



# **Resume Writing for the Experienced Professional**

**The Center for Career & Life Planning**

**[www.rollins.edu/careercenter](http://www.rollins.edu/careercenter)**

**407-646-2195**

Rollins College students and alumni often need resumes to apply for graduate school, scholarships, internships, and of course, full-time employment. Generally speaking, it is a good idea to develop a polished, professional draft of your resume; you can edit and target this resume toward a specific employer any time you get ready to apply for a new position. This handout and the Center for Career & Life Planning staff can help you in the process of writing your own professional resume. If you're not sure how to start, attend a resume writing workshop for assistance or view resume samples on our website at [www.rollins.edu/careerservices/resumesandcoverletters/](http://www.rollins.edu/careerservices/resumesandcoverletters/).

Many students and alumni are interested in exploring multiple career fields. It is OK to apply for jobs in a variety of fields, but you must create a different resume for each position. When designing a resume, you should have a specific position or a specific type of job or internship in mind. If you are unsure of your career goals, your resume may be more general. The purpose of a resume is to help you secure an interview. It is not a life history, but it should document your qualifications and accomplishments relevant to the opportunity you are targeting.

## Design & Appearance

You may know that some software programs have resume templates that allow you to enter a little information and the computer creates the resume for you. Career & Life Planning strongly recommends that you avoid these templates. Template resumes are difficult to format and are not necessarily a good fit for you and your unique experiences. Begin with a blank Word document and develop your own format that works best for your resume. Here are some easy tips to make your resume look polished and professional:

- Use an easy-to-read font such as Arial (10pt. – 12pt.) or Times New Roman (11pt. or 12pt.)
- Your name should be big and bold at the top of the page
- Use all caps, bold, or italics for important headings and titles, but don't overdo it
- Balance white space with text space so the resume doesn't look crowded in some sections and empty in others
- Resumes for recent college graduates should be one page. Alumni and those experienced professionals with enough *relevant* experience to fill the second page may want to create two page resumes.

## Identification / Heading

Every resume begins with personal contact information. The heading should include your name, mailing address, phone number and email. Remember, an employer may call at any time, so be sure to list a phone number where you can be reached and/or receive messages. If you list your cell phone, label it as a cell or mobile number and record an appropriate voicemail greeting. Your email address should be as professional and simple as possible. Whether you choose your Rollins account or a personal account, make sure to use an email account you will check regularly.

There are no strict rules about how the heading must look, but here are a few examples:

<p style="text-align: center;"><b><i>Jennifer Job</i></b> Jennifer.Job@hotmail.com • 489-255-3405 (C) 5678 Pennsylvania Avenue • Winter Park, FL 32789</p>
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<p><b><i>Jennifer Job</i></b></p> <hr/>	<p>407-646-5555 • <a href="mailto:jjob@rollins.edu">jjob@rollins.edu</a> 1000 Dellwood Avenue • Orlando, FL 32806</p>
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<p style="text-align: center;"><b>JENNIFER JOB</b> North Mills Avenue, Apt. B • Winter Park, FL 32789 • <a href="mailto:Jennifer_JOB@aol.com">Jennifer_JOB@aol.com</a> • 407-646-55551020(cell)</p>
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## Objective OR Profile/Summary

An objective will help you develop a focused and targeted resume -- and can help you determine what to include in the rest of your resume. Be sure that the objective includes the position -- or at least the career field -- to which you are applying. If you use an objective, it should be short and specific. Include the relevant skills you have to offer the employer, not what you want the employer to do for you. Here are some examples of strong objectives:



A financial consultant utilizing strategic, analytical, and interpersonal communication skills

*This is a strong objective since it tells the reader the type of position you are looking for, and the type of skills you already have that will be of use to the employer.*



A human resources specialist utilizing background in customer service, knowledge of employment law, and skills in conflict mediation

*This is a good example of how to inform the reader what type of position you are seeking and what related skills, experience, and education you will describe further in the resume.*

Experienced professionals who are planning to make a career transition or who are applying for positions with greater responsibility may find a **profile or summary section** to be helpful. If you are attending a career fair where you plan to distribute your resume to a variety of employers or if you are applying for several positions within one organization, the profile or summary statement may be preferable to a more narrow, targeted objective.

