

RESUME SAMPLES

DeVry University – Kansas City
Career Services
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STACY WHITE

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OBJECTIVE

Accounting graduate looking to secure a challenging position in the field of accounting where I may utilize my education, accounting software knowledge and strong attention-to-detail skills

SIGNIFICANT QUALIFICATIONS

- Self-disciplined, detail-oriented individual with intense interest in corporate accounting
- Accustomed to the demands of critical accuracy; regularly prepare reports requiring strong attention to detail
- Outstanding time management and organizational skills, which have resulted in high levels of productivity
- Effective communication and excellent customer service skills
- Strong computer skills and excellent aptitude to learn new programs

EDUCATION

Bachelor of Science in Business Administration
Concentration: Accounting
Graduation Date: March 2006

DeVry University
Kansas City, MO
GPA: 3.46

RELATED COURSEWORK

Principles of Management
Financial Accounting
Advanced Accounting
Federal Income Taxation

Project Management
Managerial Accounting
Auditing
Finance

ACHIEVEMENTS

Award from Missouri Society of CPAs - Most Active Student Member 2006
Customer Service Award received June 2003
DeVry University Dean’s List
Employee of the Month Award received January 2006 from Farmers Insurance

PROFESSIONAL EXPERIENCE

Farmers Insurance Independence, MO 2003–Present
Claims Assistant

- Perform independently and in a team environment
- Initiate contact with customers to verify claims information and advise them of the claims process
- Handle minor, undisputed claims on instruction from supervisor
- Respond to telephone and written inquiries regarding status of claims assigned
- Maintain quality and accuracy above 98% at all times

LabCo Insurance Overland Park, KS 2001–2003
Senior Policy Service Representative

- Provided new and renewal quotes and processing policy endorsements
- Motivated team to achieve and maintain established productivity and quality goals on a consistent basis
- Trained to process claims in Auto, Home, Workers Comp, and Umbrella
- Received a yearly award for providing outstanding customer service

TECHNICAL SKILLS

Peachtree, MS Project, MS Excel, MS Access, MS Word, MS PowerPoint, MS Outlook

Aaron Miller

7600 W. 259th Street, Belton, Missouri 64012

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OBJECTIVE

To obtain a career opportunity in accounting where excellent analytical and technical skills can be utilized to improve the company's profitability

EDUCATION

Bachelor of Science in Business Administration

DeVry University
Kansas City, MO

Concentration: Accounting

Expected graduation date: June 2008

- Cumulative GPA: 3.78, Dean's List
- Gamma Beta Phi National Honor Society

2006 - 2007

Related coursework: Successfully completed Intermediate Accounting I, II, and III, Advanced Accounting, Auditing and Federal Income Taxation

PROFESSIONAL EXPERIENCE

Accounting Internship

Brown & Simpson CPAs--Overland Park, Kansas

2003 - Present

- Utilized Peachtree accounting software for daily accounting operations
- Prepared payroll and processed accounts payable/receivable
- Created customer invoices/processed accounts receivable and reconciled job cost reports
- Served as a liaison between clients and the firm
- Verified and reconciled client inventories
- Assisted clients in various administrative duties

Customer Service Assistant-Office of Admissions

DeVry University-- Kansas City, Missouri

2003 - 2003

- Assisted students and parents with basic admissions questions and inquiries
- Processed new student applications and prepared paperwork for financial aid
- Answered phone calls from customers wanting information on degree programs
- Scheduled new student appointments
- Utilized MS Excel to track all incoming new student inquiries, phone calls, and in-person visits

Certified Associate Trainer

Panzon's Mexican Restaurant-Overland Park, Kansas

2002 - 2004

- Served as a liaison between associates and management
- Balanced and reconciled all available cash drawers for the next shift
- Completed certification in all available store positions
- Opened a new store location and built client relationships
- Administered the associate certification process for training of new employees
- Assisted management with daily operations
- Opened and prepared the store for customers on a daily basis

COMPUTER SKILLS

MS Project, MS Excel, MS Word, MS Outlook, MS Access, Oracle, Internet Explorer

Sam Smith

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Objective

Tax accountant position at KPMG LLP utilizing my strong communication, organizational and analytical skills

Education

Bachelor of Science in Business Administration Graduation Date: February 2006

Concentration: **Accounting**

DeVry University, Kansas City, MO

C.G.P.A. 3.95 / 4.0

Dean's List every semester

Work Experience

Accounting Internship

Taylor & Company, CPA, Lenexa, KS

2005 to Present

- Maintain and reconcile deferred revenues for all firm's programs and national meetings
- Reconcile and analyze general ledger accounts
- Communicate with various state department staff regarding expense reporting and zone balances
- Maintain fund balances for individual states and regional zones

Faculty Assistant - Office of Academic Advising

DeVry University, Kansas City, MO

2004 to 2005

- Handled the review and distribution of student records
- Scheduled student appointments
- Assisted students with course scheduling
- Utilized Oracle student database for retrieval, review and analysis of student information

Certified Associate Trainer

Houlihan's Restaurant, Overland Park, KS

2002 to 2004

- Served as a liaison between associates and management
- Balanced and reconciled all available cash drawers for the next shift
- Completed certification on all available store positions
- Opened a new store location and built client relationships
- Administered the associate certification process for new employee training
- Assisted management with daily operations
- Opened and prepared the store for customers on a daily basis

Honors and Accomplishments

Group Leader in Senior Project at DeVry University

Won Houlihan's Employee of the Month Award: August 2002 and November 2003

Houlihan's Trainer of the Year Award 2003

Graduated from Shawnee Mission South High School as Valedictorian with a 4.0 CGPA

Carolyn Smith
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OBJECTIVE:

Seeking a challenging position in the field of human resources where I can use previous work experience and dynamic leadership abilities to increase value to operations

EDUCATION:

Bachelor of Science in Business Administration
Concentration: Human Resource Management

Graduation Date: October 2006
DeVry University, Kansas City, MO

Relevant Coursework:

Employment Law	HR Management	Strategic Staffing	Training and Development
Principles of Management	Statistics for Business	Principles of Economics	Professional Writing

HIGHLIGHTS OF SKILLS:

- Work effectively both as team member and independently
- Strong leadership skills with proven ability to problem-solve, analyze, and positively impact management teams
- Well organized and efficient, good time management skills
- Positive attitude, able to work well under pressure
- Strong technical aptitude and excellent customer communication skills

WORK EXPERIENCE:

Human Resources Intern

2005 - Present
Lenexa, KS

LabOne, Inc.

