



Sample Job Search Tools

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SAMPLE RESUME

Linda Smith

www.linkedin.com/in/lindasmith

70 Villa Canyon #490
Tampa, FL 33617

CANDIDATE FOR:
Senior Customer Service Representative

813-421-0001
lsmith@charter.com

Exceptional Customer Service Specialist who solves customer problems quickly with fewer than 3% callbacks and sells new products to over 30 % of the customers calling in for support.

PROFESSIONAL SUMMARY:

Senior Customer Service Representative with over 3 years experience resolving customer problems and consistently maintaining a high call volume and customer satisfaction rating. **Maintained lowest per call time of the entire staff and coached others on team to reduce theirs by an average of 15%.** As a fast learner who enjoys challenges, I can produce the same results for you and more.

Core Strengths

- Active Listening
- Problem Solving
- In Depth Research
- Coaching Co-Workers
- Sell Add-On Products
- Solid Reputation w/Customers
- Clear/Concise Solutions
- Follow Through
- Customer Rapport
- Conflict Resolution

HOW I CAN HELP GEICO:

- Improve call turnaround time by 15% for the entire customer service department
- Increase accuracy/brevity of call records by 20% to make easier for non-originating customer service reps to service follow up calls from customers
- Serve as a leader/coach for other customer service reps to help increase their performance

COMPUTER/SPECIAL SKILLS:

- **Job Functions:** Customer Service, Customer Support, Call Center Skills, Problem Solving, Sales and Coaching
- **Software:** Windows 2000/XP/7, MS Office 2003/2007/2010, Internet Explorer, and Call Tracking and Sales

EMPLOYMENT HISTORY:

Citigroup, Tampa, FL
Customer Service Representative



July 2003 – Present

- **Resolved 97% of incidents with no call back** by diagnosing and answering customer questions quickly and thoroughly
- **Sold 30% more low interest credit cards to customers than any other customer service rep** by pointing out the program's key benefits
- Maintained knowledge about products and able to answer customer questions from information on the company's Intranet site
- Maintained positive attitude in busy and demanding environment
- Preserved confidentiality of Citigroup customers and employees

Computer Associates, Tampa, FL
Senior Telesales Representative



May 1999 - June 2003

- **Exceeded my sales quota by 20% each quarter** by listening to customers and recommending solutions to match their needs and budget
- Sold mainframe backup and security software to customer
- Coached new and existing telesales representatives to effectively sell our products and all salesreps were able to meet or exceed their quarterly sales quota
- Contributed sales tips to the quarterly sales newsletter
- Participated in the development and delivery of the annual sales kickoff meetings

CompUSA, New York, NY
Sales Representative



August 1998 - April 1999

- **Sold an average of \$225,000 more per quarter than any other salesrep in the region** by aggressively seeking out new customers and selling more product to my existing customer base
- Sold PCs, printers, peripherals, software and training to customers
- Assisted customers with questions and problems with their hardware and software

Other Employers:

- Health Care USA, Customer Service Representative 1997 - 1998
- Johnson & Johnson, Salesrep 1995 - 1997

VOLUNTEER WORK/COMMUNITY SERVICE:

Project Manager, United Way, Tampa, FL 2008 - 2010

EDUCATION & PROFESSIONAL DEVELOPMENT:

Associate of Science Degree
Hillsborough Community College, Tampa, FL

Conflict Resolution Training, The Corporate Training Center at HCC, Tampa, FL
Change Management Workshop, University of South Florida, Tampa, FL

SAMPLE COVER LETTERS

April 21, 2009

Mr. James Clark
Call Center Manager
Verizon Wireless
5432 W. Kennedy Avenue
Tampa, FL 33681

I listen to customers, clarify their problems, and provide effective solutions.

Dear Mr. Clark:

I am applying for the sr. customer service representative that was posted on the Citigroup website. I'm an exceptional customer service representative who is a perfect candidate for this position.

For the past three years, I worked in the call center at Citigroup handling a high daily call load and working with customers to satisfy their needs. **I had the lowest per call time of the entire staff and coached others team members to reduce theirs by an average of 15%. I also received more testimonials from customers for the quality of my service than any other person on staff.** I can do this for you and more.

Verizon Wireless is noted for its fine reputation in providing top-notch customer service and it would be exciting to be a member of such a strong team. Enclosed is a copy of my resume, which provides more detail on my qualifications for the customer service position. I will call you early next week to schedule an interview where I can prove to you how I can contribute to the success of your team.