A profile can include your areas of greatest expertise, your principal skills, and a statement of your career ambition. The profile has the same key purpose as an objective - to get the potential employer to look at your resume in a more positive light - but it does so in a way that might better present your skills and experience.

Human resources professional with 5 years of experience and in-depth knowledge of employee benefits including defined contribution, health and welfare, stock purchase, and pension plans; seeking mid-level position in compensation management



A highly experienced sales and marketing professional with comprehensive strategic planning and implementation skills and \$27 million in total profit improvement added in 8 years; seeking a position as a Sales Manager where these skills will add similar or greater value.



Successful financial planning professional with over 15 years of personal and retirement planning experience. Managed a small financial planning firm, achieving double-digit financial returns for all clients by developing personalized investment portfolios. Leader in development and professional growth of four other financial planners in the firm through effective and motivating mentoring strategies.



## Education

In many resumes, the education section goes near the top of the page, before any type of work experience is listed. However, if you are an experienced professional who has been working for many years since earning a degree, it may be advisable to list education after your more relevant and timely work experience. Items included in the education section are your school's name and location (city and state), your degree (fully spelled out), your major(s), minor(s), and month and year of graduation (or anticipated graduation if your degree is still in progress).

High school information is no longer needed on the resume of a college graduate, unless it would specifically help you get an internship or job. An example: applying to work or teach at the same institution you once attended. Everything within the Education section should be listed in reverse chronological order (most recent first).

### **Q. How do I list the classes I took at community college or a different university?**

**A.** *In general, you should only list institutions from which you received a degree or where you are currently pursuing a degree. However, if your coursework at another school was specifically related to the field you are now pursuing, you may include that information. If you earned an associate's degree from another institution, you may list that degree below your information from Rollins. Students who earned a degree from outside the United States are encouraged to list that institution and degree on their resume.*

Here are two examples of how to construct the education section of your resume:

**Rollins College**, Winter Park, Florida, December 2011

*Bachelor of Arts in Elementary Education*

- GPA in Major: 3.7
- Eligible for Florida Teacher Certification in Elementary Education (K-6)
- Completed coursework for ESOL endorsement

**Rollins College**, Winter Park, FL,

*Master of Arts in Mental Health Counseling*, May 2010

- GPA: 3.4

*Bachelor of Arts in Organizational Communication; Minor in English*, May 2003

- GPA: 3.6

## Step Six – Experience

This section is extremely important to employers! Experience may include full-time jobs, part-time jobs, internships, student teaching, or certain types of long-term volunteer work. For each position, be sure to include the name and location (city and state) of the company, your title, dates of employment, and bullet statements describing your specific responsibilities and accomplishments. Remember, your resume is not an autobiography, but it should adequately describe what you did in each position.

When listing your experience, maintain reverse chronological order, starting with your most recent position and working backwards. If you have meaningful relevant experience in the past, but now have a job in an unrelated field, you might divide this section into two separate sections – “Relevant Experience” and “Other Experience.” This will allow you to put your most relevant experience closer to the top of your resume (under “Relevant Experience”) and the less relevant information next on the page, (under “Other Experience”).

The bullet points you list under each work experience are *very* important. These bullet points should briefly describe your duties and accomplishments. Each bulleted statement should be one or two lines long and as specific as possible. For example, rather than write “Trained new employees,” you can write “Trained eight new part-time employees in cash register operation and inventory control.” Under each work experience, start your bulleted list with the most relevant and impressive information, then continue to the more common responsibilities.

A good resume includes a variety of strong “action verbs” that help explain your role in the organization. Each bullet point should start with an action verb that demonstrates what you did as an employee. You can find a list of suggested action verbs in this packet that will help you get started. If you are working at the position currently, you should use present tense verbs (write, coordinate, develop, organize). If you no longer work for the employer, describe your responsibilities in the past tense (wrote, coordinated, developed, organized). Do not use personal pronouns such as “I” or “me” on your resume and avoid making personal evaluations such as “learned a great deal through this experience,” or “developed strong leadership skills.” State what you did using a variety of action verbs and let employers make judgments themselves.

Below are a few examples that illustrate how you can format the experience section of your resume.

