

Utilizing Accomplishments in a Resume

The two basic styles for a resume are: (examples follow)

- Chronological
- Functional

The Chronological style is to follow the pattern of work history and list accomplishments under each position.

In the Functional style, it is recommended that you select 2-3 major groups (such as Sales, Management, Administration) and list accomplishments that reflect the specific group.

You will need to determine which style best suits your work experience and accomplishments (see specific examples attached).

CHRONOLOGICAL

RESUME FORMAT

Presents your career in reverse chronological order, starting with the most recent position. It presents your skills and accomplishments under each job title and is by far the most common resume format.

Advantages

- Traditional, therefore conservative.
- Emphasizes most recent accomplishments, particularly good if you are seeking a similar position.
- Emphasizes steady career growth.

Disadvantages

- Accentuates frequent job changes, which may be viewed as job hopping.
- Reveals any lack of promotion.
- May not stand out from the others when placed in a pile.
- Shows employment gaps.

Instructions

- Follow chronological sequence of elements as shown earlier.
- Omit a separate section for accomplishments. Instead, include individual accomplishments under each job listing.

CHRONOLOGICAL OUTLINE

JOHN Q. PUBLIC
City, State Zip
<https://www.linkedinURL>
(918) 000-0000 (Home)
(918) 000-0000 (Office)

SUMMARY

2-3 sentences giving credibility to career objective and selling your experience and strengths.

CAREER EXPERIENCE

XYZ Corporation, Tulsa, OK	1997-2010
Vice President, Manufacturing	2002-2010
<ul style="list-style-type: none">• Accomplishment• Accomplishment• Accomplishment	
Director of Engineering	1997-2002
<ul style="list-style-type: none">• Accomplishment• Accomplishment	(Target is 14-17 accomplishments)
ABC Corporation, Tulsa, OK	1992-1997
Plant Manager	
<ul style="list-style-type: none">• Accomplishment• Accomplishment	
ACE Manufacturing, Sand Springs, OK	1990-1992
Manufacturing Supervisor	
<ul style="list-style-type: none">• Accomplishment• Accomplishment	

EDUCATION

Degree/Diploma, Area of Study, School/University, City, State

PROFESSIONAL AFFILIATIONS or TECHNICAL EXPERTISE

Optional, as space allows or to fill in space.

MITCHAELA A. KENNEDY
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(615) 111-8888 (Home)
(615) 999-0000 (Office)

SUMMARY

A highly creative executive with a unique background in field service, service marketing, logistics management, field service systems, quality processes, and general management in the IBM compatible industry. Demonstrated success in start-up, turn-around, reorganization environments, and in building customer confidence. Excellent team player and team builder, who empowers employees to increase productivity and focus on customer satisfaction.

CAREER EXPERIENCE

Armstrong Electronics, Inc., Nashville, TN
Vice President, Field Operations

1997-2010
2002-2010

- Created and directed an aggressive service revenue improvement program in a highly competitive IBM compatible market turning around 4-year, 8% revenue decline and achieving **5.4% increase** within 6 months.
- **Conducted first-ever Branch Manager Conference**, improved teamwork and established customer satisfaction as #1 goal.
- Reorganized service division into Strategic Business Unit, cut costs and provided consistent level of high-quality, nationwide service. Reduced service regions from 11 to 5, **cut expenses by \$810,000** per month and **exceeded gross margin target by 58%**.
- Selected to attend IBM's "Managing Total Quality" seminar; certified as MTQ facilitator.

Vice President, Field Support

1997-2002

- Initiated monthly customer meetings and placed managers at customer sites; within 6 months, 3 of 4 key accounts renewed multimillion dollar contracts and **all 4 increased new business**.
- Conceived and implemented a quantifiable quality measurements system for productivity, performance, and customer satisfaction levels; within one year, **improved restore time by 20%, mean-time-to-repair by 10% and productivity by over 20%**.
- Negotiated the purchase of ABC Service Division and developed and implemented the integration plan resulting in **\$230,000 of additional monthly revenue at 50% gross margin**.
- Positioned organization for new millennium by initiating study and implementing action plan to address spare parts management situation; reduced monthly purchases by **\$1 million**, inventories by **28%**, operating expenses by **\$700,000** emergency orders by **33%**, and improved availability by **25%**, all within 6 months.
- Saved over **\$130,000 per month** by increasing customers' awareness and use of the Technical Assistance Center by **50%**.
- Selected by Anderson Consulting to present "Logistics Strategies in the Service Business" at the Conference for Logistic Management, April 2001.

Director, North Central Region

1992-1997

- Successfully integrated 2 diverse field service organizations after acquisition that involved unifying 200+ technicians with different cultures/operating procedures and cross training on over 1,000+ product types, **all without losing a single customer**.

Director, North Central Region (continued)

- Built team “committed to excellence” by focusing on increasing customer satisfaction and employee “can do” pride and profit growth; at end of year, team won **nationwide top recognition** and exceeded margin targets by **17%**.
- Initiated regional training program to upgrade technicians’ knowledge of PC’s and LANs to keep pace with rapidly changing markets; trained 114 technicians (**57%**) in 6 months, which reduced customer service complaints by **50%**.
- Distinguished performance recognized when awarded **VIP award** in 1997.

Director, Headquarters Operations

1990-1992

- Played a key role in management team formed to **reverse 2 year, 7% decline** in field service revenues, researched/analyzed market potential and developed/implemented pilot operation to sell service to OEM’s that **increased revenues by \$3 million in 3 years**.
- Formed/led multi-departmental team to develop and implement comprehensive new product phase review process and created product support organization that successfully met criteria 60-day target for having all support strategies/elements in place for first customer shipment.
- Received the **Armstrong Excellence Award** for program that improved hard disk assembly by 50% in 1991 and achieved **Armstrong 100% Quota Club** and **Winner’s Circle** in 1992.

Area, Branch, and Field Manager (4 locations)

1978-1990

- Turned around organization that had 20% attrition, excessive overtime and unacceptable customer complaint levels; implemented “back-to-basics” strategy that **cut attrition to less than 7%**, overtime less than 10% and **significantly reduced complaints**.
- Demonstrated leadership by setting “stretch” goals for local branch that led to **increasing business from \$5,000 to \$30,000** per month within 1 year.

Palmer Corporation, Philadelphia, PA
Manager, Customer Engineer

1974-1978

- Achieved 1st level manager within 3½ years after progressing through 3 levels.