**SAMPLE RESUME – ENTRY LEVEL - #1**

**PROFESSIONAL SUMMARY**

Seeking to obtain a position that challenges me and where I can utilize my knowledge of grounds and lawn care. During my 20 years of experience from being a Sergeant in the US. Marine Corp and Ford Motor Company, I bring leadership qualities, flexibility of adapting to any environment, and ability to be hands-on.

• Safety Focus • Grounds / Lawn Care • Leadership Skills

• Problem Solver • Detailed Oriented • Organizational Skills

• Time Management • Team Building • Superior Communication Skills

**PROFESSIONAL & MILITARY EXPERIENCE**

**Assembly / Body Shop Technician April 2012 – Present**

*Ford Motor Company*

* Assemble vehicles on production line with the focus on the Ford Ranger and Ford Bronco
* Daily use of hand tools, power tools, or scanners to install parts on vehicles
* Maintain a clean and tidy workstation to ensure safety protocols are met
* Flexibility to maneuver into and around the vehicle to ensure parts are properly installed
* Detailed oriented when inspecting and preforming preventative maintenance

**Sergeant June 2003 – June 2011**

*United States Marine Corps*

* Assisted in the planning, installation, operation, and repair of the field wire telephone system.
* Oversaw and supervised junior Marines in telecommunications, led monthly training, and annual training in the safeguarding of cryptographic material.
* Provided effective and positive tactical communication to the soldiers
* Conducted daily, weekly, monthly, and biannual inventory of lineman equipment and gear; in addition to weekly cryptographic changeovers to ensure continuity of communication with the battle space
* Received Navy & Marine Corps Achievement Medal
* Combat Meritorius promotion to Corporal

**ADDITIONAL EXPERIENCE**

* Cylinder / Greens Mower (Toro Greensmaster 1600)
* Top-dress lawn using mason sand
* Knowledge of various turfgrass disease and how to treat
* Experience with pre-emergent and post – emergent herbicides

**EDUCATIONAL DEVELOPMENT**

**Associates Degree Received September 2018**

*Schoolcraft Community College*

**High School Diploma August 1998 – June 2002**

*Livonia Franklin High School*

**SAMPLE RESUME – ENTRY LEVEL - #2**

 **STRENGTHS & SKILLS**

▪ Team Player ▪ Multi – Tasking ▪ Safety Focused

▪ Customer Service ▪ Detailed Oriented ▪ Time Management

▪ Photo Shop & Animate ▪ MS Word & PowerPoint ▪ Strong Communication Skills

**EDUCATION & EXTRA CURRICULAR ACTIVITES**

**Certification for Digital Art Design May 2020**

*Miami Valley Career Training Center*

**High School Diploma May 2020**

*Trotwood Madison High School*

* Trotwood Madison Band member
* Section Leader for Percussion
* Led band to over 100 awards & trophies

**Jack & Jill Beautillion participant February 2020**

**WORK EXPERIENCE**

**Sales Associate – Part Time October 2022 – Present**

*Footlocker*

* Greet and assist customers; answer questions and up-sell promotional items and accessories during POS
* Provide correct shoes size upon request; Ensure store is clean to prevent theft and hazardous situations

**Car Detailer June 2019 – September 2019**

*Carl’s Auto Shop*

* Operate varies equipment to clean the interior and exterior of customer’s vehicles
* Deliver superior customer service by polishing vehicle and drying exterior, along with detailing windshields, windows, and interior mats; Verify each vehicle has the proper stickers and license plates

**Paid Internship – Maintenance Technician January 2018 – June 2019**

*PK Management*

* Assist Maintenance Supervisor with unit turnovers
* Preventive maintenance inspections such as changing batteries in smoke detector, replacing / cleaning furnace filters and cleaning ventilation vents
* Ensuring the safety of residence and employees by removing debris, snow, and ice from common walkways

**Groundskeeper June 2015 – Present**

*Turnkey Services, LLC (Seasonal)*

* Responsible for lawn maintenance by operating a stand up and riding lawnmower
* Ensure yard care by watering and fertilizing plants and grass as needed
* Utilize my artistic skills to strategically place shrubs, flowers, trees and other plants to create a landscaping effect to customer’s satisfaction

**SAMPLE RESUME – ENTRY LEVEL #4**

**PROFESSIONAL SUMMARY**

• Safety Focus • Interpersonal Skills • Leadership Skills

• Problem Solver • Detailed Oriented • Organizational Skills

• Time Management • Team Building • Superior Communication Skills

**PROFESSIONAL EXPERIENCE**

**United States Postal Service (USPS) 2020 – 2024**

*Window Clerk*

* Provide customer service to people who need postal services
* Sort packages to various routes for carrier to deliver. Ensures packages that are marked fragile are handled with care.
* Prioritize packages based on shipping requirement
* Sort mail that is to be delivered another postal location
* Collect inside / outside mailboxes and prepare for dispatch

*Postal Support Employee (PSE) - Contractor 2020 - 2023*

**Securamerica Security 2017 – 2020**

*Security Guard (FCA)*

* Secures premises and personnel by patrolling property.
* Monitoring surveillance equipment, and access points; permitting entry
* Prevents losses and damage by reporting irregularities.
* Informing violators of policy and procedures; restraining trespassers
* Obtains help by sounding alarms

**Trinity Transportation 2013 - 2019**

*Bus Attendant*

* Supervise over approximately 20 school aged children during bus route.
* Maintain order and control over noise level on bus.
* Ensure all children safely arrive to and from school.
* Guarantee children are being received by approved adult once dropped off at home.
* Assist bus driver with direction / locations of children’s home.