**Wells and Rogers Public Relations**, *Special Events Coordinator*, Orlando, FL, September 2010 - Present

- Coordinate receptions and business meetings for two Fortune 500 companies
- Write press releases and create public service announcements
- Publish and distribute monthly employee newsletter
- Design direct mailing advertisements for clients with a combined target audience of over one million

**Tuskawilla Nursing and Rehabilitation Center**, Winter Springs, FL, October 2007 – November 2011

*Business Office Coordinator*

- Maintain multi-line switchboard and page system, record messages, and provide insurance and billing information to medical facilities
- Assist residents and family members with inquiries regarding meals, activities, and visitation policies
- Coordinate volunteer schedules for 12 high school students helping at front desk and throughout facility

**Hewitt Associates**, *Customer Service Representative*, Orlando, Florida, August 2003 – May 2006

- Served as expert resource for active and retiree health and welfare, defined contribution, defined benefit, and stock purchase plan corporate clients
- Supported project manager and approximately 200,000 client employees through benefits-related issues including open enrollment and online technical support
- Created and delivered four-week training program for 35 new employees in classroom environment
- Updated online tools to ensure high quality delivery of service; resulting in 12% reduction of repeat calls
- Designed, distributed, and analyzed team engagement survey

## Community Involvement / Leadership

After listing your work experiences, you might want to describe your additional activities. This section is most important for recent graduates who may have only limited work experience thus far, but an experienced professional may also find it beneficial. This category allows you to summarize your role in campus organizations, community projects, civic clubs, or professional associations, and to provide any information that might help demonstrate your qualifications to an employer. For example, if you are applying for a position at the county courthouse, your experience serving on Rollins' student judicial board is important information to include in this section of your resume.

The title of this section will vary, depending on the type of activities you choose to list. Possible suggestions are "Leadership Experience," "Community Involvement," "Activities," "Volunteer Experience," or "Professional Affiliations."

Remember, your resume should focus primarily on your relevant professional work experience, so you may have to limit the number of extra-curricular items you include. Be sure to select those which are the most recent, relevant, and professional – those that best demonstrate your skills and abilities. When listing activities, be sure to include the name of the organization, the location (city and state), your title or position if applicable, and dates of affiliation. For some positions, you may wish to include bullet points describing responsibilities of the position and your accomplishments within the organization.

Experiences in this section should be listed in reverse chronological order so that your most recent activities are listed first, similar to the format of your work experience section.

Below are some examples, but remember, every resume is different and there are many "right" ways to do it.

**St. Margaret Mary Catholic Church, Sunday School Assistant, Winter Park, FL, August 2005 – May 2008**

- Assisted teacher with planned activities for sixth, seventh, and eighth grade students
- Taught lessons, instructed students with craft projects, and addressed behavioral issues

**VITAS Hospice, Volunteer, Orlando, FL, January 2004 – December 2005**

- Visited patients and family members, providing social and emotional support

**Orlando Young Professionals, Member, Orlando, FL, June 2010 – Present**

**Future Business Leaders of America, Secretary (2007-2008), Winter Park, FL, August 2006 – May 2009**

**Habitat for Humanity, Volunteer, Atlanta, GA, May 2005 – August 2005**

## Skills

Technology plays an important role in most career fields today, so it is strongly recommended that you include your computer skills on your resume. You may also list specific skills relevant to your job interests, such as foreign languages or research. If you have received any special certifications or training related to your field, you might wish to include that information here. For example:

**Computer:** HRIS; PeopleSoft; ADP; Ceridian; Total Benefit Administration (TBA); Microsoft Word, Excel and PowerPoint; Lotus Notes

**Language:** Proficient in Spanish

**Other:** Professional in Human Resources (PHR) Certification

## **References (on a separate page)**

It is not necessary to include references on your resume. In fact, most employers prefer that you don't waste valuable resume space with a line that says "Resumes available upon request." The truth is, references *should* be available; if the employer wants a list, you should be ready to provide one - on a separate sheet of paper.

Your references page should have the same identification/heading information, font size, and type of high-quality paper as your resume. Under the heading, list the name and contact information of 3-5 references, including title, place of employment, business address, phone, and email. A good reference is someone who knows you well and has supervised your performance in an academic, volunteer, or work setting. Close friends and family members are rarely considered credible references. Faculty members, organization advisors, internship supervisors, and current or former employers can serve as references. It's important to ask yourself whether a potential reference knows your work style and strengths and whether he or she is willing to represent you in a positive light. You should ask each reference if he/she is willing to speak on your behalf and provide him/her with a copy of your updated resume.