- Assist in recruiting process
- Administer the application process including applicant testing
- Conduct reference checks on all new hires
- Schedule interviews with job candidates to meet with different recruiters
- Answer incoming calls and direct to appropriate team member

Customer Service Representative

1998 - 2002
Columbus, OH

Brairecliff Academy

- Answered all incoming calls to school and directed them to appropriate team members
- Processed paperwork for new students, including financial support applications
- Coordinated and scheduled appointments for counselors
- Performed filing, data entry and general office support

Real Estate Agent

2002 - 2005
Kansas City, MO

Remax , Inc.

- Promoted and sold properties
- Compiled monthly residential tracking reports
- Interpreted and negotiated contracts
- Originated new residential customers
- Won 2005 Realtor of the Year Award

SOFTWARE SKILLS:

Proficient with Microsoft Word, Excel, PowerPoint, Project, Access, Internet Explorer and Greentree Application Tracking System

ANN M. WALKER

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OBJECTIVE

To obtain a challenging position in customer service where I can utilize my varied experience, strong computer skills, and education to make a positive contribution to your organization.

EDUCATION

Bachelor of Science in Business Administration, Concentration: **Business Information Systems**
DeVry University, Graduation Date, June 2006, G.P.A – 3.75

Relevant Coursework:

Architecture and Operating Systems, E-Commerce, Introduction to Business and Technology
Critical Thinking and Problem Solving, Financial Accounting, Managerial Accounting
Technology, Society and Culture, Public Speaking, Professional Writing

RELATED QUALIFICATIONS

- Strong computer skills such as Microsoft Word, Excel, Access, Lotus Notes, and Microsoft Visio
- Database design/maintenance using Microsoft Access
- Project Management using MS Project
- Help desk analysis using Heat
- Interactive document creation using Adobe Acrobat 6.0 Professional
- Ability to work in a group environment as well as on solo projects
- Extensive customer service experience
- Ability to multi-task and handle detailed projects in a timely manner
- Quick learner, able to adapt to any environment

EXPERIENCE

IT Intern, Leawood, KS

September 2005 - Present

- **SuperGeeks:** Answered phones, provided outstanding customer service to all customers, provided general IT support to customers calling in with basic questions. Logged daily calls using Excel spreadsheet. Helped with computer maintenance on an as needed basis.

Library Assistant, Kansas City, MO

June 2004 – August 2005

- **DeVry University:** Assisted in campus library. Provided assistance to students and faculty on library services, and online library support. Answered incoming electronic questions as well as phone calls. Supported library manager in organization of library resources. Coordinated the various testing sessions with library staff and professors.

Customer Service Intern, Kansas City, MO

July 2003-May 2004

- **National Association of Insurance Commissioners:** Supported the SERFF Help Desk by assisting the Insurance Industry and State Regulators with any questions on the SERFF application for rate, rule, and form filings. Constructed interactive PDF documents, and assisted customer requests and needs in a timely manner. Utilized Heat and Lotus Notes for help desk troubleshooting.

HONORS AND AWARDS

- Graduated Magna Cum Laude from DeVry University
- Received Legacy of Service Award from DeVry University in January 2005

George Andrews

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Objective

To use my education, project management skills, and diverse work experience in a career where a significant contribution can be made.

Education

Bachelor of Science in Business Administration

Concentration: Project Management

Graduation Date: March 2007

DeVry University

Kansas City, MO

C.GPA 4.0

Relevant Coursework: Project Management, Project Risk Management, Contracts and Procurement, Operations Management, Advanced PC Applications for Business, Total Quality Management including Six Sigma

Senior Project

Designed and created a customer account database for local daycare center. Database consisted of customer names, addresses, notes and special instructions, and could hold up to 8,000 customer records. Developed and wrote company manual to assist employees and owner on how to use the database.

Computer Skills

Microsoft Project

Microsoft Access

Microsoft Excel

ASP.NET

Visual Basic

SQL

Macromedia Dreamweaver

Microsoft PowerPoint

Microsoft Word

Internet Explorer

Significant Qualifications

Project Management

- Serve as project leader for school project, communicating closely with team members to effectively monitor project status.
- Ensured deadline achievement, set project deadlines and handled task delegation.
- Motivated team members to give their best work, skilled at time management and organization.
- Utilized analytical abilities/problem-solving techniques to identify problem areas and develop solutions.

Customer Service/Communication

- Provide ability to communicate with different types of people and all levels within the organization.
- Experienced at giving presentations and public speaking.
- Provided superior customer service and trained other workers on how to deliver quality service to customers.

Experience

Faculty Assistant, DeVry University

Kansas City, MO

January 2006 – Present

Maintenance Worker, Homestead Apartment Homes

Kansas City, MO

March 2003 – July 2004

Food Service Worker, Panera Bread

St. Joseph, MO

June 2000 – August 2000

Bradley Richmond

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Qualification Highlights:

- Graduated from an associate's degree program in Health Information Technology accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).
- 32 credit hours in medical terminology, legal aspects of health information, coding and abstraction of data, statistics, quality improvement methods, and reimbursement procedures.
- Additional coursework in the fundamentals of human anatomy and physiology, pharmacology, pathophysiology, and database management.
- Knowledge of ICD-9-CM, CPT, and HCPCS coding.
- 5+ years customer service experience in an office setting.
- Knowledge of alphabetic and numeric filing principles; typing 60 wpm; detail-oriented, organized and efficient; strong interpersonal skills.
- Completed 85-hour health information practicum at Children's Mercy Hospital.

Education:

Associate of Applied Science, Health Information Technology, October 2007 GPA 3.7 / 4.0
DeVry University, Kansas City, Missouri Dean's List

HIT Practicum, Children's Mercy Hospital, Overland Park, Kansas June 2007

- Provided support to the clinical staff by accurately assembling and maintaining patient files:
 - Filed laboratory and medical paperwork into the patients' charts.
 - Sorted medical reports into terminal digit groups.
 - Evaluated medical records for completeness and coordinated with medical staff to obtain additional information.
- Retrieved medical records and delivered them to appropriate locations. Released requested information in a timely and confidential manner.
- Assigned diagnostic codes to medical charts for insurance claims.

