

## Functional Resumes

### When to use a functional style resume

A functional resume focuses on your skills and experience, rather than on your chronological work history. You would want to use this design when you are changing careers, have gaps in employment history, or have work history that is not directly related to the job. Rather than simply listing your various jobs and tasks, specific skills and experiences are emphasized in this model to focus on the most relevant aspects of your background as it pertains to the target job. This is different from the type of resume that displays a timeline of reverse chronological work experience with brief explanations of each job.

As a result of using this model, the focus shifts from job titles and the amount of time that has passed to the actual skills the applicant possesses.

Functional resumes are ideal for people new to the workforce, have gaps in their careers, are looking to change career paths, or are applying for a job with very specific requirements and characteristics in mind.

### Tips for Writing a Functional Resume

**Organize by theme.** When writing a functional resume, organize your resume by themes, rather than simply listing your jobs in reverse chronological order. These themes might be skills or qualifications listed in the resume (for example, "Recruiting Experience" and "Customer Service Experience").

**Use keywords.** Read the job description from the employer carefully. Use the same key words in your resume and cover letter for skills and experience that are used in the description. Not only will this help the employer see that your abilities match the job requirements, but it will also help to get your resume noticed when applying online.

**Include employment history.** Your employment history is still important. Include your employment details at the bottom of your resume, so that your skills, at the top, will get more focus than your work history.

# Functional Resume

## Chris Johnson

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**OBJECTIVE:** Current CT State Naugatuck Valley student with customer service experience seeks a part-time position

### SUMMARY OF QUALIFICATIONS

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- 5 years sales & customer service experience
- Self-motivated
- Skilled problem-solver
- Pharmaceutical product awareness
- Excels in fast-paced environment
- Attentive to detail
- Innovative team player
- Energetic and outgoing
- Honest, reliable and productive

### EDUCATION

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**Associates of Science, Business**

**Anticipated Graduation 2024**

*CT State Naugatuck Valley, Waterbury, CT*

- Related Courses: Intro to Biology, Business Management
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### RELEVANT SKILLS & EXPERIENCE

#### SALES & COMMUNICATION

- Utilized pharmaceutical knowledge to provide support to clientele in a busy retail environment Delivered excellent customer service, addressing customers' needs promptly and efficiently
- Settled customer disputes and dealt with customer emergencies in a professional manner, expanding the customer base and winning returning customers
- Promoted to central customer service department after 3 months of exceeding quotas as Sales Associate
- Demonstrated health awareness products to customers, increasing sales of new products and customer satisfaction

#### LEADERSHIP & TEAMWORK

- Trained new employees and provided support to senior employee when technical changes introduced Worked on a team to evaluate current training practices and deliver improved training to new employees
- Participated in the College debate club, successfully competing in the regional tournament
- Organized campus-wide donation drive for "Kids 4 The Holidays" generating \$1200 and raising student awareness of local poverty and employment issues

### EMPLOYMENT HISTORY

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- **Customer Service Associate**, Sears Waterbury, CT **2019 - present**
- **Sales Associate**, T.J. Maxx, Waterbury, CT **2018-2019**
- **Sales Associate**, CVS Pharmacy, Waterbury, CT **Summers 2016 - 2018**

### VOLUNTEER / EXTRACURRICULAR EXPERIENCE

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- Vice President**, Student Government Association, CT State Naugatuck Valley **2020 – 2021**
- Student Reporter**, CT State Naugatuck Valley Tamarack Newspaper **2021**
- Member, CT State Naugatuck Valley debate club **2021**