

HANDOUT #2: SAMPLE FUNCTIONAL RESUME

Sue Anderson

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Career Objective

Seeking challenging supervisory position in finance and accounting.

Qualifications Summary

Customer service professional with more than three years of accounting experience. Self-motivated; able to implement decisions and set effective priorities to achieve both immediate and long-term goals. Developed interpersonal skills, having dealt with a diversity of professionals, clients, and staff members. Trustworthy, ethical and discreet, committed to superior customer service. Detail-oriented and resourceful in completing projects; able to multi-task effectively. Capabilities include:

- Customer Service & Relations
- Accounts Payable/Receivable
- General Accounting
- Manage Budgets
- Filing & Data Archiving
- Telephone Reception
- Extensive Computer Experience
- Supervisory Skills
- Problem Solving Skills

Relevant Skills & Accomplishments

Finance & Accounting

- Prepare, monitor, and maintain computerized accounts payables and receivables system.
- Verify accuracy of purchase orders and invoices.
- Implemented a billing system to manage relations with clients, resulting in a 15% increase in new client acquisition.
- Generate income statements, balance sheets, general ledger, checks and reports; enter payable vouchers; received/deposited checks.
- Maintain \$10,000 petty cash fund and \$15,000 travel budget.

Supervisory Skills

- Supervise receptionist duties on a daily basis.
- Hired, trained and developed receptionist

Customer Service & Relations

- Investigate and resolve customer complaints.
- Coordinate clients' problem resolution with co-workers and supervisors.
- Demonstrated ability to make quick and accurate decisions.
- Received letters of commendation for exceptional customer service skills.

Employment History

Customer Service Representative, Smith & Hughes, Tampa, FL

Accounting Clerk, Dr. Robert Jones, M.D., Tampa, FL

Education

University of South Florida, Bachelor's Degree in Business

National Career Readiness Certificate – Gold Level