

My Federal Resume

www.myfederalresume.com



Your Source for Federal Employment

SAMPLE

Online Resume (ASCII Text)

Resume for Online Postings or RESUMIX

- Notice the text is all left-justified
- Plain formatting: no bold, underline, etc.

Kathleen Jones
73490 Sugarland Court
Manassas, VA 20109
(703) 376-0989
(703) 571-0992
kathleenjones@hotmail.com

SSN: 123-45-6789
Citizenship: US
Federal Status: N/A
Veteran's Preference: N/A

VACANCY ANNOUNCEMENT NUMBER:
POSITION TITLE:

PROFESSIONAL SUMMARY

Accomplished professional with strong background in accounting and financial services. Accurate and detail-oriented with strong analysis and problem solving skills. Knowledge of general accounting principles and techniques. Strong team player making significant individual and team contributions. Outstanding customer service skills, identifying needs and resolving discrepancies. Record of job performance excellence. Advanced interpersonal and oral communication skills. Strong organizational and time management skills. Computer skills.

WORK HISTORY

Virginia Federal Credit Union, Manassas, VA; 11/2004 - Present; Call Center/Member Service Representative; Hours: 40/week; Supervisor: Bob Gartner (703) 305-3992; Salary: \$29,000/yr

Provide outstanding customer service and accounting services to federal credit union customers.

Respond and answer financial inquires, verifying all facts and figures. Enter accounting data in accounting system. Research, investigate and analyze financial statements to identify errors and advise customers.

Local Federal Credit Union, Mechanicsburg, PA; 10/1998 - 10/2004; Assistant Telebranch Manager;

Hours: 40/week; Supervisor: Robert Mealnneise (717) 300-4958; Salary: 31,000/yr

Supervised staff of 11 employees providing financial services and resolving telephone inquiries.

Oversaw and assisted in efficient operations of department. Ensured accurate account transfers, loan payments, and account inquiries. Drafted, wrote and distributed President's weekly report. Performed document imaging to input processed checks into system. Maintained accurate electronic records and data to ensure integrity of systems and documents. Resolved all escalated customer service inquiries, providing comprehensive research and analysis of financial transactions. * Gathered and synthesized all available information, performed comprehensive analysis and identified and resolved inquiries and made recommendations. Coordinated and scheduled staff to ensure appropriate staffing levels and outstanding customer service. Set priorities and organize work assignments to ensure successful on-time completion of all assignments. Collaborated to recruit, hire, and select best-qualified candidates. Prepared and reviewed performance evaluations, created and implemented plans for ongoing employee development and retention. Prepared and distributed department policies and procedural changes and updates. Facilitated Business Membership Team, hading reviews of employee suggestions, follow-ups and recommendations to management.

Prepared factual reports including President's Report and Call Center Reports. Use Internet to research and locate information. Independently planned and conducted staff meetings while supervisor was on extended leave. Began as Teller, competently performing all financial transactions and entering data in accounting systems. Promoted to Call Center, providing efficient and accurate resolutions to financial inquiries. Promoted to VISA Call Center, effectively investigating and resolving inquires regarding VISA credit card statements. Promoted to Telebranch Manager 2001.

StoreWise Inc., Richfield, PA; 1/1994 - 1/1999; Store Manager (1996 - 1999); Hours: 60+/week; Supervisor: Jennifer Dagwood (717) 403-9534; Salary: \$21,000/yr

Efficiently managed convenience store, ensuring trained staff, inventory management and accurate financial transactions and reporting. Made daily bank deposits. Verified vendor receipts against bills of lading. Ordered inventory of supplies and products. Performed all HR activities, including hiring, training, promotions, awards, and terminations. Accurately completed daily audits, money drops, direct bills, purchasing, ordering, advertising and employee time sheets.

EDUCATION

Courses at Susquehanna University, Selinsgrove, PA, 1994
East Juniata High School, Cocolamus, PA, 1993 Business Major

AWARDS

Employee of the Quarter, Qtr 4 2000, Local Federal Credit Union
Employee of the Year, 1998, StoreWise

PROFESSIONAL DEVELOPMENT

Special Accounts Seminar, Local Federal Credit Union
New Accounts Certification, Local Federal Credit Union
Behavior Based Interviewing, Local Federal Credit Union
Business Deposits, Local Federal Credit Union
Information Security, Local Federal Credit Union
Interpersonal Skills, Local Federal Credit Union
MERIT Book Managing Through Motivation, Local Federal Credit Union
From Losers to Winners, Local Federal Credit Union
Supervisory Skills Workshop, Local Federal Credit Union
Basic Word, Local Federal Credit Union
Basic Excel, Local Federal Credit Union
Managing Change, Local Federal Credit Union