its address here as well.  |

Resume Headline: (replaces job objective) Since hiring managers scan resumes to determine the candidate's fit for the job, help make that fit more obvious by creating a resume headline that tells the reader your professional niche. Examples of resume headlines are "Award Winning Television Executive Producer", "Entry Level Public Relations Assistant", or "Information Technology Product Developer." Include business environments, distinguishing degrees or special skills that will be of interest to your reader.

Branding Statement or a Personal Quote: Under your Resume Headline, a branding statement explains what you are known for and where you add value, while a quote helps personalize the document and give the reader a window into your thoughts, leadership, knowledge and passion. Consider using one or the other as a part of your resume headline.

**Example of Using a Branding Statement:**

**WEB DEVELOPER AND ONLINE BRANDING SPECIALIST**

Combining knowledge of online marketing, branding, consumer search patterns and leading-edge technology with visual and artistic sensibility to deliver Web solutions that generate sales leads, measure and increase key sales metrics, and deliver sustainable ROI to shareholders.

**Example of Using a Quote:**

**CONSTRUCTION PROJECT MANAGER AND GENERAL CONTRACTOR**

"Understanding and implementing budget, scheduling, aesthetics, and technical practices: to balance and proactively manage these components is my top skill."

Profile or Summary of Qualifications: Communicate your value-add by listing powerful examples of how you helped the companies for which you worked make money, save money, save time, grow the business and maintain the business. Showcase big picture examples of how you do things smarter, faster and more efficiently. If the profile is the only section of the resume the hiring authority reads, is it enough to wow your audience and sell your candidacy?

Key Skills/Expertise: Use the keywords and phrases that are important to your job function and industry. Align your qualifications with the key skills and expertise listed in the job posting. Include foreign languages, computer skills, office skills, lab techniques or transferable skills not mentioned elsewhere in the resume. Skills listed should be quantifiable. Example: Excellent Typing Skills vs. Typing Speed of 95 wpm.

Experience/ Work History:

* Paid, volunteer or military roles go here.
* Include the job title, employing organization, city/state and dates of experience (month/year to month/year preferred).
* Include information on the company including the industry the company represents, size, and revenues if publicly-held if you have worked for new, small, or lesser-known firms. Refer to the company's website and "about us" page to secure additional data for your description.
* For each position, provide an overview of your role and the associated tasks. Use action verbs and emphasize those duties, responsibilities, and skills relevant to the position for which you are applying.
* List in bullet form your PAR achievements and contributions.

Military Experience: If you have military training and experience relevant to your objective, include the training under "Education" and the experience under "Experience." If your military experience is not relevant to your objective, you may include a separate "Military" section.

Education and Training: Include the name of each school, major, degree received and the graduation date, projected graduation date, or dates of attendance if no degree was completed. If your degree included courses in areas relevant to the position for which you are applying, indicate these course titles. Honors or grade-point average information is optional, although recommended if among your strong points. Never list GPA’s below 3.00 unless required. If you attended more than one school, list the most recent first. It is not always necessary to list all schools you have attended. Do not list high school unless it is listed as a requirement on the job posting.

Licenses and Certifications: Include relevant licenses or certifications. Can include expired ones if relevant to job (state “expired” after it).

Languages**:** Mention if you are fluent in a foreign language. If you understand a language but are not fluent, you still may want to mention it. For example: “Fluent in Russian”; “Conversational in Spanish”; “Read and write French.”

Community Involvement/ Volunteer Activities:List offices held, organizations, projects and the skills and abilities demonstrated. If extensive, an involvement may be listed under “Experience.” If the setting is political or religious, you may want to use generic descriptions (e.g., “Youth Leader for church,” “Speech Writer for City Council candidate”).

Honors**:** Recent graduates and continuing students can include academic honors such as Dean’s List, honor societies or scholarships. These can be listed separately or as a subsection under “Education.”

Research and Publications**:** Briefly describe relevant research projects. List articles, papers or books that have been published. Note that employers expecting an extensive body of research and publications will often prefer a CV to a resume.

Activities and Interests**:** In order of importance, list student activities or organizations, professional associations and/or committees in which you have participated. List any offices that you held, results achieved or skills used. Emphasize only those activities and interests that show leadership, initiative or pertain to your career interest.

Testimonials: A testimonial about your work from satisfied supervisors or clients can add enormous credibility to your candidacy. Testimonials showcase your strengths from the perspective of another person and help validate your core competencies and accomplishments.

