BUILDING AN EFFECTIVE RESUME

Presented By:

Microsoft

MAIN AREAS OF AN EFFECTIVE RESUME

- Personal Info
  - Accurate and up to date
- Summary
  - A place to describe yourself and your experience as well as what you would like to do & plan to do in the future
- Skills
  - Any special skills or certifications you currently hold
- Education
  - Highest level of education
- Professional Experience
  - Previous places you have worked starting with the most recent
- References
  - Professional contacts that can be contacted on your behalf

PERSONAL INFO

Joseph E. Perez

1234 Main St,
Chicago, IL 60632

Cell : (773) 931-5555
E-mail : myemail@outlook.com

Summary

Responsible and highly motivated professional looking for opportunities to grow in a technology solutions and/or training environment. Currently responsible for ensuring and maintaining the continual growth of knowledge for services and products, as well as overall sales performance. Keeping up to date knowledge of all systems, services and products produced by Microsoft and competitors. Source of knowledge for product and services specifications as well as policies and procedures to ensure compliance in all facets. Able to work individually and/or within teams.

Computer Skills

Microsoft Office 2019 Suite, Dynamics, SharePoint

Education

Columbia College Chicago **– Bachelor of Arts (B.A.)**

- Major-Music Composition

Professional Experience

Retail Partner Store Specialist **September 2017 - Present**
Greater Chicago Area – Microsoft

- Support partner store employees and customers discover, enable, and implement high value Microsoft technology solutions and services across a broad range of devices that meet their individual needs and exceed their expectations.
- Maintain expert level product knowledge in all Microsoft retail consumer products, devices, and services.
- Build collaborative internal and external partnerships in the development of the necessary tools and program offerings that will lead to long-term mutual partner outcomes.
- Maintain Microsoft merchandising standards in accordance with Microsoft brand guidelines.
- Provide store level insights to Channel, Sales, and Category teams influence marketing and sales programs and strategies.
- Assisting Microsoft Experts/Consultants in side-by-side sales interaction, as well as individualized consumer sales in multiple locations.

Learning Specialist **March 2016 – August 2017**
Oakbrook – Microsoft

- Teach team members the proper selling and product skills for each of our products.
- Responsible for building out learning plans based on individuals' learning experience.
- Coach team members on sales skills and habits by observing behaviors and by analyzing sales results.
- Consult with management team to help influence development plans that help team members to achieve their performance goals.
- Observe customer interactions to provide sales and product coaching.
- Maintain a superior level of knowledge of devices and services that Microsoft offers in-store, as well as competitors.
- Oversee the onboarding learning experience and support for new-hire and promoted team members.
- Act as the go-to for product and service learning support for all team members.

Inventory Control Expert **May 2012 – March 2016**
Oakbrook – Microsoft

- Handle the flow of all incoming and outgoing materials from the store at a corporate and store level
- Ensuring compliance of all store operations
- Maintain strong knowledge of all product specs and utilization
- Maintain in depth system knowledge for both first party products as well as competitors

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EDUCATION

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COVER LETTER

COVER LETTER SHOULD HAVE:

- Contact Info – list info and your target company near the top.
- "Intro" Paragraph - this will grab the reader's attention – use it to introduce yourself and state why you'd be a good fit.
- "Hard Sell" Paragraph - this proves you are qualified and use bullet points to highlight achievements.
- "Research" Paragraph – this will show you understand what the company does and explain how you fit into their future.
- "Action" Paragraph - this lets the hiring manager know what times you're available to interview and it always helps to mention you will follow up with them if necessary.
- Sign-off – use "sincerely", "regards" or "best regards" and your name and you have a great cover letter.