Technical Skills:

3M Coding Software

Microsoft Access, Excel, Word, Outlook, and PowerPoint

Windows 2000 / XP

Use of computers, printers, facsimile and copy machines

Affiliations:

American Health Information Management Association (AHIMA) student member 2007

Employment:

Sales Associate Massage Envy, Kansas City, Kansas 2003 – Present

- Provide excellent customer service by answering phone calls, setting appointments, greeting members and guests upon arrival, and selling memberships.
- Perform filing, member folder maintenance, and data entry of client records and surveys.
- Maintain cleanliness of therapy rooms and the front office.

Newspaper Carrier *The Kansas City Star*, Kansas City, Missouri 1997 – 2003

- Delivered newspapers to customers, ensuring that all subscribers received newspapers on time.

Administrative Assistant iPlacement, Des Moines, Iowa 1995 – 1997

- Supported a team of 25+ associates in a busy staffing solutions firm.
- Screened phone calls and visitors, answered queries, and scheduled appointments.
- Maintained confidential job seeker files.
- Typed correspondence, documents and reports, recorded and prepared written minutes of meetings, coordinated travel arrangements, and maintained calendars.
- Screened incoming mail and ensured proper distribution to persons concerned.
- Maintained a log of all incoming and outgoing correspondence and ensured necessary follow-up.

JOSEPH BLACK

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OBJECTIVE

Obtain Programmer I position with the University of Kansas Hospital

SUMMARY OF SKILLS

- **Languages:** Java, BioJava, Perl, BioPerl, C#, ASP.NET, PHP, XHTML, HTML
- **Database Design and Programming:** MS Access, Oracle 9i, MySQL, PL/SQL
- **Web Development / Office Productivity Tools:** Macromedia Fireworks, Macromedia Dreamweaver, Macromedia Flash, Borland JBuilder, MS.NET, MS Word, MS Excel, MS Visio, MS Project, MS Publisher, MS PowerPoint
- **System Development:** Software Analysis and Design, UML, Web Interface Design and Project Management
- **Biology Tools:** FASTA, BLAST, PSI-BLAST, GenBank, RASMOL, JMOL, PROT, Swiss-Prot, PDB
- **Computational Biology Processes:** Genome annotation methods, Phylogenic analysis, Protein structure prediction, Microarray Technology, Molecular biology databases
- **Operating Systems:** Windows 95 / 98 / NT / 2000 / XP, Linux
- **Science Course Work:** General, Organic and Biological Chemistry, Biology with Lab
- **Health Care Course Work:** Health Services, Health Information Processes, Managed Care, Health Insurance

EDUCATION

DeVry University

Kansas City, MO

Bachelor of Science, Biomedical Informatics

February 2006

GPA: 3.64/4.00, Dean's List, Cum Laude

Gamma Beta Phi Society Member

Madison University

Madison, OH

40 Credit Hours

September 1994 – May 1998

Coursework in anatomy and physiology, medical terminology, typing and transcription, as well as general education classes

Special Projects

- In a team of five, analyzed the needs of a company and developed an appropriate system using the System Development Life Cycle and flowcharts. Presented results to class
- Created an online database to help track / organize personal book collection using PHP and MySQL
- Created a web site in ASP, HTML, and PHP with an Access database to allow users to become members, search books by author, title or genre, and purchase the selected items online. Created front-end GUI in Visual Basic.NET. Used JavaScript for the state and zip code verification
- Developed personal website using HTML and Macromedia Dreamweaver
- Developed a user manual for Hopkins Manufacturing's computer application which handles inventory control
- Built three computers from scratch

PROFESSIONAL EXPERIENCE

Stouffer's Restaurant, Olathe, KS

Server

2004 – Present

- Help customers select food and beverages by inquiring of needs, presenting menu, suggesting courses, explaining specialties and answering food preparation questions
- Serve up to 25 tables at once while paying attention to individual guest's needs and delivering patrons' choices in a prompt and efficient manner
- Train 4-7 employees per year in customer service, food preparation and cleaning

Rave Motion Pictures, Madison, OH

Supervisor

1999 – 2001

- Oversaw most operations of the theatre, including guest service, cash handling, payroll, crew development, sales, and film presentation
- Received company awards for sales and customer satisfaction

Jean Nichols

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Odessa, Missouri 63433
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OBJECTIVE

Acquire a position in software development that utilizes my technical skills, self-motivation and experience in a teamwork environment.

EDUCATION

Bachelor of Science in Computer Information Systems
DeVry University, Kansas City, MO
Projected Graduation Date: October 2008

- GPA: 4.0
- Dean's List
- Who's Who Among Students in American Universities and Colleges 2006
- Worked 30+ hours while going to school full-time

TECHNICAL SKILLS

Visual Basic 5 & 6	COBOL	Crystal Reports
Java	Oracle 9i	Microsoft Visio
JavaScript	Microsoft Access	Microsoft Word
CSS	MySQL	Microsoft Excel
C#	Visual Studio.NET	Microsoft Access
SQL	Macromedia Dreamweaver MX	Microsoft PowerPoint
ASP.NET	Macromedia Fireworks MX	Windows 95 / 98 / NT / 2000 / XP
PHP	Macromedia Flash MX	Windows 2003 Server
HTML	Borland JBuilder 9	Linux
XML	Micro Focus Net Express 4.0	

PROJECTS

Project leader of five person team developing a dynamic website to replace an existing static website for a client. Used PHP, HTML and MySQL to create a solution meeting the client's needs. Created special graphics using Macromedia Flash MX 2004 and Fireworks MX 2004. Exercised time management and organizational skills to complete the project ahead of schedule.

Developed a database in Oracle 9i and Microsoft Access, normalized tables to third normal form.

WORK EXPERIENCE

Web Administrator/ IT Intern Open Networks, Inc., Grandview, MO June 2006 - Present

- Maintain two company websites using Dreamweaver and HTML.
- Assist in the administration and development of Visual Basic.NET applications.
- Maintain 15 computers, 11 desktop printers, Microsoft Server 2003, internet connection, and backup system for 15 users.

Grocery Stocker/ Bagger Sun Fresh, Kansas City, MO August 2004 - June 2006

- Stocked and rotated products to ensure freshness and quality standards are met.
- Provided outstanding guest service by bagging and carrying out groceries.
- Answered customers' questions and located merchandise.
- Cleaned store at end of the day.