*Victoria proactively takes on her responsibilities and she looks ahead to work on upcoming requirements and tasks. She is able to develop and manage a working schedule that delivers tasks and products on time and to quality expectations."* --Supervisor

 Resume Best Practices

**1.** Always Have Someone Else Proofread

To create a professional career resume, the first thing to keep in mind is that you must proofread it several times to check for typos or to edit details and information. It is a general best practice to allow a couple of people to proofread and edit your resume to ensure you do not miss any areas in need of correcting or improving. Some of the most common mistakes are long run on sentences that confuse the main points, and overly using adjectives in order to make positions sound fancy and technical, though it can come across as trying too hard and clouding what you actually did.

2. Update Often

An outdated resume could mean the difference between staying in an ‘okay’ job and landing a job that will further your career. Keep your resume current with your most recent skills and experience by avoiding the inclusion of anything older than 7 to 10 years. This can date your resume and gives it the appearance of being outdated with fluff or just useless words to fill up space. However, if your older experience is directly related to your industry or target position, it can be included based on its relevancy.

Just because you had a position within the last 7-10 years, does not mean you have to put it on there if it is irrelevant or does not showcase a specific skill set that you want to convey.

TIP: Keep a running list of your duties and assignments or projects in your current job—you’ll be able to use it to update your resume whenever you have time. You may be satisfied in your current job, but if a great opportunity comes up, you want to be prepared.

3. Customize for Each Industry and Position Type

Be sure to tailor your resume to the [specific industry or job type that you are seeking](http://www.jobunlocker.com/blog/how-to-discover-your-career/). In organizing your resume, you need to show structure and purpose to communicate not only specific industry skills, but also your ability to progress and take on additional responsibilities.

Always customize your resume to best market your skills for the position and industry first, and the least relevant skills should be secondary.

TIP: Keep a running document or database of ALL of your duties and ALL jobs you’ve held and ALL your accomplishments in order to make it easier to tailor your resume to the job you’re applying for by dropping in details where needed.

4. Highlight Relevant Qualifications

To best highlight your relevant skills and experience, they should always match your key qualifications. If you plan to include a summary of your qualifications for example, make sure that your job titles, duties, and responsibilities clearly justify the skills that you list on the resume. This section works best when included at the top of the resume before the professional experience section.

5. Maximize Use of Accomplishments

Employers are interested in reading about your accomplishments. Past accomplishments are a better predictor of success than a discussion of job tasks. Accomplishment statements use the PAR (Problem, Action Result) formula and clearly indicate how you help the companies you support make money, save money, save time, grow the business and maintain the business.

TIP: Keep a running list of your accomplishments.

6. Eliminate Fluff

Do not waste space by including irrelevant information. Fluff should have no place in your professional resume. If you have valid skills and qualifications, your resume should focus on your experience [using the right keywords](http://www.jobunlocker.com/blog/how-to-beat-resume-recruitment-software/) and selling your strong points without the use of fluff or exaggerating statements such as, “Exceptionally organized on effective tasks.” Other examples: hobbies, associations, personal accomplishments (unless they speak to your professional expertise).

7. Use the Best Job Titles

The use of performance appropriate job titles along with clearly descriptive duties and responsibilities is another best practice that many fail to use when drafting a resume. However, job titles should not only be highlighted to draw attention to a specific skill set but can also be used to show industry knowledge. This does not mean that you should fabricate information on your resume—only that you want to make sure you are not selling yourself short.

8. Keep your Font/Size/Format Simple

Make sure that your font is legible and clear. Widely-accepted resume fonts include: Arial, Calibri, Times New Roman. Keep it consistent—there’s no need to change fonts or font sizes throughout you resume. The standard is size 11 or 12 for the entire body of your resume. It is acceptable to use up to size 16 for your name at the top of the resume. All other formatting should be simple and not distracting (don’t use anything more than **bold** or underlining or *italics*—and use these sparingly).

9. Use Bullet Points and Indentation

A best practice for organizing your resume not only includes formatting, font use, and margins, but the overall structure and flow are important as well. Bullet points and indentation make your resume easy to read and follow as opposed to lengthy paragraphs of text.

You need to make it easy for a hiring manager to skim through in 10 seconds and get the main points of your resume based on how you visually structure it.

10. Use Action Verbs

Do not use complete sentences. Think in terms of quick phrases and “sound bites.” Begin those sound bites with action verbs.

