

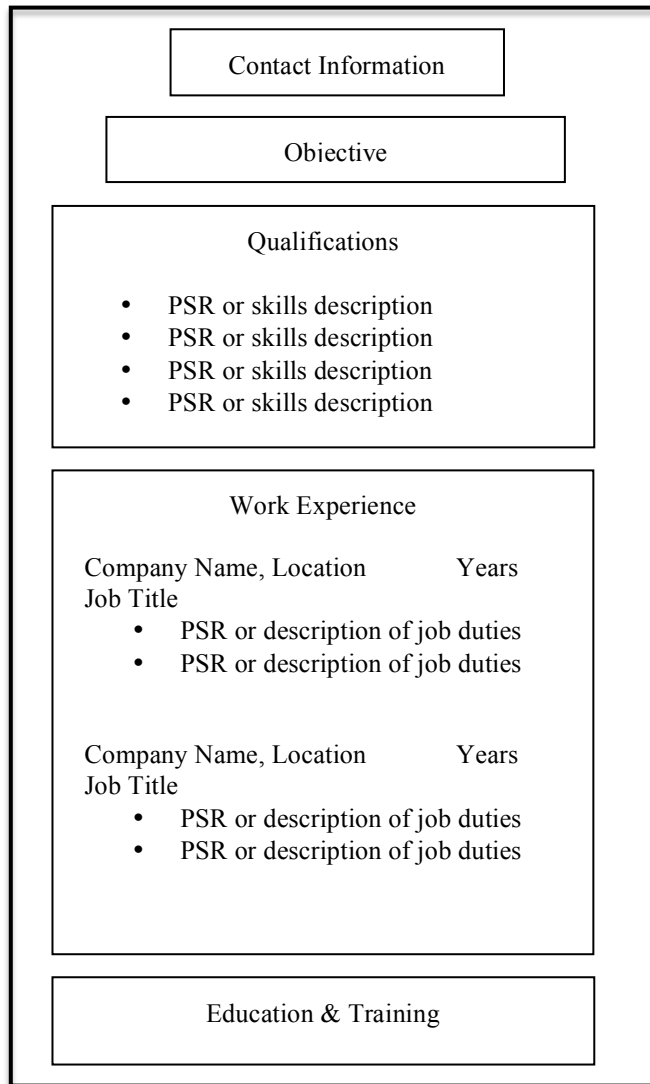
The Combination Format

The combination format uses elements from both the chronological and functional resume formats.

When to use this format	When not to use this format
<ul style="list-style-type: none"> • Staying in the same line of work • Can show career progression and continuity • Have done a lot of contract work in one field or area • Want to quickly highlight accomplishments and skills 	<ul style="list-style-type: none"> • If you would not use the chronological format do not use the combination format • Changing careers • Long gaps in work history • Last job is significantly different from current job objective

In this section highlight those particular skills and accomplishments that demonstrate your qualifications for the job you are seeking. Each bullet should be in the PSR format.

In this section provide a concise description of your job duties for each employer, starting with the most recent and working backward in time.



TRAN NGUYEN
Jonesville, CA
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OBJECTIVE: Materials Handler

QUALIFICATIONS

More than ten years of experience working in fast-paced shipping/receiving environments

- Recognized for outstanding accuracy with the 2009 Employee Achievement Award for data entry, inventory control and logistics management
- Supported customers through product return procedure, which enabled customers to receive replacements for defective products 50% faster
- Created new entry system for exceptionally high volume of daily orders, resulting in one-day product turn around, and 100% customer satisfaction
- Created packing lists, invoices and all necessary shipping documentation using Fed Ex/UPS automated invoicing system to ensure easy communication between stockroom and shipping companies

TECHNICAL SKILLS

Hardware: Windows / MAC

Software: Microsoft Office Suite / Microsoft Works / Intuit Software

General Office Skills: 10 key by touch at 175 kpm / typing 60 wpm / filing

PROFESSIONAL EXPERIENCE

TEAM LEAD - Materials Department

Inhale Therapeutics Inc., San Carlos, CA

2010 - 2013

(A subsidiary of Bristol Meyers Corporation)

- Managed logistics and operations for materials department
- Supervised a group of material handlers, shipping and clerical personnel
- Maintained documentation and database information related to incoming, stock and outgoing transactions to ensure proper asset control
- Analyzed current operations and made recommendations to management regarding changes in current operations to improve on expense and cost control

COMMUNICATIONS LIAISON

Efficient Corporation, Sunnyvale, CA (Through ManPower)

2006 - 2009

- Maintained communications with customers, freight and shipping personnel and the staff of contracted surface carriers
- Instructed and involved warehouse staff in interviewing and hiring process to assure team synergy
- Resolved a wide range of delivery problems, from cancellation to lack of payment
- Successfully resolved difficult customer complaints in person to ensure complete satisfaction, especially effective at dealing with escalated issues

STOCKROOM SUPPORT

2003 - 2006

Applied Materials, Santa Clara, CA

- Completed data entry, order verifications, material and supply allocations and receiving

EDUCATION

Business Clerical courses, Foothill College, Los Altos, CA