ANTHONY GREEN

4345 Court Terrace
Grandview, Missouri 64030
(816) 567-4542
andrewgreen45@yahoo.com

TECHNICAL SKILLS

Languages:

Visual Basic
Java
JavaScript
Perl
C#
SQL
ASP.NET
PHP
HTML
XML
COBOL

Database:

Oracle 9i
Microsoft Access
MySQL

Software:

Visual Studio.NET
Macromedia Dreamweaver MX
Macromedia Fireworks MX
Macromedia Flash MX
Borland JBuilder 9
Micro Focus Net Express 4.0
Microsoft Visio
Microsoft Word
Microsoft Excel
Microsoft Access
Microsoft PowerPoint

Operating Systems:

Windows 98 / XP
Windows 2003 Server
Linux

WORK EXPERIENCE

Web Developer / Database Administrator

New Century Community College

September 2005 - Present

Overland Park, Kansas

- Develop and maintain college's website using HTML, JavaScript, and ASP.NET
- Support administrative web applications by performing timely upgrades, and by diagnosing and resolving problems
- Manage and implement vendor-delivered systems
- Conduct needs analysis to develop custom desktop, web, and server applications based on user requests using Java, Perl, C#, and Visual Basic with Crystal Reports
- Enhance existing applications according to user requirements using Visual Basic and Microsoft Access
- Train users on newly developed and enhanced programs
- Create and modify technical documentation to support operations and trainings
- Perform database administration of administrative information on a SQL Server platform using ODBC standards
- Supervise five student employees engaged in Web and database programming

Software Developer

Spencer & Key, Inc.

July 2002 to September 2005

Kansas City, Missouri

- Performed systems analysis in order to update old systems and develop new applications
- Developed mock interfaces and database schemas in Microsoft Visio
- Implemented database schemas in T-SQL or MS Access
- Developed user and database interfaces using .NET Framework 1.1
- Created reports using Crystal Reports in Visual Studio 2003
- Designed and created user manuals, training materials, and online help

EDUCATION

Bachelor of Science in Computer Information Systems

DeVry University, Kansas City, Missouri

October 2005

GPA 3.76 / 4.00

Andrew Evans

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Kansas City, MO 64114

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Home Phone: (816) 784-1109
Cell Phone: (913) 987-7359

Summary of Qualifications

- Knowledge of legal concepts and evidentiary procedures for the public and private investigation of digital crime.
- Able to apply forensic techniques to investigate illegal and unethical activity within a PC or local area network (LAN) environment.
- Coursework in systems analysis and design, information system security, programming, database, and web applications design.
- Knowledge of multiple desktop programs, configuration, and debugging techniques.
- Sound problem resolution, judgment, and decision-making.
- Excellent organizational skills with ability to manage multiple priorities in a fast-paced team environment.
- Strong work ethic and excellent communication skills.

Education

Bachelor of Science in Computer Information Systems, expected June 2009

Concentration: **Computer Forensics**
DeVry University, Kansas City, MO
Dean's List, GPA 3.91 / 4.00

Technical Skills

Languages: Java, Visual Basic, C#, SQL, ASP.NET, HTML

Forensics Tools: Forensics Tool Kit, EnCase, DriveSpy, Helix, Write Blockers

Operating Systems: Microsoft Windows 98 / 2000 / XP, Linux, UNIX, DOS

Networks: LAN, WAN, VPN

Hardware: Hardware Replacement, Memory Upgrades, Troubleshooting Printers / Modems

Office Productivity Tools: Microsoft Word, Excel, Access, PowerPoint, Outlook

Projects

DeVry University Senior Project, Project Team Leader

- In a team of three, designed and developed e-commerce site in ASP.NET using C# and HTML, with Access database connection, for a furniture company. Utilized and updated Microsoft SQL Server. Assigned tasks and managed project phase schedules. Acted as a liaison between project team and client.

Class Projects

- Examined information from suspects' hard drives for lab assignments. Found evidence concluding suspects used computer to commit illegal acts. Prepared documentation that fully explained the performed procedures.

Experience

Faculty Assistant, March 2005 to Present

DeVry University, Kansas City, MO

- Assist students with applications and assignments in introductory PC classes and labs.
- Tutor 20 students per week on individual basis on Windows, UNIX and Linux operating systems, desktop system hardware, architecture and configuration, and fundamentals of data communication and computer networking.
- Assist faculty and staff by proctoring exams, grading homework, and covering desks and courses.
- Help new and continuing students sign up for classes during busy registration periods.

Electronics Associate, August 2003 to March 2005

Wal-Mart, Overland Park, KS

- Provided exceptional customer service in the electronics department.
- Helped customers with purchasing decisions by finding merchandise to fit budget and needs.
- Maintained department's appearance by adequately stocking shelves and creating attractive displays.
- Reduced department's inventory shrink by 2%.

MATTHEW WHITCOMB

514 Sunset Drive ♦ Kansas City, Missouri 64131

Cell: (816) 942-6912 ♦ Email: mattwhitcomb@comcast.net

EDUCATION:

DeVry University, Kansas City, Missouri

Bachelor of Science, Computer Information Systems

Current GPA: 3.5/ 4.0

Expected: February 2009

Attending DeVry University on Presidential Scholarship

Johnson County Community College, Overland Park, Kansas

Associate of Applied Science, Information Technology

Certificate, Networking Technologies

GPA 4.0/4.0 Graduated Summa Cum Laude

May 2000

TECHNICAL SKILLS:

- **Programming Languages/Frameworks:** Java, Jakarta Struts, JSP 2.0, JavaServlets, JavaScript, VisualBasic.NET, C#.NET, Visual C++, COBOL, HTML
- **Development Tools:** Borland JBuilder 9; Micro Focus Net Express 4.0, Adobe PhotoShop, Macromedia Dreamweaver MX, Macromedia Fireworks MX, Macromedia Flash MX; CorelDraw 7.0; 3D Studio MAX
- **Database:** Oracle9i PL/SQL, SQL, PostgreSQL, MySQL
- **Operating Systems/ Productivity Tools:** Windows 98, 2000, XP; Windows Server 2003, Linux Red Hat; Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Visio, Microsoft PowerPoint, Microsoft Project, Microsoft FrontPage

RELEVANT EXPERIENCE:

Programming / Information Technology

- Produced websites and enhanced search engine performance for companies using VB.Net and Java scripting.
- Used Java to program class project at DeVry University: designed and implemented a tutorial system to teach novice Java programmers to perform simple tasks using the Java programming language.
- Installed Windows Server 2003 and Linux Red Hat for lab assignments.
- Serviced and maintained five PCs and three network printers for previous employer.