 

 Accomplishment-Based Resume Template

 **NAME** (followed by any professional credentials)
 City, State, Zip • phone • personal email

**TITLE OF JOB OBJECTIVE**

**SUMMARY OF QUALIFICATIONS**

* Number of years of experience in the field, in a related field and/or using specific skills required for the job objective
* A PAR accomplishment or process improvement that demonstrates how you positively affected the company, your boss, your co-workers, and/or your customers
* Any unique qualities, skills, knowledge, experiences you possess that would be of benefit to the position, company or customer
* A testimonial - what someone would say about you as a recommendation

**SKILLS or EXPERTISE**

|  |  |
| --- | --- |
| * Related types of procedures
* Related functional areas
 | * Related technology
* Related tools or equipment
 |

**EXPERIENCE** *(Paid or unpaid)*

**Job Title** Month/Year – Month/Year

*Name of Company, City, State*

Brief summary of the purpose of what you do. Highlight aspects of the job that are relevant to the job objective. Quantify wherever you can.

***Key Accomplishment/s***:

* PAR accomplishment
* PAR accomplishment

**Job Title** Month/Year – Month/Year

*Name of Company, City, State*

Brief summary of the purpose of what you do. Highlight aspects of the job that are relevant to the job objective. Quantify wherever you can.

***Key Accomplishment/s***:

* PAR accomplishment
* PAR accomplishment

**EDUCATION and TRAINING**

**Degree, Major** (if relevant), School, City, State

Relevant class, seminar, or workshop title, Name of Training Organization, City, State

**OTHER CATEGORY** *(ONLY IF it adds value to your Job Objective)*

 Resume Examples



|  |  |
| --- | --- |
| **Sarah Jones**206-555-5557  | Seattle, WA 98012Sarah.jones@gmail.com  |

**ADMINISTRATIVE - CUSTOMER SERVICE**

**Thrives in fast paced, high volume, customer service environments**

**Highly organized self-starter ♦ Effective multi-tasker ♦ Public Sector ♦ Results-driven**

**EXPERTISE**

|  |  |  |
| --- | --- | --- |
| * Office & Meeting Coordination
* Cash Handling ($500K/day)
* Electronic Fund Transfers
* A/R & A/P using Oracle
* Accounts Reconciliation
* Proofread & Track all Section’s Documents
 | * High Volume Customer Service and Call Centers
* De-Escalating Volatile Customer Situations
* Multi-Cultural Awareness
* Maintaining Confidentiality
* PeopleSoft Payroll
* Identifying Efficiencies
 | * Database Management
* Physical & Electronic Records Management & Archiving
* Policy Administration
* Public Disclosure
* Visio, Adobe, SharePoint
* MS Office Suite 2010
 |

*“Sarah is continuously looking for ways to streamline services and has greatly improved office efficiency. She is highly respected by staff and possesses outstanding customer service skill; in fact, she has turned-around several potentially volatile customer situations. I can’t recommend her enough!” -- Supervisor*

*“She is an incredible listener and problem-solver. I always go to her when I need information.” -- Customer*

**PROFESSIONAL EXPERIENCE**

*King County Department of Transportation, Transit Division*

Administrative Specialist III 2006 - present

Administrative Specialist II 1999 – 2006

Organize and optimize delivery of a wide variety of administrative and customer support services for a 40 person office and the 100+ walk in customers served daily. Prioritize work of 4 clerical staff to ensure all services are provided timely, accurately and with the highest level of customer service. Support Call Center which receives over 500 calls each day.

*ACCOMPLISHMENTS:*

* Compiled and centralized a list of key information, resources and email templates for use by Call Center staff resulting in a 30% reduction in average hold times for callers.
* Acknowledged by supervisor for ensuring a high level of accuracy, clarity and conformance with King County style guidelines for all documents generated by section.
* Accurately manage three complex databases (each database has up to 20,000 records).
* Accurately balance three cash registers daily totaling up to $500K/day.
* Earned Customer Service Award in 2010, 2012 and 2013.

# **EDUCATION**

MS Office 2010 Certification, Bellevue College – Bellevue, WA**,** 2000

AA, Business Administration, South Seattle Community College – Seattle, WA

**Allison Smith**

Renton, WA 98058 | 206.123-4567 | allison.smith@gmail.com

# **Project Management – Community Relations**

**SUMMARY OF QUALIFICATIONS**

High performing manager with 20 years’ experience in the corporate, nonprofit, philanthropy, and public sectors.

|  |  |
| --- | --- |
| \*Excellent project management\*Strong relationship building \*Outstanding budget management \*Exceptional operational management and multi-tasking skills | \*Sound critical thinking and problem-solving\*Exceptional written and verbal communication skills\*Politically-savvy |

*“Allison is a results-oriented self-starter whose accomplishments reflect outstanding strategic and tactical expertise. She’s a collaborative team player with excellent analytical, planning, budget oversight, and large scale project management skills that achieve desired outcomes and exceed stakeholder expectations. She has exceptional written and verbal communication skills and strong interpersonal skills.” -Supervisor*

**EXPERIENCE**

*King County Department of Transportation, Seattle, WA, 2013-Present*

Special Assistant – Strategic Project Initiatives

Served on Leadership Team as the strategic liaison between the Director and the Executive Cabinet, other elected officials, business, civic and industry leaders, and the public. Partnered with the Deputy Director to manage strategic department projects.

