# Functional Resume Sample

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## QUALIFICATION SUMMARY

Administrative support professional experienced working in fast-paced environments demanding strong organizational, technical, communication and interpersonal skills. Detail-oriented and resourceful in completing projects, able to multi-task effectively and work in both a team and individual environment. Capabilities include:

- Customer service
- Microsoft Office suite
- Accounts payable/receivable
- Filing & data entry
- Telephone reception
- Problem solving

## PROFESSIONAL EXPERIENCE

*Administrative Support*

- Performed administrative and secretarial support functions for president of a non-profit organization. Coordinated and managed multiple priorities and projects.
- Scheduled appointments and maintained up-to-date confidential client files.
- Provided telephone support and triaged calls.

*Customer Service*

- Registered new members of a non-profit organization. Conducted member interviews to obtain necessary information for registration.
- Demonstrated ability to maintain composure and work efficiently in a fast-paced environment while preserving confidentiality.

*Management & Supervision*

- Promoted quickly from front desk clerk to assistant front office manager at an upscale hotel.
- Oversaw all operations including restaurant, housekeeping, fitness center and maintenance. Troubleshooter who resolved problems and handled customer complaints.
- Hired, trained and supervised front desk staff.

**EMPLOYMENT HISTORY**

**Administrative assistant,** National MS Society, Anytown, NJ

**Patient services registrar,** Anytown Health System, Unknown Town, N.J.

**EDUCATION**

**University of Anytown**, Anytown, N.J. 2000-2004
*Concentration in Business Administration*

## Sample buzz words. Try not to use the same word twice.

| | | | | |
|---|---|---|---|---|
| achieved | constructed | expanded | minimized | reorganized |
| acquired | contracted | explained | motivated | reported |
| adapted | converted | forecasted | negotiated | researched |
| addressed | coordinated | formed | obtained | resolved |
| administered | created | founded | operated | reviewed |
| analyzed | cultivated | generated | organized | selected |
| anticipated | demonstrated | guided | originated | separated |
| assembled | designed | hired | oversaw | set up |
| assisted | developed | implemented | performed | simplified |
| audited | devised | improved | planned | solved |
| budgeted | discovered | informed | prevented | surveyed |
| calculated | doubled | insured | produced | staffed |
| centralized | drafted | interpreted | programmed | supervise |
| changed | edited | interviewed | promoted | taught |
| collaborated | eliminated | launched | provided | tested |
| composed | enforced | maintained | publicized | trained |
| condensed | established | managed | published | used |
| conducted | evaluated | marketed | recruited | |