After you have submitted a resume and been called for an interview, you may wish to contact those serving as your references to update them on your job search. Depending on the employer, an organization may call your references any time before or after the first interview and you want your references to be prepared.

## **Proofread, Revise and Send**

Most employers will receive hundreds of resumes for their position openings; even organizations offering internships will get numerous resumes from interested students. Spelling and grammatical mistakes on your resume are unprofessional and can seriously hurt your chances for employment. After you have created a draft of your resume, take time to edit it, add bullet points, or delete some material if you have more than one page (or more than two full pages). Ask a friend to check your spelling and grammar. Don't rely on spell check to catch all the mistakes.

Resumes may be sent via fax, email, or postal mail. Try to avoid faxing if possible, as most machines tend to print blurry pages that are difficult to read. Email attachments should always be converted to a PDF file and given an appropriate title. You don't want to email an attachment to SunTrust Bank named "Resume for Regions." If you are mailing the resume in hard copy, place it flat in a large envelope so the paper is not folded.

The sample resumes included on the following pages are designed to give you a visual example of a polished and professional resume. You can use these samples to help you understand how to format your own resume and see how certain types of information might best be listed. More sample resumes can be found on the Resumes and Cover Letters pages of our website.

## **Need Additional Help?**

Still confused about resume writing? Attend a resume writing workshop in Career & Life Planning to learn more. Don't forget...the Center for Career & Life Planning is here to help. Stop by anytime to drop off your resume and we will be happy to critique it and offer suggestions for improvement.

# Key Action Verbs

Your bullet statements should be action-oriented in order to catch the reader's eye. Here are some ideas to help you get started.

## Communication Skills

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Advertised	Convinced	Drafted	Mediated	Promoted
Arbitrated	Corresponded	Edited	Moderated	Proofread
Authored	Critiqued	Facilitated	Negotiated	Publicized
Clarified	Debated	Highlighted	Notified	Published
Composed	Demonstrated	Informed	Presented	Recorded
Contacted	Documented	Interpreted	Persuaded	Translated
				Wrote

## Creative Skills

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Built	Constructed	Established	Invented	Planned
Brainstormed	Created	Formulated	Launched	Produced
Composed	Designed	Founded	Originated	Proposed
Conceived	Developed	Generated	Performed	Refurbished
Conceptualized	Directed	Initiated	Piloted	Renovated
			Pitched	Revised

## Interpersonal & Teamwork Skills

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Advised	Assisted	Diagnosed	Guided	Represented
Advocated	Coached	Directed	Inspired	Served
Aided	Collaborated	Encouraged	Led	Supported
Assessed	Consulted	Fostered	Mentored	

## Leadership Skills

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Achieved	Delegated	Exceeded	Instigated	Motivated
Chaired	Delivered	Excelled	Launched	Participated
Changed	Effectuated	Headed	Led	Pioneered
Clarified	Enhanced	Improved	Marketed	Presided
Decided	Established	Inspired	Mobilized	Recommended
				Recruited

## Management & Organizational Skills

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Administered	Conducted	Eliminated	Increased	Procured
Arranged	Controlled	Engineered	Maintained	Provided
Assembled	Coordinated	Evaluated	Managed	Reduced
Classified	Correlated	Executed	Monitored	Scheduled
Combined	Determined	Expanded	Ordered	Solved
Completed	Directed	Implemented	Planned	Streamlined
			Prepared	Supervised

## Research Skills

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Analyzed	Compared	Experimented	Interpreted	Reviewed
Clarified	Contrasted	Explored	Interviewed	Studied
Coded	Evaluated	Identified	Investigated	Summarized
Collected data	Examined	Inquired	Reported	Surveyed

## Teaching Skills

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Advised	Conducted	Evaluated	Illustrated	Mentored
Assessed	Demonstrated	Explained	Informed	Planned
Clarified	Developed	Facilitated	Instructed	Trained
Coached	Educated	Guided	Led	Tutored

## Technical Skills

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Accelerated	Computed	Handled	Repaired
Analyzed	Correlated	Maintained	Reported
Budgeted	Developed	Manipulated	Updated
Built	Estimated	Operated	
Calculated	Financed	Processed	
Catalogued	Grossed	Programmed	