Training

- Tutored one-on-one students taking Java classes at DeVry University.
- Trained 3 to 5 employees a month on state and local health board requirements, customer service, and cleaning in a restaurant. Conducted regular one-on-one performance counseling to foster personal growth.
- Assisted teller staff with complex transactions and questions.

Customer Service

- Assisted 100-150 customers with banking transactions daily. Identified customer needs and referred the appropriate products and services. Processed deposits, withdrawals, transfers and loan payments accurately and efficiently to build customer confidence and trust.
- Responded to customer requests in an accurate, friendly and timely manner in a restaurant. Helped patrons select food and beverages, answered questions and made recommendations. Accommodated special needs/requests. Maintained cleanliness to ensure pleasant dining experience.
- Assisted customers with returns and exchanges as well as concerns and comments in a retail store. Received Employee of the Month Award for excellence in customer service.

WORK HISTORY:

Tutor	DeVry University, Kansas City, Missouri	2006 – Present
Freelance Web Developer	Kansas City area	2005 – Present
Server	Red Lobster, Overland Park, Kansas	2004 – 2006
Teller	USB Bank, Kansas City, Missouri	2003 – 2004
Associate	Wal-Mart, Grandview, Missouri	2001 – 2002

Thomas Wingman

9000 W. 135 Street Apt. #303
Overland Park, KS 66209
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twingman@hotmail.com

Education

Bachelor of Science Degree in Computer Engineering Technology Graduation: October 2006
DeVry University Kansas City, MO
GPA: 3.89 · Major GPA 4.0 · Dean's List

Skills

Software Lab Skills:

Windows 98/2000/XP	MS-DOS	MS Office / Project
Visual Studio 6.0 / .NET	Or CAD	80x86 Assembly
Java Net Beans IDE 3.5.1	Eagle CAD	Code Vision AVR

Hardware Lab Skills:

Analog to Digital Converter	Flashlite SBC	Atmel AT90S8535
AVR Risc Microcontroller	Parallel/Serial Port	Atmel AT90S1200
CPLD Design with VHDL	DC Motor Control	UART Design
TTL Logic	Interrupts	Timer/Counters

Electronic Devices Used:

Digital Oscilloscope	Spectrum Analyzer	Frequency Generator
Digital Multi Meter	Duel Source Power Supply	Logic Analyzer

Projects

- “RF Imaging System” that transforms radio waves into a color image, similar to a digital camera
- Scorch video game written in Visual C++ and LCD integration
- Flapper Motor Control with keypad and LCD integration
- MFC Tank Game using dialog boxes with Microsoft Visual C++.NET

Work History

Laptop LCD Circuit Board Repair April 2005 - Present
Heartland Services Inc. Leawood, Kansas

- Test, troubleshoot, and diagnose Panasonic laptop PC circuit board failures
- Repair faulty components using solder techniques including through-hole, surface mount, and high temperature soldering
- Perform quality inspections for all completed processes

Faculty Assistant March 2002 to April 2005
DeVry University Kansas City, MO

- Tutored students in math, logical flowcharting, Java, C++, Object Oriented Programming, Circuit Analysis, Microcontroller Programming, and networking
- Assisted students with assignments in school's electronics lab
- Proctored tests and quizzes in absence of professors
- Answered students' questions about class registration in person and over the phone

Organizations

IEEE member Tau Alpha Pi Honor Society Member

Peter Wilson

5005 Holmes Rd #908
Kansas City, Missouri 64131

Cell: (816)689-0000

Home: (816)550-1111
E-mail: PeterW@gmail.com

Education:

DeVry University
Bachelor of Science in Electronics Engineering Technology
CGPA: 3.84 / 4.00
Graduated Magna Cum Laude
100% of educational expenses self-funded through scholarships and working 25 hours per week

Kansas City, Missouri
October 2006

Technical Skills:

Project Experience

- In a team of four designed, built and demonstrated a control system for an oil purification machine
- Designed and implemented a wireless hand controller for a 30 inch telescope to replace the existing wired controller at Norfolk Observatory in Lee's Summit, Missouri

Design Experience

Analog

- Active and Passive Filters
- Operational Amplifiers
- Voltage Controlled Oscillators
- Analog Signal Processing

Digital

- Synch/Asynch Logic
- Flip Flops/Memory (RAM&ROM)
- Counters/Timers
- Digital Signal Processing

Programming Languages

- C++/Codevision
- Assembly 80x86, Atmel
- VHDL

Software

- Windows 95/98/ME/XP
- Microsoft Office (Word, Excel, Access, PowerPoint)
- WordPerfect Suite

Employment:

Package Handler
FedEx Ground

Lenexa, Kansas
February 2005 – Present

- Check shipping orders for correct destination and stack boxes securely in trailers, loading 450 packages an hour
- Unload 1300 packages an hour from semi-trailers
- Transport all incompatible parcels to appropriate areas
- Clear minor jams in belt system in a timely manner
- Assist teammates whenever necessary to help meet company quotas
- Train new employees on workplace safety and job efficiency
- Awarded Employee of the Month, April 2006 and February 2007, for processing inbound and outbound packages quickly and accurately

Affiliations:

Tau Alpha Pi – EET National Honor Society
Gamma Beta Phi – National Honor Society
Association of Information Technology Professionals
Institute of Electrical and Electronics Engineers

SEAN KENKEL

9000 Morgan Ave. Apt. 407
Kansas City, MO 64131

(816) 876-0005
Kenkel23@hotmail.com

JOB OBJECTIVE:

To obtain a challenging technical position where my skills and abilities can be utilized to benefit the company

EDUCATION:

Associate of Applied Science in Electronics and Computer Technology, February 2006

DeVry University, Kansas City, MO

Maintained 3.94 GPA

Graduated with Honors

Member of the National Honor Society Gamma Beta Phi

SKILLS:

- Soldering, including surface mount soldering, and operation of “wave” solder machines
- Troubleshooting analog, digital and microprocessor-based systems
- Using benchtop equipment such as digital multimeters, oscilloscopes, function generators, spectrum analyzers and variable power supplies
- Understanding of Programmable Logic Controllers (PLC)
- Ability to test, repair, and troubleshoot circuit boards
- Read electronic schematics and data sheets
- Knowledge of Microsoft Windows 95, 98, ME, 2000 Operating Systems, Microsoft Office 2000 suite, Outlook Express, MultiSim 2001, OrCAD, LabView VI, EagleCAD, AVR Assembler and AVR Studio
- Lab experience with personal computer assembly / installation
- Familiar with wireless/cellular communication systems, fiber optic communications, and wired communication systems
- Resolved computer hardware and software issues for current employer

