

PROFESSIONAL HEADER

PROFESSIONAL VALUE STATEMENT. Summarize your professional experience. 4-5 lines maximum.

Write your professional value statement that succinctly summarizes your professional experience, qualifications, and skills. Using a summary statement isn't a must, but it can be a great way to set the hiring manager or recruiter's expectations. Include 4-5 lines of information that summarize your work experience and accomplishments with measurable results. Make sure the information you include aligns with the job requirements.

COMPETENCIES

- ✦ Contact Center Management
- ✦ Direct-to-Consumer/B2B
- ✦ Customer Engagement
- ✦ Data Analytics/KPI
- ✦ E-Commerce
- ✦ Retention Marketing
- ✦ Care Technology
- ✦ Social Media Care
- ✦ Revenue Generation
- ✦ Cost Reduction
- ✦ Research
- ✦ Consumer Insights

WORK EXPERIENCE

JOB TITLE | COMPANY NAME | City, ST | Year - Year

- List up to 10-15 years of relevant work experience on your resume.
- Include responsibilities and experiences that align with the key skills and job requirements listed.
- Be brief and succinct as possible when listing your responsibilities with a maximum of two or three lines per bullet.
- Highlight/ quantify your accomplishments/key contributions to show how you contributed and impacted your team/organization.
- Use action verbs as you list day to day responsibilities as well as quantifiable accomplishments.
- EXAMPLE: Created social media and marketing strategies for company brand that grew client base by 65%.
- Negotiated and saved an at-risk client and successfully signed a 5-year deal that generated \$2M.
- Make sure you use Spell check upon completion.

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EDUCATION

Master of Business Administration, New York University, New York, NY

Bachelor of Arts, Business Administration, University of New York, New York, NY

Associate of Science, Columbia Community College, New York, NY