# ROBERT SMITH

*rsmith@yahoo.com*

1197 Fairbanks Avenue • Winter Park, FL 32789 • (407) 648-0034 (c) [www.linkedin.com/in/robertsmith/](http://www.linkedin.com/in/robertsmith/)

## SUMMARY OF QUALIFICATIONS

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High energy sales and management professional with exceptional interpersonal and communication skills and an extensive background in the following broad-based competencies:

### **Consultative Sales**

**Account Management**

**New Business Development**

### **Strategic Planning**

**Staff Management**

**Key Account Acquisitions**

### **Channel Sales**

**Key Relationships**

**Client Satisfaction**

- Demonstrated ability to promote products and services and secure and develop key accounts to maximize company profit
- Accomplished manager of annual budgets exceeding \$50 million
- Proven ability to cultivate productive relationships with key decision makers and manage projects on a global basis to achieve corporate goals

## PROFESSIONAL EXPERIENCE

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### ***Director, Business Development***

**XYZ Company • Orlando, FL**

**August 2009 – Present**

- Perform in-depth analysis to capture understanding of prospects' infrastructure, identifying revenue opportunities for managed Virtual Private Network agency utilizing Public Key Infrastructure for security over either shared private network transport or the public Internet
- Supply unsolicited proposals to prospects detailing money saving options for optimizing networks to expand business opportunities
- Prepare timely sales forecasts and account status reports to provide management team with critical information needed to manage resources necessary to support sales activities
- Direct Account Managers to consistently meet team quota objective of \$200,000 per month, through execution of account strategy that prioritizes opportunity expansion, new business development, and maintenance of existing accounts
- Developed relationship with key decision makers at Widget Inc., offering trial products and exceptional service that resulted in securing sales of Data and IP series valued at \$2 million

### ***Global Account Manager***

**Super Worldwide Company • Tampa, FL**

**February 2004 – July 2009**

- Oversaw direct sales efforts for the company's second largest commercial account, positioning the client as a strategic business partner
- Participated in account development for key sales and contract negotiations and prepared sales forecasts and status reports, making recommendations to management to enhance revenue growth
- Planned, developed, and participated in formulation and implementation of strategy, primarily for Managed Data and Internet services, as well as the global portfolio of Frame Relay and Packet Services in Europe, Asia Pacific, and South America
- Grew revenue from \$20 million to over \$65 million annually by targeting new business opportunities and demonstrating competitively priced, quality service

**Financial Representative**

**October 2002 – January 2004**

**Northwestern Mutual Financial Network • Orlando, FL**

- Worked closely with clients to develop customized, long-term financial solutions meeting a variety of personalized goals and objectives
- Offer exclusive access to insurance products as well as disability income insurance, and an array of quality financial products and services available through Northwestern's financial partners
- Succeeded in identifying and creating a new business pipeline while building a team
- Retained significant client base despite drastically declining market share and corporate reorganization

**EDUCATION & TRAINING**

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**Bachelor of Arts in Economics**

**May 2000**

**Rollins College • Winter Park, FL**

**Relevant Training Courses:**

**Principles of Selling  
The New Supervisor**

**Strategic Selling  
Getting Things Done**

**PROFESSIONAL AFFILIATIONS**

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**American Marketing Association, Orlando Chapter**

**May 2009-Present**

**Orlando Sales Association**

**August 2004 – November 2009**

**LICENSES & CERTIFICATIONS**

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**CFP (Certified Financial Planner)**

**February 2004**

- Passed qualifying exam demonstrating competency in the areas of estate and retirement planning, insurance and risk management, income tax planning, employee benefits and investment planning, and general financial planning principles

**Series 7 / General Securities License**

**December 2002**

- Obtained comprehensive securities license, demonstrating competency on a broad range of investment tools including stocks, bonds, options, limited partnerships, and investment company products

**AWARDS / RECOGNITION**

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- XYZ Company Employee of the Year – 2009
- Super Worldwide Company President's Club Recipient – 2007
- Northwestern Mutual Financial Network Sale Challenge Award Winner – 2003

# Olivia Gutierrez

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114 Magnolia Lane • Altamonte Springs, FL 32714  
407-882-9457 (cell) • olivia4444@cfl.rr.com

## SUMMARY

Human resources executive with over 15 years of comprehensive experience including:

