**FUNCTIONAL RESUME SAMPLE**

**Tammy Hernandez**

1234 Avenue A

Big City, TX 77777

Home (111) 222-3333

 xxxx.xx@aol.com

**OBJECTIVE**

Seeking a position as a bilingual office assistant.

**EDUCATION**

Texas Community College – Texas City, TX

Associate of Arts - Business Administration - June, 1998

Overall GPA 3.70

**QUALIFICATIONS**

* Speak and write Spanish fluently
* Outstanding technical, customer service and organizational skills

**TECHNICAL SKILLS**

* Proficient in Microsoft Word, Access, Excel, and PowerPoint on Windows or Mac
* Tested at typing speed of 60 words per minute

**CUSTOMER SERVICE SKILLS**

* Earned tips averaging 20% because of friendly, courteous and prompt, quality service in a pressure-filled environment.
* Selected to train new hires because of communication and leadership abilities
* Recognized for ability to calm and assist irate customers
* Had choice of assignments as most sought-after babysitter in the neighborhood

**ORGANIZATIONAL SKILLS**

* Oversaw production of monthly newsletter, meeting every deadline
* Coordinated activities for children, ensuring that they ate, played and studied according to their parents’ specifications
* Managed finances for own business, from fee setting to tax paying

**EMPLOYMENT HISTORY**

Waiter Sam’s Diner - Big City, TX April 1997 – August 1998

Babysitter Self-employed – Big City, TX May 1993 – Present

**VOLUNTEER ORGANIZATIONS**

Assistant Editor West Texas High School Gazette September 1997 – May 1998

Treasurer Spanish Club September 1997 – May 1998

**Responsible, dependable and hard-working**