



Functional Resume

STUDENT NAME

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SUMMARY OF QUALIFICATIONS

Communication Skills

- Familiar with a variety of office-related software packages including; Word, Publisher and WordPerfect Office
- Able to utilize, and understand, the following social media and communication platforms: Twitter, Facebook, LinkedIn, Skype, webinars and various conferencing packages
- Composed information letters for clients seeking agency services
- Wrote reports for agency directors on the volume of clients served, in addition to utilizing SurveyMonkey for timely follow-up with clients
- Maintained good working relations with clients including: daily telephone contact with current clients, researching problem areas and providing thorough follow-up for agency director
- Counseled residents and served as a campus/ community resource

Analysis Skills

- Familiar with analysis software (including SPSS and Excel) for quantitative data and NVivo for qualitative data
- Planned and executed a web satisfaction survey to assess seniors served by health awareness program
- Completed a statistical analysis of survey data, and presented results to Central Michigan University's Council of Chairs
- Wrote a 25-Page data analysis report for agency director and staff based on survey findings
- Provided PowerPoint presentations to agency director and board members summarizing survey results
- Assisted with the development and implementation of focus groups with parents of youth served by agency

Organization Skills

- Assisted with the transition from a paper to a web-based system for managing schedules of Multicultural Advisors
- Created educational and social programs that focus on diversity themes for residence hall of 300 students
- Assisted with training entire residence life student staff and making them aware of cultural sensitivity issues
- Designed and implemented new program for seniors facing multiple health issues
- Developed a nine-part documentary series for campus audience, averaging an attendance of 85 persons per showing
- Raised \$10,000 for programs for seniors through the Isabella County Commission on Aging; this was the largest amount ever raised by students in the country

EDUCATION

Central Michigan University, Mount Pleasant, Michigan
Bachelor of Science, May 2020 (Expected)
Major: Sociology; Minor: Psychology

EXPERIENCE

Ruby Tuesday, Mount Pleasant and Novi, Michigan
Bartender, September 2016-Present

Central Michigan University, Mount Pleasant, Michigan
Multicultural Advisor, Office of Residence Life, August 2016-Present



Consider using this skills-based format when a chronological format may not allow your most relevant skills/ experiences to be emphasized.