

## **CHRONOLOGICAL RESUME FORMAT**

**Your Name**  
**Address**  
**City, State, Zip**  
**Telephone**  
**Email**

### **OBJECTIVE:** *(optional, see note below)*

A statement that directs the reader to your desired function, title, and industry.

### **SUMMARY**

Your most general title (*Customer Service Professional*) followed with general words about your experience (*with extensive experience in call center management worldwide*). Next more specific information (*Specialized experience in installation, database management and training*). Then technical skills (if you have a lot of them, list in a separate section beneath this one.) Personal traits (*Precise, detailed team player*).

### **TECHNICAL SUMMARY** *(optional)*

Software, hardware, systems knowledge listed, if appropriate.

### **PROFESSIONAL EXPERIENCE**

COMPANY NAME, City, State

#### **Last Job Title**, dates (year to year)

List responsibilities. Basically, a mini job description. Two or three lines to describe your daily responsibilities, scope of job, number of people you supervised, budget you controlled, etc. Then, list measurable achievements related to the position (list more the longer you'd held the position).

- Example: *"Created plan for staffing which reduced fees paid to outside firms 50%."*

#### **Previous Job Title**, date (year to year)

Responsibilities

Include two or three accomplishments for this job.

Example: *"Reorganized database access system which reduced time spent on computer access."*

### **EDUCATION, TRAINING, AND DEVELOPMENT**

Include formal education and company-sponsored training and development.

### **ADDITIONAL INFORMATION**

List organizations and activities that pertain to your career objective. Include any of the following: inventions, published works, honors and awards, foreign language fluency or hobbies that relate to your career objective.

**Note:** *Some job seekers elect to omit the Objective Statement on the resume, and express it in the cover letter instead. This allows for tailoring to each specific opening and is the approach often used when different career objectives are being explored simultaneously.*