

BEFORE résumé of a job-changer. The format is pleasing, but the content lacks the necessary detail on skills and accomplishments to make it effective.

## JAMES A. MADISON

320 S. Walnut, Apt. 75 • Indianapolis, IN 46202 • (317) 555-1290 (Leave message)

↑ Don't make it hard for employers to contact you!

### OBJECTIVE

Any management level position where my skills and education can be utilized to their fullest potential

↑ Employers want someone who eagerly wants their job, not just any job! Management level jobs may not be realistic given his background.

He focuses on the benefits to himself, not to the employer.

### EDUCATION

INDIANA STATE UNIVERSITY  
**Business Management**, Bachelor's degree, August 2000

↳ Since he is not a recent graduate, he should put Education at the bottom and emphasize work experience!

LAKELAND COMMUNITY COLLEGE  
**Mathematics**, May 1998

↳ He does not mention where the school is and whether he received a degree.

### EXPERIENCE

AMERICAN HEART ASSOCIATION, INDIANAPOLIS, IN  
**Tele-marketer**, 9/05 – Present  
Responsible for placing calls to prospective donors, recording calls and donations.

↳ There is a two-year gap between this job and the last. This raises questions about whether he was fired. Account for all time! "Responsible for" is weak. Use action verbs!

SYLVAN LEARNING CENTER, INDIANAPOLIS, IN  
**Tutor**, 3/02 – 6/03  
Introducing children to math problem solving. Operating IBM computer hardware. Scheduling appointments with students.

↳ Information about duties is sparse. There are a lot of transferable skills implied here, but they do not emerge from the dry listing of duties.

ENTREPRENEUR, INDIANAPOLIS, IN  
**Entrepreneur**, 9/00 – 2/02  
Assessing the general public for my services. Operating computer software (MS Word 5.0). Conversing with clients. Required a great deal of patience.

↳ This description tells nothing about the nature of the job.

INDIANA CHAMBER OF COMMERCE, INDIANAPOLIS, IN  
**Business Information Specialist**, 1/98 – 7/00  
Informing entrepreneurs of laws and regulations. Researching laws and effects on business, then making appropriate recommendations to government officials. Assisting small business people to comply with state statutes on public information, business licensing, and state regulation.

↳ There is no information on what was accomplished. This was a student position: employers will recognize an inflated job title.

### SKILLS

↓ These are products, not skills. Employers need to know what he did on this equipment.

- IBM Hardware
- MS Word 5.0, 5.3

↓ This statement is not necessary since employers will ask anyway. Omit it and use the space for another accomplishment.

REFERENCES AND FURTHER INFORMATION AVAILABLE UPON REQUEST

*AFTER conversion to a skills-based résumé. The résumé is focused around the career objective. It effectively highlights benefits to the employer through skills and accomplishments.*

## **JAMES A. MADISON**

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**CAREER** An entry-level position in business management

### **OBJECTIVE:**

### **HIGHLIGHTS OF QUALIFICATIONS:**

- Two years' experience managing my own tutoring business
- Thorough knowledge of business law and state regulations
- Proven ability to build a client base for charitable donations

### **SKILLS AND EXPERIENCE:**

#### **BUSINESS MANAGEMENT**

- Developed own tutoring business with thirty-five students per week
- Managed scheduling, billing, and bookkeeping for own business
- Advised entrepreneurs on how to start their own businesses

#### **MARKETING**

- Designed successful print media advertising campaign for personal business
- Increased charitable donors by 200 through telemarketing

#### **BUSINESS LAW AND REGULATION**

- Helped develop a tax law recommendation that was sent to the state legislature
- Designed and conducted three surveys on various laws' effects on business
- Advised small business people about compliance with state regulations

#### **COMPUTER SKILLS**

- Developed complex educational exercises and student reports on MS Word 5.0
- Taught children using educational software on an IBM PC

#### **COMMUNICATION**

- Effectively taught children aged 5 to 17 in mathematics
- Accurately assessed student needs through intensive listening skills
- Tactfully handled angry telemarketing contacts on the telephone

### **WORK HISTORY:**

9/05 – Present	<b>Telemarketer</b>	American Heart Association	Indianapolis
7/03 – 8/05	Took care of young child		
3/02 – 6/03	<b>Tutor</b>	Sylvan Learning Center	Indianapolis
9/00 – 2/02	<b>Tutor</b>	Self-Employed	Indianapolis
1/98 – 7/00	<b>Student Assistant</b>	Indiana Chamber of Commerce	Indianapolis

### **EDUCATION:**

INDIANA UNIVERSITY, BLOOMINGTON IN  
*Business Management, Bachelor's degree, August 2000*

LAKELAND COMMUNITY COLLEGE, CLEVELAND OH  
*Mathematics, Associate's degree, May 1998*