EMPLOYMENT:

Nova Auto Parts and Repair Service Kansas City, MO January 2001 to Present

Automotive Mechanic Assistant

- Assist a professional mechanic in diagnosis and repair of domestic cars and trucks
- Perform minor electronic and mechanical repairs
- Test and replace sensors
- Install Vehicle Tracking / Anti-Theft GPS System
- Maintain three networked computers; troubleshoot hardware and software problems
- Ensure each customer receives the highest level of support with inquiries over the phone and in person
- Help clients select the right parts in the store

Pizza Hut Lee’s Summit, MO June 2000 – January 2001

Pizza Cook / Delivery Driver

- Took customer orders over the phone and entered information into computer
- Prepared food for up to 75 deliveries per night shift
- Earned awards for excellent food quality and prompt service

JOHN Q. PUBLIC

4999 Electric Avenue • Kansas City, MO 64116 • (816) 455-1234 • jqpublic@email.net

OBJECTIVE:

A career as a Network Administrator with a respected financial services company allowing me to make a contribution utilizing my academic and work-proven skills.

EDUCATION:

DeVry University – Kansas City, MO

Bachelor of Science in Network and Communications Management Graduation: October 2006

University of Nebraska – Omaha, NE

Associate of Science in Accounting Graduation: May 2004

TECHNICAL SKILLS:

Networks

Ethernet
VLAN
MPLS
P2P
ATM
LAN
VPN
Client/Server

Systems

Server 2003
UNIX
Novell
Windows NT
Windows XP
Windows 98
Windows 2000
DOS

Software

Active Directory
Etherpeek
Console One
Norton Ghost
Samba
Telnet
MS Office
MS Visio

Hardware

RAID
Memory Swaps
Board Swap
Software Installs
Peripheral Devices

RELEVANT EXPERIENCE:

Computer & Technical Support

- Purchase, install, and maintain all company computer hardware and software systems.
- Provide specialized training to members of the technical support staff and to department supervisors regarding computer hardware, DOS, Windows, and Novell and LAN networking.
- Resolve pending hardware, networking, or operating system problems.
- Determine hardware, software, and operating system incompatibilities with supported software products and develop solutions.
- Develop and implement new departmental and company technologies.
- Perform quality assurance testing for new software releases and work with product developers on software enhancements; test and help correct any errors encountered with software products.

Accounting & Financial

- Approve all purchases and payments for company operations.
- Negotiate with vendors for favorable price and quantity concessions.
- Provide management with departmental hardware/software requirements, and cost analysis.
- Process and remit monthly, quarterly, and annual tax reports.
- Track customer purchases and produce detailed strategic reports.
- Develop all customized computer spreadsheet programming.
- Compute monthly profit sharing revenues and reconcile differences with dealers.

Customer Service

- Analyze and resolve client hardware and software problems; help clients optimize their software usage.
- Provide hardware/software technical support to clients for auditing, financial analysis, and corporate tax return preparation software; help clients optimize the use of our products with their computer systems.

WORK HISTORY:

Purchasing Manager	Tom M. Phillips Oil Company, Kansas City, MO	2003 - Present
IT Support Manager	Children International, Kansas City, MO	1999-2003
Accounts Receivable Coordinator	Lanier Business Systems, Omaha, NE	1995 - 1998

Michael McDonald

51230 West 119th Street, Kansas City, MO 64131

Home (816) 900-9213 Cell (816) 590-5555

Michael_McDonald@yahoo.com

Employment Objective Entry level position in the Information Systems department utilizing networking, troubleshooting, and analytical thinking skills

Summary of Qualifications

- Education in network and communications management from a respected technological university
- Internship experience as PC Technician with local property tax consulting firm
- Thorough knowledge of Microsoft Platforms; Windows (2000, XP, 2003) server and workstation, Active Directory, DNS and Group Policy
- Experience installing PC hardware and software
- Outstanding customer service skills
- Proven ability to effectively manage multiple projects simultaneously

Education DeVry University, Kansas City, MO Expected Graduation: June 2009
Bachelor of Science in Network and Communications Management
3.73 GPA

Technical Experience

Platforms: Windows 95/98/2000/XP, Windows Server 2003, Linux, UNIX, Novell
Networking Protocols: TCP/IP, DNS, DHCP, RIP
System Administration: Ethernet, Wireless Networking, PC Troubleshooting, Cabling, Memory Upgrades, Routers, Switches, Firewalls
Applications: Microsoft Office (Word, Excel, Access, PowerPoint), MS Project, MS Visio

Class Projects

- Managed LAN and WAN environment with Cisco routers and switches
- Installed Windows Server 2003, implemented Active Directory, User and Share Permissions and Group Policy on the server
- Installed and operated Linux Red Hat operating system

Employment Property Valuation Services, Overland Park, KS
PC Technician March 2006 – Present

- Install hardware and software on 40 PC workstations
- Provide support to users regarding hardware and software problems and question
- Audit workstations to verify licensing, security and configuration
- Troubleshoot and configure printers, scanners and modems

U.S Army, Fort Lamar, GA
89th Ranger Regiment E-5/SGT
Squad Leader May 1999 – August 2005

- Supervised, instructed, and trained an 8-person squad for real world combat missions in a high threat environment
- Maintained and accounted for equipment worth more than \$250,000
- Prepared, distributed, and filed operations and intelligence information
- Successfully worked in an environment with strict deadlines
- Received Good Conduct Award, Army Commendation Medal and the National Defense Service Award
- Obtained and maintained Top Secret Security Clearance

Marcus Johnson

3345 State Road

Blue Springs, MO 64015

(816)555-8950

Marcus.Johnson@gmail.com

Career Objective

To obtain a position in computer networking that will utilize my technical, customer service, and communication skills

Education

DeVry University

Kansas City, MO

Bachelor of Science in Network and Communications Management, expected June 2008

Associate of Applied Science in Network Systems Administration, October 2006

- GPA 3.9 (4.0 scale)
- Dean's List, National Dean's List, Chancellor's List

Certifications

CompTIA A+

CompTIA Net+

Skills

Operating Systems: Windows 98, 2000, XP Pro, Server 2003, Novell Client, NetWare 6.5, UNIX Sun Solaris, Linux (RedHat-Fedora Core2), DOS

