

# Functional Resume

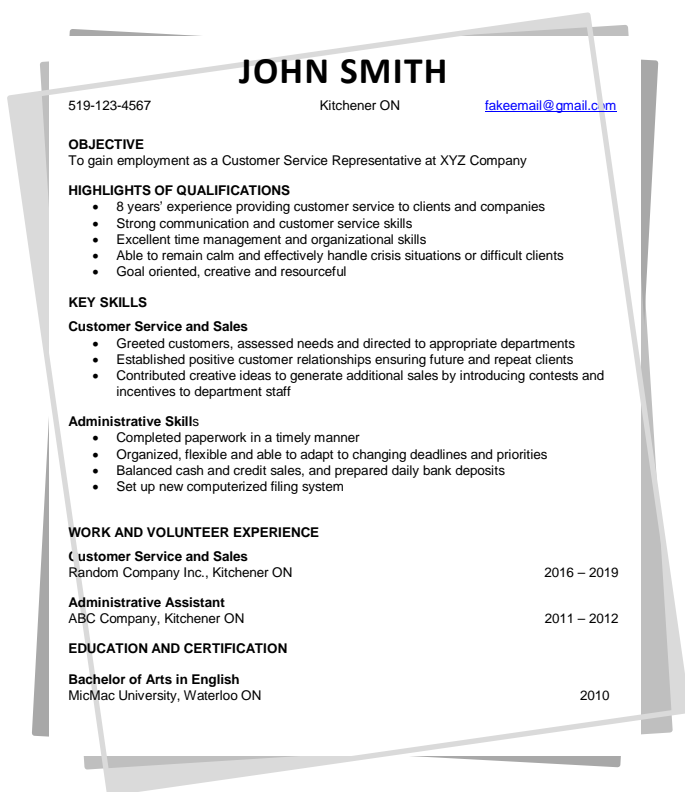
The following provides quick tips and tricks for creating a Functional Resume



RESUMES ARE BEST CREATED ON A BLANK DOCUMENT WITHOUT TEMPLATES WHEN SUBMITTED ELECTRONICALLY

## Why a Functional Resume?

- A Functional Resume is a summary of job experience and skills without emphasizing where, when and with whom.
- Describe in detail abilities and accomplishments.
- Is used if you don't have the experience requested in the description of the job you are applying for.
- For individuals who have a variety of short-term positions, no work experience or unemployed for several years.
- For first time job seekers, students and those changing career paths.



Refer to the tips for creating an impactful resume and other handouts for job searching strategies, including interview prep, cover letter and more at [regionofwaterloo.ca/en/living-here/employment-support.aspx](http://regionofwaterloo.ca/en/living-here/employment-support.aspx)

Already have an electronic resume? Visit and subscribe to our Job Board at [jobboard.regionofwaterloo.ca](http://jobboard.regionofwaterloo.ca)

# Functional Resume Example & Quick Tips

**JOHN SMITH**

Street address/postal code optional  
Do not use brackets for area codes

[fakeemail@gmail.com](mailto:fakeemail@gmail.com)

Kitchener, ON

→ 519-123-4567

List key skills or accomplishments that relate to the job posting. Start with the number of years' experience.

**OBJECTIVE** ← Insert a sentence about the application's position and company  
To gain employment as a Customer Service Representative at XYZ Company

## HIGHLIGHTS OF QUALIFICATIONS

- 8 years' experience providing customer service to clients and companies.
- Strong communication and customer service skills.
- Excellent time management and organizational skills.
- Able to remain calm and effectively handle crisis situations or difficult clients.
- Goal oriented, creative and resourceful.

## KEY SKILLS or PROFESSIONAL ACCOMPLISHMENTS

### Customer Service and Sales

See the next page for more skill headings

- Greeted customers, assessed needs and directed to appropriate departments.
- Established positive customer relationships ensuring future and repeat clients.
- Contributed creative ideas to generate additional sales by introducing contests and incentives to department staff.

### Administrative Skills

- Completed paperwork in a timely manner.
- Organized, flexible and able to adapt to changing deadlines and priorities.
- Balanced cash and credit sales, and prepared daily bank deposits.
- Set up new computerized filing system.

List relevant tasks, duties, skills or accomplishments. Repeat for all relevant skills. Refer to the job posting for ideas.

## WORK AND VOLUNTEER EXPERIENCE

**Customer Service and Sales** 2016 – 2019  
Random Company Inc., Kitchener ON

**Administrative Assistant** 2011 – 2012  
ABC Company, Kitchener ON

List education near the end (unless a recent graduate position after Highlights of Qualifications). Include any relevant training or certification.

## EDUCATION AND CERTIFICATION

**Bachelor of Arts in English** 2010  
MicMac University, Waterloo ON

Do not attach copies of references, diplomas, transcripts or abstracts unless requested employers will request if required.

Be consistent with formatting dates, punctuations, spacing, font, and bullets.

Include your contact info on each page consistent with the first page of your resume (Name, City/Province, Phone Number and Email).

Save a copy of the resume to WORD or PDF.

Try to keep the resume concise and focused on key selling points related to the job – when in doubt refer to the job posting for ideas and wording!

## Possible Skill Headings for Functional Resumes

Administrative Skills	Customer Service	Interviewing/Assessment	Programming Skills
Aesthetics Knowledge	Delivery Experience	Inventory Management	Promotions & Advertising
Analytical Skills	Design Skills	Investigating Skills	Proofreading & Editing
Animal Care	Driving Experience	Janitorial Skills	Property Management
Assembly	Electrical Skills	Kitchen Organization	Public Relations
Automotive Spray Painter	Electronic Knowledge	Landscape & Gardening	Purchasing Experience
Bartending Skills	Equipment Maintained	Leadership Skills	Quality Control
Bookkeeping	Equipment Operated	Light Assembly	Renovation Experience
Building Management	Facilitating Skills	Machine Operator	Retail & Sales
Business Administration	Factory & Assembly	Machine Shop Skills	Security Skills
Case Management	Finance & Accounting	Marketing	Sewing & Alterations
Cashier	Food Preparation	Material Handler	Shipping & