

## Joe Hamilton

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### \*FUNCTIONAL RESUME SAMPLE\*

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#### PROFILE

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Recent graduate of Long Island Business Institute with an Associate of Occupational Studies Degree in Business Management with 6+ years' experience in administrative and sales in the retail industry  
Competent and proficient with Microsoft Office software

#### EDUCATION

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**Long Island Business Institute**; Flushing, NY

Associate of Occupational Studies | **Business Management**

Expected graduation: 04/2018

**Relevant Coursework:**

- ✓ Business Finance
- ✓ Accounting I
- ✓ Administrative Management
- ✓ Business Communications

#### QUALIFICATIONS

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##### SALES

- ✓ Determine the needs of the customer, providing information on all company products and services
- ✓ Attend ongoing trainings to ensure updated product and service knowledge
- ✓ Utilize various sales techniques ("foot in the door" and "That's not all")
- ✓ 30% successful closing rate

##### CUSTOMER SERVICE

- ✓ Warmly greeted all guests entering establishments
- ✓ Approach customer pro-actively for concerns
- ✓ Resolve customer complaints in a professional, timely manner
- ✓ Work with the customer from beginning to end
- ✓ Make suggestions to meet the needs of the customer are met
- ✓ Utilize interpersonal skills to build and create lasting customer relationships

##### ADMINISTRATIVE

- ✓ Proficiently utilize Microsoft Word & Outlook to maintain appointments and calendars; create documents, and distribute memos and updates to appropriate departments.
- ✓ Professionally and courteously work a multi-line switchboard, to record and distribute messages to appropriate personnel, and transfer calls as directed
- ✓ File, sort, and maintain confidential and public records by date and name to ensure paperwork remain organized and properly kept.
- ✓ Competently utilize office equipment
- ✓ Execute administrative tasks such as filing, faxing, and copying

#### EMPLOYMENT HISTORY

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DEF Co., New York, NY | Administrative Assistant

2013-2014

ABC Co.; New York, NY | Sales Representative

2008-2012

# Miya Stucki

\*CHRONOLOGICAL RESUME SAMPLE\*

[miyastucki@gmail.com](mailto:miyastucki@gmail.com) | 555-555-5555 | [www.linkedin.com/in/miyastucki](http://www.linkedin.com/in/miyastucki)

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**Summary:** Seeking a position in the hospitality industry to apply and continue developing my professional skills.

**Education:** Long Island Business Institute; Flushing, NY

Associate of Occupational Studies | **Hospitality Management**

Graduation: 01/2016

**Coursework:**

- Hotel & Resort Management
- Revenue Management
- Customer Service Management
- Salesmanship & Management

**Experience:**

ABC, Co.; Flushing, NY

01/2015-Present

**Front Desk Receptionist**

- Operate telephone switchboard, schedule appointments
- Greet guests, determine nature of visit, direct or escort them
- Schedule appointments, maintain appointment calendars
- Resolve complaints in a professionally
- Assist executives in creation of documents and presentations
- File and maintain records

Hyatt Place Hotel; Flushing, NY

03/2015-07/2015

**Front Desk Intern**

- Greeted, registered guests and assigned rooms
- Verified customers' credit to establish payment ability
- Worked with housekeeping or maintenance to resolve guest issues
- Handled reservations
- Issued room keys and escort instructions to bellhops

ABC Clothing; Flushing, NY

03/2014-12/2014

**Sales Associate/Cashier**

- Tended to customer needs, and concerns
- Addressed questions and advise customers on details of merchandise and availability
- Stamped, attached, or changed price tags
- Maintained stock flow
- Checked invoices for correct details of received merchandise
- Processed customer purchases at cash register

**Skills:** Provide excellent customer service | Communicate effectively | Multi-task while prioritizing | Solve problems effectively | Innovate | Learn quickly | Proficiently work with Microsoft Office (Word, Excel, PowerPoint)

*\*References Available Upon Request\**

## Cover Letter Template

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Jessie Chong  
123 Main Street  
Flushing, NY 11234  
February 6, 2014

Emily Smart  
Director of Human Resources  
Rubbermaid International  
233-33 77<sup>th</sup> Street  
Manhattan, NY 11101

Dear Mrs. Emily Smart:

A current student at Long Island Business Institute, I am interested in the office assistant position advertised on your website. I will graduate in February 2018 with an associate's degree in Business Management. I believe, with my education and experience, I can contribute positively to the growth of your company.

