

## **UNIV201 Career Planning and Management Resume Narratives**

### **#1 Sasha Russ: ASBA student; looking for a career with growth opportunities**

Hi, my name is Sasha Russ. I am a 46-year-old married mother of four kids. My husband is a mechanic and was the sole provider for our family until a couple of years ago.

When my children were young, I stayed home to take care of them. Now, my oldest son is 23, my daughter is 21 and is in college herself, I have a 19-year-old daughter who is still living at home, and my youngest is now a senior in high school. Now that all of my children are older, I thought it was time to get back into school and start a new career path.

I've been working at the ABC Company for a couple of years as a sales associate. I get along with my coworkers, but I find the work to be very boring. There isn't a lot of opportunity for growth at the company and I am capped out at sales associate with no real hope of a salary increase, new challenges, or a promotion.

Since my only recent work experience is with the ABC Company, my resume looks really empty. I have only had one company name with only two different positions, so it doesn't really show all of the skills I have!

My experiences and skills include my sales abilities, customer service, and problem solving. I have also completed several courses in my degree program.

When I decided to start applying for jobs again, I started what I thought was a standard resume. I listed my jobs in order, with education on the bottom. Because I only have the ABC Company, it made the resume look really empty. I had one company name with only two jobs, so it didn't really show all of the skills I have!

I visited the Career Resource Center on the Virtual Campus and discovered there were many different kinds of resumes. I ended up creating a combination resume because it highlights my skills instead of the fact that I have only worked for one company.

After I put my contact name on the top, I created a Professional Summary. This is where I focused on my years of experience and some of my best sales abilities. I chose to talk about how innovative and personable I am because these are really key to my strengths in sales. I am able to come up with quick answers and redirect people in conversation so that we end up with the products they really need.

I really felt that having a Career Highlights section would be better because it would showcase my success right at the start of the resume. For example, I helped increase sales in just 2 months, which was a record for my department. I thought this would be important for potential employers to see.

Part of the reason I went with a combination resume is that it also lets me come up with skills sections. I originally came up with a lot more categories. Some of the skills under those categories were from personal experience, so I didn't see a place on the resume where my professional experience could back them up. Instead, I decided to stick with Academic Training and Technical Skills because I could connect those to my work at the ABC Company and my experience as a CTU student.

Speaking of my experiences at CTU—I knew that I was getting a degree to find new positions, so I started updating my resume with class information pretty soon after I started my Associate degree program. I did really well in these areas and learned so much that I can apply to a new opportunity. I made sure to list my degree under the Education section, even though I don't graduate for a while. I plan to keep updating my resume as I go through new courses.

Finally, I listed my professional experience—the one company where I have worked since my kids were in middle school. I decided to save the Employee of the Month award as an accomplishment to be tied to my job duties. I liked having two areas with accomplishments on my resume instead of one because whether the recruiters are glancing at the top or bottom of my resume, they know that I have made some great accomplishments in my brief career.

## **Sasha Russ**

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### **PROFESSIONAL SUMMARY**

Customer service professional with seven years' experience maintaining excellent service standards in a fast-paced, customer-oriented retail environment. Innovative, personable individual with strong communication and analytical abilities. Student of business with education covering foundational elements of management, administration, and human resources.

#### **Career highlights include:**

- Contributing to a 5% increase in customer service scores over a 2-month period
- Receiving consistent recognition from management and customers for providing outstanding service

### **PROFESSIONAL SKILLS**

#### **Academic Training**

- Business fundamentals and administration techniques such as critical thinking, effective communication, and ethical decision making
- Tools, principles, and techniques of continuous process improvement to achieve workplace quality and excellence
- Impact of management structure and leadership style on organization's response and adaptation to change
- HR roles and functions: Job analysis, performance appraisals, recruiting, selection, compensation, and career development

#### **Technical Skills**

- Microsoft Office: Word, Excel, PowerPoint, Outlook, and Access
- Type at 75 WPM

### **EDUCATION**

#### **Associate of Science in Business Administration**

Colorado Technical University

Expected Graduation 2020  
Colorado Springs, CO

- GPA: 3.9
- **Relevant Coursework:** Management Fundamentals, Business Law, Management of Human Resources, Introduction to Marketing

### **PROFESSIONAL EXPERIENCE**

#### **Sales Associate**

9/2012-Present

ABC Company

Everytown, NE

- Addressed customer questions and comments, maintaining a high standard of customer service
- Recommended products to customers based off of expressed interests to drive sales

**Accomplishments**

- Received Employee of the Month Award for consistent recognition by customers for providing excellent customer service