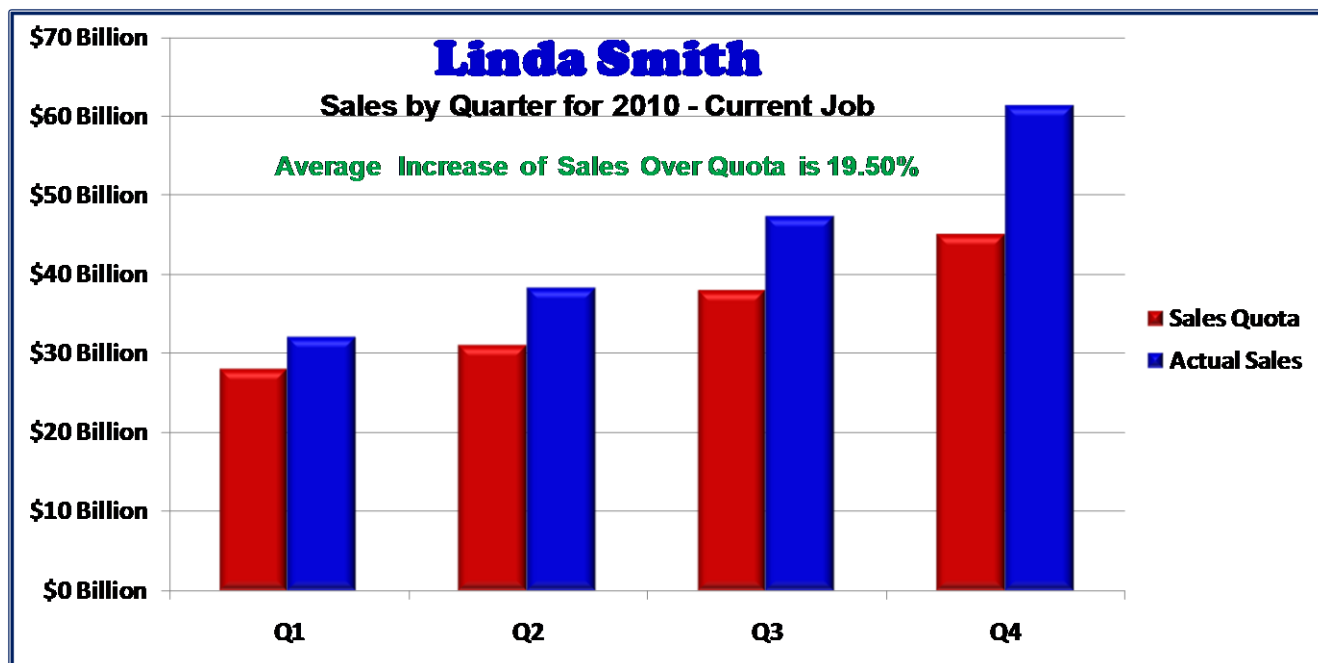
Sincerely,

Linda Smith
70 Villa Nova Drive
Tampa, FL 33617
813-421-0001
lsmith@charter.com

Linda Smith

70 Villa Canyon #490, Tampa, FL 33617
813-421-0001 lsmith#@charter.com

Applicant for Sales Manager Position at Global Technologies



This graph provides solid evidence of how I can increase sales revenue as Sales Manager for Global Technologies! Under my leadership, the sales team consistently exceeded its quota every quarter in 2008 by an average of 19.50%.

See my attached Resume for supporting information.