Hardware: Cisco Catalyst 2900 switches, Cisco 2511 and 3600 series routers

Software: MS Office 2002 and 2003, Visio, WordPerfect, and Quattro Pro 10

Languages: Java, Visual Basic, HTML

Work Experience

IT Technician

December 2005 – Present

DeVry University

Kansas City, MO

- Answer faculty, staff, and student inquiries regarding computer software and hardware issues over the phone and in person
- Troubleshoot and resolve problems with Windows XP, Microsoft Office, Oracle and GroupWise
- Install and upgrade software, PC hardware, and peripheral equipment in offices and classrooms
- Provide technical support for DeVry University centers across the Midwest Region by use of network resources and Remote Admin
- Accurately document all issues and resolutions in the HelpDesk ticket system

Provisioning

January 2004 – December 2006

TEKsystems

Overland Park, KS

- Set up new customers in Sprint's system for Time Warner Cable digital phone service using DPOM, NIDA, SOE, Will Server and SOA
- Assisted clients with existing telephone numbers or cable by sending out local service requests to current providers
- Changed or disconnected telephone services for digital phone customers per requests
- Verified that customers' address information is correct for emergency purposes and directory listings

Resume Reminders

1. **Appearances count!** Pay attention to how your resume looks. Are there spelling errors? Is space utilized efficiently and neatly? As you proofread your resume, do you find yourself “skipping over” certain lines? If so, perhaps they are too wordy. Have 2-3 people proofread your resume to make sure all errors are caught.
2. **Size of Font.** Use 10-, 11- or 12-point font on your resume. Headings can be printed in larger fonts to draw the reader’s attention, but avoid anything too large as it may look unprofessional.
3. **One page!** Unless you have over 10 years of relevant experience, your resume should be one page. If you go to 2 pages, put your name and “page 2” at the top of the second page.
4. **Truth or consequences.** Do NOT put untrue statements on your resume. It can be grounds for termination!
5. **State your ACCOMPLISHMENTS not just your job description!** Don’t just copy your job duties straight from the job description. Think about all of the things that make you an exceptional employee. Employers need to be able to see your results.
6. **Quantify your accomplishments.** Use number as indicators of how much you accomplished, whenever possible (example: increased sales by 15%).
7. **No excuses.** Don’t include reasons for leaving on your resume. Save that for applications and interviews. In the same manner, don’t point out your negatives, like a low GPA.
8. **Target your resume.** Think of your resume as an advertisement, and consider your career goal or objective when writing your resume. Do the accomplishments, skills, etc. somehow reflect your career objective? Use the language of your desired profession.
9. **Don’t include personal information.** Personal information about your marital status, religious affiliation, hobbies, family, age, or race does NOT belong on your resume.
10. **Know your audience.** Use the vocabulary of the hiring and/or department manager. What skill sets that you have are they looking to hire? In technical fields, what are the “keywords/skills” that employers are looking for? Show how you would add value.
11. **Don’t include your salary history.** Save that for the interview process.
12. **Do not include the following statement on your resume, “References available upon request”.** It is understood that you will provide references if so requested, and you are only wasting valuable space on your resume.
13. **Have references listed on a separate sheet and DO NOT include the list with your resume** – you will be asked for them, so be prepared to supply the list when asked. Use professional references, such as previous employers/ supervisors, co-workers, and professors/ instructors.
14. **Use bold, italics, underlining and capitalization to highlight.** With the exception of scannable resumes, use these tricks to capture the reader’s attention to important parts of your resume. However, make certain that the finished result is crisp & professional.
15. **Be neat!** Don’t fold, crease, or crumple your resume. Your resume should be a demonstration of your very best work.
16. **Spell-check your resume over and over.** While you’re at it, check your phone number!
17. **Highlight your strengths** by putting the most impressive sections of your resume FIRST. If you have different sections that are equally impressive, use the most recent towards the top.
18. **Do NOT use pronouns.** Avoid complete sentences (this is one time when proper sentence structure is not used). Your sentence structure in accomplishment statements should start with an action verb (see p.20) followed by an action statement. Never use “I”.
19. **If you have multiple college degrees,** begin with the highest degree first. If you have two degrees at the same level (e.g. Bachelor’s degrees), start with the most recent.
20. **Don’t include a photograph of yourself when sending your resume.**
21. **Use specific headings.** Instead of “Work History”, try using “Business Experience”.
22. **Resume paper required.** First impressions count, so choose your resume paper wisely. The nicest paper will have cotton added, and will be in a professional color. Your best bet is something light (white, beige, or gray). Avoid splashy colors and overly feminine shades like pink. Don’t use colored ink...plain black is best. Also, remember that your resume may be photocopied, so avoid any kind of paper with a “grainy” look that may not photocopy well.

Creating an Electronic Resume

When would you need an electronic resume?

- ◆ Sending resumes via e-mail
- ◆ Completing online job applications
- ◆ Posting your resume to an online job board

How is an electronic resume different from a traditional “paper” resume?

More than likely, companies will feed your resume into a database. Recruiters will search the databases using keywords to find the top candidates. Thus, ensure that your resume is RICH with keywords for your field. To determine keywords that might be used, look at a variety of job announcements to see what kinds of “buzz words” are being used. Also, make sure that you list SPECIFIC names of programs & languages that you use. Furthermore, the “appearance” of your electronic resume won’t matter as much since you will not be able to use bolding or large fonts.

How do I transform my traditional resume into an electronic version?

- ◆ In your word processing program, open the traditional resume.
- ◆ Set the margins so that 6.5” of text is displayed. Enter 1” for the left margin and 1.75” for the right margin. With 6.5” margins, your finished document should fit into most email browsers and online application forms.
- ◆ There are two ways to convert your traditional resume into an electronic version:
 - a. One - Select all of the text and change the font to Courier, 12 point. Using this font ensures that all of the letters are the same size. Copy the document and paste it into Notepad, Wordpad or some other text editor. Now you are ready to make additional changes.
 - b. The other - Start Microsoft Word. Open your .doc resume file. Save your .doc resume file as a **Text Only (*.txt)** file. You'll note that your resume hasn't changed. Close the .txt file. To see the changes, open the .txt file. Now you are ready to reformat your resume and save it.
- ◆ Replace all bullets and characters. For bullets, you can use an asterisk or hyphen. For characters such as \$ or %, just write out the words “dollars” and “percent”.
- ◆ To emphasize your name and section headings, use all CAPS.
- ◆ Save the document when you have finished editing it in its entirety.
- ◆ Cut and paste the document into a test email message. You will paste the document directly into the body of the email. Send the email to yourself and someone else to see how it looks to the recipient.
- ◆ Finally, review what you have written. Does it focus on skills, or duties? Remember, if your resume ends up in a recruiter’s database, you will need plenty of “keywords” in it to ensure your resume is pulled up during their queries!