- recruitment and retention, conflict mediation, change management, labor relations, and benefits administration
- proven experience collaborating with senior management to conduct human resources strategic planning in support of corporate goals
- broad knowledge of human resources in a variety of sectors including union and non-union environments and Fortune 500 companies with a large number of exempt/non-exempt employees
- excellent ability to address and implement strategic plans for talent acquisition, retention, and succession planning
- proven skills in labor and employer law including complaint investigation to thwart legal action

## PROFESSIONAL EXPERIENCE

### **Newman & Jones**

Jacksonville, FL

*Manager, Human Resources*

October 2010 – Present

- Conduct extensive analyses of existing human resources functions and develop strategic business plans to update policies, procedures, services, and operations for 100-year old commercial real estate company
- Achieve voluntary turnover rate of 0%
- Lead transformation of company perception of bureaucratic human resources office to one of value-added service

*Assistant Manager, Human Resources*

January 2009 – September 2010

- Assisted Senior Manager in developing and implementing new college recruiting plan at 30 local universities
- Responded to employee questions and served as liaison to third-party agencies, coordinating benefits and compensation processes
- Researched and rewrote 20-year-old employee manual, including revising outdated policies to ensure compliance with current guidelines and adding new initiatives and incentives to improve employee morale

### **Hilton Hotels Corporation**

Orlando, FL

*Professional Development Coordinator*

June 2007 – November 2008

- Recruited, oriented, and trained new hires in all corporate departments
- Assumed administrative oversight for corporate and manager-in-training programs
- Facilitated conference calls with internal departments to review goals and manage project progress
- Created effective online record management system to track employee completion of continuing education courses
- Designed and presented staff training modules to hotel managers from across the country and 13 international locations

## **Just Born, Inc.**

Bethlehem, PA

*Human Resources Officer*

November 2005 – May 2007

- Recruited employees for four manufacturing facilities and created a ready talent pool which reduced time to fill by 50%
- Designed and delivered training programs to over 500 employees while reducing training costs by 25%
- Reorganized recruitment and interview documentation processes to improve response time for job applicants and hiring managers
- Managed eight-person team to conduct a company-wide employee survey resulting in changes to the shift system and additional incentives for classroom learning participation
- Supervised three direct reports responsible for administering continuing classroom training to union and non-union employees

## **Turner Construction**

Philadelphia, PA

*Human Resources Officer*

September 2002 – November 2005

- Assisted Human Resources Director in managing recruitment efforts for company with \$350 million annual revenues and 1000 exempt and non-exempt employees at 35 job sites
- Collaborated with IT staff to program and design comprehensive applicant tracking system to integrate with existing HRIS
- Filled 150 management, technical, and professional positions in two years
- Developed in-house craft worker training programs resulting in \$500,000 annual cost savings
- Reduced average vacancy turnaround time from 45 days to 20 days
- Established union avoidance program resulting in deflection of four organizing attempts in six months

## **AirTran Airlines**

Orlando, FL

*Human Resources Specialist*

June 2001 – August 2002

- Ensured compliance with federal and state fair hiring practices and EEO regulations
- Investigated all sexual harassment, discrimination, and wrongful termination complaints
- Introduced mandatory Corporate Diversity Training Initiative for all supervisors, managers, and executive-level employees, which is still in use today

## **EDUCATION**

### **Rollins College**

Winter Park, FL

*Master of Arts in Human Resources*

May 2000

- GPA: 3.8

### **University of Central Florida**

Orlando, FL

*Bachelor of Science in Business Administration*

May 1995

- GPA: 3.5

## **COMPUTER SKILLS**

- Proficient in HRIS: PeopleSoft, ADP, Ceridian
- Expert knowledge of Total Benefit Administration (TBA)
- Experienced with Microsoft Word, Excel, Outlook, PowerPoint

# TYRONE JOHNSON

1523 LAKE TERRACE • WINTER PARK, FL 32789

WWW.LINKEDIN.COM/IN/TYRONE\_JOHNSON\_RC • 407-896-4591 • TJOHNSON@ROLLINS.EDU

## OBJECTIVE

A Guest Service Representative position with The Peabody Orlando utilizing communication and organization skills to provide high quality customer service to all hotel guests

## QUALIFICATIONS

- Results-oriented professional with a strong work ethic who takes initiative, identifies problems, and offers creative solutions for implementation
- Exceptional interpersonal communication skills; easily interact with individuals from diverse backgrounds
- Excellent organizational, listening, planning, and public speaking skills