SAMPLE MARKETING TOOL

Linda Smith's Strategic Value

70 Villa Canyon #490, Tampa, FL 33617

Phone: 813-421-0001 Email: lsmith@charter.com

LinkedIn: www.linkedin.com/in/lindasmith

Helping the  Achieve Financial Success

Enriching the Corporate Financial Position

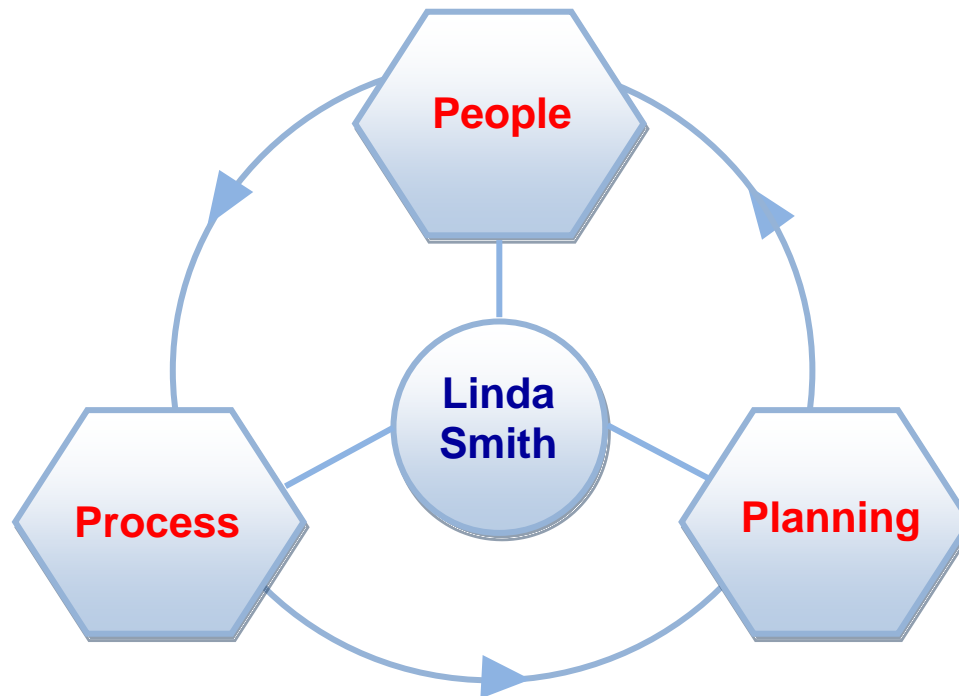
What I've Done

- Extensive Experience in the Financial Services Industry in a Bank with 30 Branches
 - Managed Accounting, Human Resources, and Banking Operations
 - Established and Administered Banking Policies and Procedures
 - Supervised the Bank's Investments

Major Accomplishments

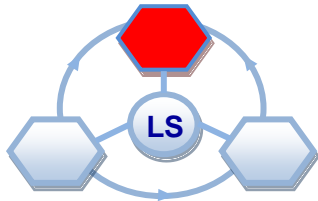
- Turned a failing company into a profitable entity
- Eliminated over \$100,000 in expenses
- Increased asset size from \$70 million to \$170 million in 8 years with a staff of over 50
- Raised productivity through the use of personal computers resulting in a 40% cut in personnel

Strategic Business Value



Financial Success is Managing People, Processes, and Planning

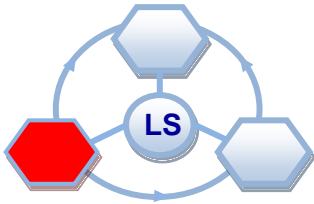
That's What I Do Best!



People Contributions

- Retained personnel that are essential to the organization's success
- Provided training/mentoring to staff that enables them to be self-sufficient and learn new, faster, and more efficient ways to do their job
- Helped staff who are not performing and if necessary, release those who cannot improve their performance

To be served, you have to be able to serve!



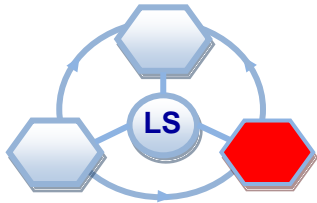
Process Contributions

- Designed & Implemented Improvements in Efficiency that Saved 

Example:

- Increased efficiencies in the accounts payable function resulting in a reduction in staff
- Recreated a legal form in Excel resulting in a reduction in time to complete the form from 30 minutes to 5 minutes
- Created a process in an Access Database to monitor delinquent assets more efficiently

When the process is clear, everything flows smoothly!



Planning Contributions

- Established a 3-5 Year Business Plan
- Developed Comprehensive Budgets
 - Developed budget for startup company without having the benefit of historical budget data to use as a foundation
- Managed Cash Flow
- Prepared “What If” scenarios to determine the profitability of new products

Planning provides a pathway for success!

How I Can Help the



- Stabilize Employee Turnover at 2%
- Increase Efficiencies & Productivity by 10-15 %
- Reduce Overall Expenses by 12%
- Create and Adhere to a Lean and Effective Budget 10% Lower than Last Year
- Increase Company Profitability by 20%

The CEO of Global Technologies Inc. said, “Linda Smith has found more creative ways to increase efficiency and productivity and manage expenses than anyone else I’ve ever known. She helped our company stay competitive in a tough economy.”

Let’s arrange a time to talk about our next steps!

INTERVIEW TIPS

- Here are some techniques to help you be more effective in answering Interview Questions
 - Speak as if you're talking to your best friend
 - Smile and maintain eye contact
 - Show enthusiasm in your voice and use various intonations to keep it lively
 - Maintain good posture and avoid fidgeting
 - Take 5 seconds to think of an answer before responding
 - Keep answers short and concise to be effective
 - Try to address the question from the employer's perspective
 - Provide enough detail so interviewers don't have to dig to get the information they want
 - Answer the "What is your greatest weakness?" question with a medium weakness you used to have but have worked on and overcome (so it's now a strength)
 - Practice answering questions with family/friends to get feedback on your performance or leave a voice mail for yourself with the answer to see how it sounds to you
 - Use concrete work examples to support your answers and include quantifiable accomplishments whenever possible
 - Use the **Situation, Action, Benefit (SAB)** technique to structure your answer
 - **Situation** = What happened (keep it brief)
 - **Action** = What you did
 - **Benefit** = Benefit to you, co-workers, manager/company, customer/supplier, etc.
- Remember, HR/hiring managers hire people they like, believe will fit into their team/company culture, and have the best skill set for the job