My courses have included Business Management, Administrative Management and Human Resource Management, all of which have provided me with confidence and knowledge of business procedures, such as documentation and confidentiality policy. Working as a receptionist while attending classes full time, I was able to develop flexibility, and time-management and organizational skills while maintaining a GPA of 3.78. ***(If your GPA is below 3.50, do not mention it at all!!)*** I am a team player, dedicated professional and creative thinker.

I would appreciate an opportunity to be interviewed, as I believe I can successfully manage the position offered. Please contact me directly for further information.

Sincerely

Jessie Chong

**John Smith**  
123 Main Street  
Flushing, NY 12354  
(123) 555-555 [Jsmith@libi.edu](mailto:Jsmith@libi.edu)

**Objective:** Seeking a position as (your desired position)

**Education:**

Long Island Business institute; Flushing, NY  
*Associate in Occupational Studies Degree in your major* 01/2014-Present  
Date of Gradation: 02/2016

**Language:** Bilingual in English and Chinese (or your homeland language)

**Work Experience:**

ABC Company; Hempstead, NY 01/2014 - Present  
*Student Aide*

- Assist faculty with appointments and basic office tasks
- Handle student questions and concern
- Perform data entry and manage large databases

555 Summer Camp; Flushing, NY 06/2013 - 12/2013  
*Camp Counselor, summer only*

- Oversaw and monitored 10 campers with special needs
- Communicated with parents on camper progress
- Aided campers with personal hygiene and daily living skills

Applebee's; Long Island City, NY 01/2011 - 05/2013  
*Hostess*

- Utilized strong interpersonal and communication skills
- Handled and resolved customers' problems

**Skills:**

- Microsoft Office (Word, Excel, PowerPoint, Access, Outlook)
- Quickbooks
- Effective communicator
- Adaptable to stressful situations
- Team Player

**References are available upon request**

**\*RESUME WITH NO EXPERIENCE\***

# **April Sun**

1234 Junior Road  
Big Apple, NY 00011  
(212) 555-5555  
[april.sun@here.com](mailto:april.sun@here.com)

## **Objective**

To secure a medical-billing internship in order to gain experience and develop my skills.

## **Education**

*Long Island Business Institute*

*Associate of Occupational Studies, Medical Office Technology; GPA 3.4*

Date of Graduation: June 2016

## **Pertinent Courses**

Medical Terminology, Medical Records Analysis, Medical Coding, Computerized Medical Billing, Basic Anatomy, Advanced Medical Coding, Medical Insurance Billing

## **Skills And Abilities**

*Medical*

Able to:

- Accurately enter “patient data” into computerized system
- File, sort and maintain records

Familiar with:

- HIPPA Familiar with various insurances
- Basic medical terminology
- ICD-9 Coding

*Leadership*

- Organized and led group projects in two major classes
- Delegated tasks and assignments to fellow group members
- Initiated correspondence between group members to meet deadlines
- Prepared and organized presentation material
- Coordinated meeting times and reserved study rooms
- Worked with other members on final revisions and submissions
- Acted as lead presenter

## **Computer Skills**

Knowledge of basic EMR, Word, Excel, and PowerPoint

## **Activities**

Active Member of Medical Club

## **Languages**

Bilingual in English and Spanish

*References Available Upon Request\**

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## Thank-You Letter Sample

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**Your name**  
**Address**

➤ Your contact information can be formatted exactly how it is on your resume

Date

Name  
Title  
Company  
Company Address

Dear Mr. Cain,

I appreciate the time you spent with me during the interview on Thursday, February 1<sup>st</sup>. I would like to reaffirm my interest in the Medical Biller and Office Assistant position at Top One Medical Billing Inc.

I am certain that this position is exactly what I am seeking. Spending the day in the office with Won Lee Chon further reinforced my strong desire and enthusiasm in this regard. The company appears to be growing in a direction that parallels my own career goals, and I believe that I can learn as well as contribute great deal in your organization.

I look forward to hearing from you. For additional information, please contact me at 718-123-1234 or [youremail@libi.edu](mailto:youremail@libi.edu).

Sincerely,

(Signature)

Your typed name here