Should I include a cover letter with my emailed resume?

- ◆ Always include a cover letter when you are sending a resume through the U.S. mail or electronic mail.
- ◆ In the body of the email, write the cover letter first. After the signature line, put a line reading “RESUME FOLLOWS”. Then, cut and paste your electronic resume after the cover letter

Additional sources of information

The Riley Guide - Prepare Your Resume for Emailing or Posting on the Internet

<http://www.rileyguide.com/eresume.html>

These instructions assume that your resume is in MS Word for Windows, including Windows XP.

ACTION VERBS

Communication/People Skills

Addressed	Debated	Interviewed	Reconciled
Advertised	Defined	Involved	Recruited
Advocated	Developed	Joined	Referred
Arbitrated	Directed	Judged	Reinforced
Arranged	Discussed	Lectured	Reported
Articulated	Drafted	Listened	Resolved
Authored	Edited	Marketed	Responded
Clarified	Elicited	Mediated	Solicited
Collaborated	Encouraged	Moderated	Specified
Communicated	Enlisted	Negotiated	Spoke
Composed	Explained	Observed	Suggested
Condensed	Expressed	Outlined	Summarized
Conferred	Formulated	Participated	Synthesized
Consulted	Furnished	Persuaded	Translated
Contacted	Incorporated	Presented	Wrote
Conveyed	Influenced	Promoted	
Convinced	Interacted	Proposed	
Corresponded	Interpreted	Publicized	

Creative Skills

Acted	Designed	Illustrated	Originated
Adapted	Developed	Improvised	Performed
Applied	Directed	Initiated	Photographed
Began	Displayed	Instituted	Planned
Combined	Drew	Integrated	Presented
Composed	Entertained	Introduced	Revised
Conceptualized	Established	Invented	Revitalized
Condensed	Fashioned	Modeled	Shaped
Created	Formulated	Modified	Solved
Customized	Founded	Navigated	

Efficiency Skills

Accelerated	Expanded	Outlined	Standardized
Allocated	Expedited	Outsourced	Streamlined
Boosted	Heightened	Prevented	Synthesized
Centralized	Lessened	Prioritized	Systematized
Downsized	Leveraged	Reorganized	Upgraded
Edited	Maximized	Reduced	
Eliminated	Merged	Revised	
Enhanced	Optimized	Simplified	

Financial Skills

Administered	Calculated	Forecasted	Qualified
Adjusted	Compared	Managed	Reconciled
Allocated	Computed	Marketed	Recorded
Analyzed	Conserved	Measured	Reduced
Appraised	Corrected	Netted	Researched
Assessed	Counted	Planned	Retrieved
Audited	Determined	Prepared	Verified
Balanced	Developed	Programmed	
Budgeted	Estimated	Projected	

Helping Skills

Adapted	Contributed	Familiarized	Rehabilitated
Advocated	Cooperated	Furthered	Represented
Aided	Counseled	Guided	Resolved
Answered	Demonstrated	Helped	Simplified
Arranged	Diagnosed	Insured	Solved
Assessed	Educated	Intervened	Supplied
Assisted	Encouraged	Motivated	Supported
Clarified	Ensured	Prevented	Trained
Coached	Expedited	Provided	Upheld
Collaborated	Facilitated	Referred	Volunteered

Management / Leadership Skills

Achieved	Delegated	Intervened	Presided
Administered	Developed	Increased	Prioritized
Analyzed	Directed	Initiated	Produced
Appointed	Eliminated	Inspected	Recommended
Approved	Emphasized	Instituted	Reorganized
Assigned	Enforced	Launched	Replaced
Attained	Enhanced	Led	Restored
Authorized	Established	Managed	Reviewed
Chaired	Executed	Mediated	Scheduled
Challenged	Generated	Merged	Secured
Considered	Handled	Motivated	Selected
Consolidated	Headed	Navigated	Streamlined
Contracted	Hired	Organized	Strengthened
Controlled	Hosted	Originated	Supervised
Converted	Implemented	Overhauled	Terminated
Coordinated	Improved	Oversaw	United
Decided	Incorporated	Planned	

Clerical / Organizational Skills

Approved	Distributed	Ordered	Routed
Arranged	Executed	Organized	Scheduled
Catalogued	Filed	Prepared	Screened
Categorized	Generated	Processed	Submitted
Charted	Incorporated	Provided	Supplied
Classified	Inspected	Purchased	Standardized
Coded	Logged	Recorded	Systematized
Collected	Maintained	Registered	Updated
Compiled	Monitored	Reserved	Validated
Corrected	Obtained	Responded	Verified
Corresponded	Operated	Reviewed	

Research Skills

Analyzed	Diagnosed	Inspected	Researched
Clarified	Evaluated	Interviewed	Reviewed
Collected	Examined	Invented	Searched
Compared	Experimented	Investigated	Solved
Conducted	Explored	Located	Summarized
Controlled	Extracted	Measured	Surveyed
Critiqued	Formulated	Organized	Systematized
Detected	Gathered	Replicated	Tested
Determined	Identified	Reported	

Teaching Skills

Adapted	Developed	Incorporated	Simulated
Advised	Enabled	Individualized	Stimulated
Aided	Encouraged	Informed	Supervised
Clarified	Evaluated	Initiated	Supported
Coached	Explained	Instilled	Taught
Communicated	Facilitated	Instructed	Tested
Conducted	Focused	Lectured	Trained
Coordinated	Fostered	Motivated	Transmitted
Critiqued	Guided	Persuaded	Tutored
Defined	Helped	Prepared	

Technical Skills

Adapted	Customized	Evaluated	Resolved
Administered	Debugged	Implemented	Restored
Analyzed	Designed	Installed	Set up
Applied	Devised	Integrated	Solved
Assembled	Detected	Maintained	Standardized
Built	Determined	Modified	Supported
Compiled	Developed	Operated	Tested
Configured	Diagnosed	Overhauled	Transmitted
Constructed	Documented	Programmed	Troubleshoot
Converted	Engineered	Repaired	Upgraded
Created	Enhanced	Replaced	Utilized

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