

The Chronological Format

The chronological format stresses recent work experience and clearly indicates progression in an employment field.

| | |
|--|-------|
| Contact Information | |
| Objective | |
| Summary Statement Technical Skills | |
| Work Experience | |
| Job Title Company Name, Location • PSR or job duty • PSR or job duty • PSR or job duty | Years |
| Job Title Company Name, Location • PSR or job duty • PSR or job duty • PSR or job duty | Years |
| Job Title Company Name, Location • PSR or job duty • PSR or job duty • PSR or job duty | Years |
| Education & Training | |

Louise Jones

Sunnyvale, CA 94086
ljones@email.com

(555) 555-1212
www.linkedin.com/in/xxxxxxx

Objective Technical Support Specialist

Summary

Over 5 years of customer-facing technical support experience, supporting novice and experienced technical users. Experience setting up and troubleshooting networks, workstations, user accounts and permissions. Effective communicator, comfortable with phone, in-person, and internet-based communication. Recognized by customers for quick response times and fast resolution of problems.

Technical Skills

Operating Systems Windows, Linux, Android, IOS
Networks Windows, TCP/IP, Ethernet, CISCO Routers, Bridges and Servers, Token Ring, Frame Relay
Software shell scripting
Office Technologies MS Office, Skype, IM

Experience

Technical Support Specialist 2007 – 2015
Sony, San Jose, CA

- Hands-on technical support for multi-platform, multi-location environments. Troubleshot and configured PCs, laptops, Smartphones and network software for over 500 internal and external customers.
- Improved customer satisfaction scores by 37% by assisting customers over the phone with technical support needs including software installation and configuration.
- Handled multiple customer accounts, provided on going support to those accounts including monthly follow-up.
- Acted as liaison, consultant and point of contact between sales, engineering and customers. Utilized customer feedback to define criteria for product improvements.
- Increased inter-department communication by developing an internal wiki as a communication tool between sales, marketing and engineering to share customer specifications and product updates.

Technical Support 2005 – 2007

Verizon (contracted through Adecco Staffing, San Jose, CA)
NASA (contracted through VOLT Technical Services, Mountain View, CA)
Yahoo! (contracted through Manpower Staffing, Sunnyvale, CA)

- Provided timely and considerate Help Desk support (desktops, servers, network, printers, phones) for approximately 100 internal and remote users.
- Created user accounts and managed access control based on company policies.
- Provided live and web-based training to customers on new releases of software applications.

Education

BS Computer Science, CSU San Diego

Kris Lee

Sunnyvale, CA 94087
E-mail: Klee1@email.com

Mobile **408-555-1111**
www.linkedin.com/in/krislee

Objective Engineering Manager

Qualifications

Technical engineering leader with a strong background leveraging software development, people management expertise and a track record of driving and delivering business solutions to market.

- Recruit world-class engineers. Instrumental in shaping team culture.
- Implement key engineering processes including well-defined release cycles, iterative development, test automation, and reliable deployment procedures.
- Management of the complete product lifecycle from design based on customer requirements, through development, deployment, and support.
- Interface with senior management to report on status and needs at project and program checkpoints and milestones.
- Demonstrated ability to create and implement development processes to keep team members informed, engaged, motivated, and focused on achieving business goals.

Technical Skills

Management Expertise – Agile, SaaS, SDLC, Cloud Computing, Mobile

Operating Systems – iOS, Linux

Languages – Java, Ruby, Python, SQL, XML

Tools – JIRA, Confluence

Employment History

ABC Technologies, Sunnyvale, CA 2010 – 2015

Engineering Manager

- Managed the agile software development lifecycle of multiple concurrent projects.
- Coordinated effectively with product marketing, QA, and sales.
- Implemented a release cycle every four weeks, and successfully delivered products on time and within budget.
- Pro-actively recommended process, tool, and development methodology improvements.
- Implemented JIRA and Confluence to streamline software development lifecycle.
- Worked with entire staff during quarterly review cycles.

Initwork, Santa Clara, CA 2004 – 2010

Engineering Manager

- Drove deliveries of SaaS solution from marketing concepts to functional implementation that provided cloud infrastructure to small and medium size enterprises.
- Built a fully functional software development team within months from 0 to 14 members and inspired them to ramp up and contribute fully to deliver the 1.0 version of the product.

Education

BS in Computer Engineering, University of Michigan

Catalina Lopez

Los Gatos, CA 95123
Cl@mailmail.com

(410) 767-2232
www.linkedin.com/in/xxxxxxx

Objective: Sales Manager

Summary of Qualifications

- Goal-oriented, dynamic professional with over eight years of experience in sales and marketing.
- Supervised 25 sales and marketing representatives responsible for generating 20 million dollars in sales per year.
- Consistently ranked in the top 2% of the company's 100-member sales staff.
- Familiar with implementing sales processes including: prospecting, qualifying leads, identifying industry leaders, performing market analysis, preparing proposals, making presentations and demonstrations, and proactive follow-up.
- Responsible for budgets in excess of 2.8 million dollars annually.
- Conducted market research to target specific industries resulting in 70% growth in profits within the first year.
- Trained, supervised and motivated staff as well as interfaced effectively with all levels of management.

Experience

HR Generalist, Hatfield Industries, Saratoga, CA 2009 - 2015

- Led recruiting efforts, which included generating high volumes of potential candidates, evaluated employer needs and utilized screening and interviewing to create a successful match; facilitated the offer process to create win-win results.
- Proactively responded to employee relations issues including performance issues, investigations, and workers' compensation claims.

Regional Sales Manager, Sunset Magazine, Menlo Park, CA 2005 – 2009

- Managed 12-15 remote service sales representatives located throughout US.
- Consistently exceeded quotas by 135% to 145% – all reps were over 100% of quota.
- Implemented marketing strategies and sales promotions attaining target revenues and exceeding quotas.
- Maintained computer-based sales generation tools efficiently using several programs including Millennium, ACT, Sales Force, Microsoft Word, Excel, and internet-based platforms.
- Provided on-site product presentations of different payroll and tax processing offerings.

Education

B.S. Communications, University of Florida, Gainesville, Florida