* Provided strategic leadership and project management of priority projects, including development of the award-winning web application Trip.com, recipient of the 2015 National Association of Counties’ Civic Education and Public Information Achievement Award.
* Managed public relations Request for Proposal and selection of brand management vendor for promotions launch of Trip.com and social media.
* Managed the department’s legislative policy agenda, including 3 bills which resulted in 36 bi-partisan legislator co-sponsors, and hearings in the state Senate and House. Managed relations with state and locally elected officials, committee members, and their senior staff.
* Served on communications team to manage, create, and edit external media and internal communications, including department newsletters and correspondence. Media coverage included major outlets (print, TV, web) resulting in feature stories on KING 5, KIRO TV, and in national magazines and 25+ local weeklies.

*Saptema, a Division of Randle Partners, Seattle, WA, 2010-2012*

Operations Coordinator

Managed back end operations for the Pacific Northwest Practice, including the Managing Partner and 20+ C-Suite executive partners who provide clients hands-on strategic, financial, and technology leadership.

* Trained and supported 20+ C-Suite executive partners on business operations, corporate policies, and performance management practices contributing to annual revenue of more than $2 million.
* Managed payroll and client invoices for accuracy and contractual compliance reducing payroll mistakes by 30%, invoice errors by 40+%, and potential lost revenue by $250,000.
* Successfully managed change during 2 mergers to achieve operational continuity as well as customer and employee satisfaction by proactively soliciting concerns and interfacing with internal subject matter experts to create customized solutions and skills training.

**Allison Smith**

Renton, WA 98058 | 206.123-4567 | allison.smith@gmail.com

# *The Los Angeles Times, California, 2000-2008*

Corporate Marketing and Sponsorships Manager

Managed a $3 million budget and 20 employees across 4 departments with 4 direct reports. Departments included Creative Marketing, Client Marketing, Production, and Sponsorships.

* Led key Company brand initiatives resulting in a $750,000 fleet redesign and rollout, modified logo, and the production of the Company’s 110th anniversary media campaign and employee celebrations.
* Negotiated marketing agreements and managed strategic corporate relationships resulting in high profile partnerships with brands such as the Los Angeles Rams, Los Angeles Angels, the Los Angeles Art Museum, and The Los Angeles Times Fund For The Needy nonprofit agency recipients.
* Oversaw and managed the annual Corporate Giving Program to support local causes such as education and the arts resulting in millions of dollars in cash grants and in-kind contributions.

## *United Way of Los Angeles County, Los Angeles, CA, 1991-2000*

## Director, Campaign Operations and Director, Trades Group

* Managed a $1.9 million budget reducing expenditures $10,000 the first 6 months on the job.
* Provided leadership, supervision, and training to 12 executive leaders, 8 employees, and 42 loaned executives who developed and implemented individualized fundraising strategies for 1,700+ workplace campaigns generating $11.6 million, an 8% year-over-year increase.

## *Los Angeles Organizing Committee – 1990 Goodwill Games, Los Angeles, CA, 1989-1990*

## Community Relations Manager and Assistant Venue Manager

* Delivered 100+ Goodwill Games related speeches, and recruited, trained, and supervised 2 staff and 120 community volunteers who gave an additional 200.

## *US WEST Communications, 1987-1989*

## Community Affairs Manager

## Served as a spokesperson and wrote press releases, customer correspondence, and management reports and speeches regarding company projects and service improvements.

## *KSTW TV, 1985-1987*

## Assistant News Producer

## Researched, wrote, and edited hundreds of stories for the nightly newscast.

# **AWARDS**

# Awarded first ever **Los Angeles** Times Company Non-Circulation Contributor Elite Performance Award

# Presented inaugural United Way of **Los Angeles** County President’s Award for Excellence

# Earned national Society of Consumer Affairs Professionals’ award for written analysis of US WEST Communications’ community involvement programs – first such recognition received by the company

# **EDUCATION AND TRAINING**

## BA, Communications, Howard University, Washington, DC, Magna Cum Laude

## Leadership Tomorrow, Seattle, WA