FUNCTIONAL RESUME EXAMPLE

John Doe

SUMMARY OF QUALIFICATIONS

- Over 10 years' highly successful, professional experience in customer service.
- Proven ability to excel in stressful environments and open to shift work.
- Self-motivated, proactive and confident in making independent decisions.
- Fluently bilingual in English and French.

PROFESSIONAL EXPERIENCE

Communication Skills

- Provided bilingual assistance via telephone
- Trained to integrate quickly and effectively with any Communication Centre.
- Communicated with all emergency personnel, hospital staff and physicians.
- Elicited and understood directions and geographical information.
- Mediated confrontational situations and resolved customer complaints in a medical emergency room setting.
- Offered surgical counseling and support to medical patients undergoing corrective surgeries.
- Directed flow of patients and paperwork in central medical clinic and emergency room.
- Developed local marketing initiatives for medical centre, including corporate alliances and expansion of referralbased leads, with a conversion rate of 95%.
- Demonstrated customized technology and in-house desktop tools to prospective key clients, in both informal formal settings.
- Facilitated pension-related training sessions.
- Represented company at career fairs and conducted on-campus recruiting; was presented with these
 opportunities as an acknowledgement of my continued effort to surpass goals and expectations, and my ability
 to serve as an effective role model.
- Assessed teamwork, flexibility, adaptability, customer service skills, and common values & goals of potential candidates through formal interviews and recruiting.

Customer Service

- Provided specialized Pension and Benefits outsourcing services through verbal and written communication, for clients such as ABC Company, and XYZ Company.
- Surpassed company's customer service goals and expectations by achieving a 95%+ monthly average on customer service assessments.
- Recordings of my own telephone interactions with clients were chosen as training tools to demonstrate superior customer service skills.
- Was quickly promoted from Participant Services Associate to Project Manager (after 9 months rather than the set 3 years) as a result of strong service delivery, professionalism, expert knowledge and ability to remain flexible and open to increased responsibilities.

PROFESSIONAL EXPERIENCE (Cont'd)

Project & Office Management

- Managed a participant services team of 12 associates to provide outsourcing services to company's largest client (ABC Company), with a participant population of 32,000.
- Set up desktop tools, databases, training material and training schedules to ensure the successful implementation of company's largest-ever pension outsourcing project.
- Communicated regularly with client management to address ongoing concerns and strategies.
- Responsible for accuracy coaching/monitoring of entire associate team so that all information provided to customer and client was correct and in line with client's Plan Provisions.
- Acted as expert resource on Plan Provisions, desktop tools, customer service and accuracy.
- Delegated projects and assignments to associates to improve knowledge and expertise of client plans, to improve productivity, and to encourage positive rapport among team members.
- Worked collaboratively to design and enforce Work Improvement Plans for associates requiring additional assistance in meeting basic performance standards.
- Determined staffing requirements and implemented standardized testing to best match candidates to participant services teams.
- Controlled all aspects of accounting such as invoicing, accounts receivable, deposits and collections.

WORK HISTORY

911 Communications Officer – INSERT COMPANY NAME (2001 – present)

Area Sales & Marketing - INSERT COMPANY NAME (2000 - 2001) (closure due to bankruptcy)

Project Manager - INSERT COMPANY NAME (1997 - 2000)

Administrative Coordinator –INSERT COMPANY NAME (1996 - 1997)

Volunteer Student Safety Patrol Officer - Anytown University (1996-1997)

Corporate Sales Representative – INSERT COMPANY NAME (1995 - 1996)

Conference Coordinator - INSERT COMPANY NAME (1994 - 1995)

Administrative Assistant to the President - INSERT COMPANY NAME (1992 - 1994)

Secretary to Director of National Security Dept. - INSERT COMPANY NAME (1989 - 1992)

EDUCATION

Anytown College - Social Sciences (1986 - 1988)

LANGUAGES

English/French (fluently bilingual - written & spoken)

COMPUTER SKILLS

World Wide Web MS Office ARIS

Internet Lotus Notes TBA (Total Benefits Administration)

Windows NT Virtual Imaging

INTERESTS

Hospital and non-profit organization volunteering, interior decorating and personal Web-site creation.