## EDUCATION

Rollins College, Winter Park, FL, December 2013

*Bachelor of Arts in Communication Studies; Minor in Psychology*

## EXPERIENCE

Brown & Cosner Commercial, Orlando, FL, April 2012 – Present

*Marketing Assistant/Business Development Specialist*

- Develop promotional and marketing materials for print and online media
- Manage office finances including accounts payable and receivable, employee payroll, invoices, county fees, and petty cash
- Create and maintain office website including online database of available properties

TravelStar Magazine, Winter Park, FL, May 2009 – March 2012

*Account Service Representative*

- Researched potential clients and presented information to account managers for sales pitches
- Planned and hosted corporate events including Children's Miracle Golf Tournament
- Assisted in drafting press releases and contacting media to advertise client events
- Managed over 50 client accounts worth \$3.4 million in advertising revenue

Wedding Dreams, Orlando, FL, September 2007 – May 2009

*Wedding Consultant*

- Provided event planning services to local and international clients
- Established relationships and negotiated contracts with vendors and venue liaisons to secure products and services within limited budget
- Promoted agency through Facebook, wedding guidebooks, company website, and e-mail campaigns
- Attended multiple wedding shows to showcase services and recruit new clients

## LEADERSHIP

Rollins College Communiqué, *Vice President (2012 – 2013)*, Winter Park, FL, September 2011 – 2013

Rollins College Community Hearing Council, *Board Member*, Winter Park, FL, January 2012 – 2013

Orlando Museum of Art, *Education Volunteer*, Winter Park, FL, August 2010 – May 2011

## COMPUTER SKILLS

Proficient in Microsoft Word, PowerPoint, Excel, Publisher; Access; QuickBooks

# Kevin Parker

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194 Orange Tree Dr. • Haines City, FL 33844 • (407) 555-3219 • ParkerK13@gmail.com

## PROFILE

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A detail and results-oriented professional with over 10 years of experience in all facets of the construction and real estate development industries. Qualifications and skills include:

- Hands-on construction management experience
- Background in administration and quality control
- On-time completion of multi-million dollar projects
- Knowledge of design and potential design problems, building codes, and industry regulations
- Understanding of purchasing and site management through certification of occupancy
- Developing and maintaining partnerships with architects, engineers, local officials, vendors, and clients

## EDUCATION

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**Rollins College**, Winter Park, FL

*Bachelor of Arts in Growth Management and Environmental Studies*, May 2012

*Certified General Contractor*, Construction Industry Licensing Board, Tallahassee, FL, June 1998

## PROFESSIONAL EXPERIENCE

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**Lakeforest Development**, *Project Manager*, Orlando, FL, March 2004 – Present

- Complete \$15 million, multiple 60-unit luxury condominiums on schedule
- Secure, schedule, and retain quality sub-contractors during construction boom of 2004-2007
- Develop and implement plan for sub-contractors to reduce material and equipment expenses
- Generate dashboard reports for review by clients and upper-level management
- Assist superintendents in solving structural and administrative personnel problems on various construction sites

**Norman Miller Company**, *Planning and Development Intern*, Maitland, FL, January 2010 – May 2010

- Prepared presentations on Maitland Town Center \$400M brownfield infill project for planning and zoning commission, city council, DCA, and investors
- Researched comprehensive plans and land development regulations to aid in drafting final approved developer's agreement for 1.3 million square feet mixed-use project
- Coordinated comprehensive land use changes for properties, including small and large scale amendments, conditional use permits, and rezoning

**Pulte Homes**, *Superintendent*, Altamonte Springs, FL, January 2005 – March 2006

- Planned, organized, and managed the overall residential development of townhouses, condominiums, and mid-rise buildings, specializing in custom homes
- Oversaw all aspects of construction for multiple award-winning entries in "Parade of Homes"
- Communicated with homeowners before, during, and after construction to ensure client satisfaction
- Ensured compliance with South Florida Water Management regulations prior to successful completion of final inspection for 100-acre subdivision bordering three lakes
- Executed design and blueprint review

## SKILLS & AFFILIATIONS

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Proficient in Microsoft Word, Excel, Access, PowerPoint, InfoPath, OneNote, Outlook, Project, and Visio  
Member of the Urban Land Institute