**Line Worker 2011 – 2012**

*Pak-Rite*

* Packed car parts for Ford Motor Company such as screws, nuts, and bolts. bumpers, rims
* Safely used pallet jacks and tape gun.
* Palletize completed boxes and prepared for shipment
* Maintained a clean and tidy workstation to ensure safety protocols are met

**EDUCATION**

**High School Diploma Received 2018**

*The American Academy*

**SAMPLE RESUME – ENTRY LEVEL #5**

**CUSTOMER SERVICE PROFESSIONAL**

Client – focused Customer Service Representative, acknowledged for talents in enhancing customer satisfaction and retention by providing plausible solutions. Dependable and responsible contributor with a strong commitment to driving business results through innovative customer engagement. Deep knowledge of benefits navigation, risk management, meeting customer needs, and service delivery. Adept at using CRM data to optimize sales strategies and exceeding targets.

**PROFESSIONAL EXPERIENCE**

**CSR II Provider Servicing Benefits & Claims March 2023 – Present**

*Blue Cross Blue Shield of Michigan*

* Provide exceptional customer service and support in a high – pressure environment by resolving complaints, ensuring customer satisfaction, and retention.
* Accurately documenting and researching customer issues to ensure a credible resolution. In addition to following up with customers and offering additional support.
* Implementing risk management protocols to mitigate company liabilities
* Proactively advocated company safety policies and risk management procedures
	+ Earn customer’s trust by ensuring high quality services and support

**Sales Advisor (Remote Call Center) June 2017 – March 2020**

*Sunrun*

* Provided guidance to customers on their financing options and enhancing their purchase decision.
* Maintained high accuracy in customer data analysis to tailor sales approaches
* Knowledgeable of company offerings and processes to better service customers
* Strategically used and analyzed CRM data to obtain qualified leads
	+ Optimized CRM strategies to significantly improve lead conversion rates
	+ Exceeded sales targets and goals by generating new leads and customers, in addition to customizing solutions for diverse customers

**Front of House Assistant December 2016 – May 2017**

*Google / Compass Group*

**Patient Transporter December 2016 – May 2017**

*Touch Point*

**EDUCATIONAL DEVELOPMENT**

**Associates Degree Graduated: May 2018**

*Oakland Community College G.P. A 3.6 out of 4.0*

* Concentration: Criminal Justice

**SAMPLE RESUME – ENTRY LEVEL #3**

**PROFESSIONAL SUMMARY**

An Accomplished Vice President, Captain of Football Team and Captain of the Track/Field Team in high school. A highly skilled leader that can achieve task prior to deadlines, social media network, and build relationships.

• Strategist • Microsoft Office • Goal and Detailed Oriented

• Technical Skills • Customer Service • Superior Communication Skills

• Problem Solver • Time Management • Team player and Leadership Skills

**EDUCATIONAL DEVELOPMENT**

**Hampton University August 2019 – current**

*Bachelor’s Degree – Sports Management*

Expected Graduation Date: May 2023

G.P.A. 3.1 out of 4.0

**PROFESSIONAL EMPLOYMENT**

**AMC Theatres June 2021 – Current**

*Crew Member*

* Provide customer service to all movie goers
* Responsible for cash register sales, box office and greeting all movie goers
* Clean / Sweep theaters between showtimes and ensure theater is presentable prior to the next movie
* Ensure movie goers have a great experience while at the movie theater

**Door Dash April 2019 – Current**

*Driver*

* Provide a delivery service to customers that order online from various places
* Ensure all orders scheduled to be delivered are accurate and on time
* Properly close out all orders that were delivered and ensure customer satisfaction

**Qdoba August 2020 – January 2021**

*Team Worker*

* Prepare customer’s food to their satisfaction on the food line
* Responsible for prepping food in the kitchen to ensure it’s fresh and ready to serve customers
* Provide customer service to candidates during point of sale

**Spring Hill Camp June 2017 (Summer)**

*Camp Counselor*

* Oversaw a group of 15 campers ranging in age from 5 – 10 years old as Day Camp Counselor
* Promoted team building through playing games, singing songs and engaging in friendly competition
* Responsible for safety and well-being of all campers

**Jr. NBA League April 2017 – June 2017**

*Score Keeper*

* Responsible for score keeping during the game
* Interaction with team, coaches, and league’s referees

**AWARDS & PARTICIPATIONS**

MIAC All Conference All-Academic Team 2017

MIAC All Conference 2nd Team for Football 2017

Most Spirited Award for Track & Field 2017 – 2018

Theater Crew Member 2016 – 2017

Varsity Track and Field 2015, 2017, 2018

Varsity Basketball 2015 – 2017

Varsity Football 2015 – 2017

Robotics Competition 2013 – 2018