



Functional Resume Format Samples

The functional resume format may work better for job seekers in the following cases:

- *changing careers*
- *employment gaps - time out of the work force for one reason or another*
- *important volunteer experience in your accomplishments that is critical to your credibility*

needs to be better highlighted

The functional format starts with the Heading and Summary, just as in the in the chronological format. The next section, however, is called Accomplishments. This section is then divided into three or four categories reflecting skill sets or facets of the job that will catch the eye of the decision maker. You will then add four to seven accomplishments under each category, indicating your expertise in that area. These do not have to be listed in chronological order, nor do they have to tell where you worked when the accomplishment occurred.

Please note: some employers feel that the functional format resume raises a red flag. However, if you feel that this format will more effectively 'sell' you -- then by all means use it!

Example 1: Functional Format

CAROL ANN BRADY

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SUMMARY

A results-oriented Operations Professional with significant experience in the management and administration of day-to-day operations in branch offices and administrative support units for a major organization. Strengths include workflow production, research and problem solving and heavy customer service interaction. A dependable, thorough, and well organized planner with a successful track record in loss prevention, customer satisfaction, and retention. Technical expertise in audit and compliance regulations.

ACCOMPLISHMENTS

OPERATIONS

- Developed and implemented operating procedures for the Retirement Plans Administration Unit, eliminating over \$300K in overtime expense annually.
- Led all aspects of operations for a unit involving disbursements, new accounts, customer service, general accounting, research and government reporting creating consistent processes.
- Implemented an accounting system that developed personalized general ledger accounts and a specialized cost center which identified all assets, liabilities, income and expenses.
- Increased productivity over 50 percent by formulating and administering the operational and audit criteria for an automated disbursement function, and on-line file system.

RESEARCH/PROBLEM SOLVING AND LOSS PREVENTION

- Recovered \$2.5M in potential losses, and set up control procedures to avoid re-occurrence.
- Developed and enforced stringent audit procedures for the disbursements of IRA and KEOGH accounts for a \$2.5B portfolio, eliminating the possibility of losses and fraudulent activity.
- Alerted to unusual activity, uncovered and investigated fraudulent activity involving forgeries, saving the bank over \$700K in losses.
- Researched, investigated, and responded to all year-end IRA reporting corrections within a 60-day period (meeting IRS deadlines) from over 650 banking offices – totaling over 950 corrections.
- Researched and responded with extensive supporting documentation to the IRS to dispel a past tax lien, saving the bank over \$200K.

CUSTOMER SERVICE

- Upon centralization of major customer service areas, reduced the number of accounts requiring special handling by 75 percent through system improvements and customer negotiations.

CUSTOMER SERVICE (cont'd)

- Achieved a 90 percent improvement in teller line "grid lock" by implementing new check cashing procedures on paydays.
- Won consistent recognition for the banking offices in accelerating quality customer service by resolving customer disputes and discrepancies in an expedient time frame.

TEAM BUILDING

- Initiated monthly staff meetings and employee of the month awards, increasing staff morale, performance and involvement.
- Created and implemented cross-selling techniques to an operations staff that increased banking office sales in loans, payroll, and trust services by 30 percent.

EXPERIENCE

NATIONAL BANK, Los Angeles, CA

2004 – 2012

VP Operations, Retirement Plans Administration

VP Operations, South Pasadena Office

VP Operations, Wiltshire Grand Office

FIRST BANK OF CALIFORNIA, Los Angeles, CA

1999 – 2004

AVP Operations/Loans, Headquarters

Assistant Manager, Various Branch Offices

EDUCATION AND TRAINING

AAS, Business Administration, Community College, City, State

Completed various business training courses in:
Benefits Administration, Team Building, Customer Service, and Disaster Recovery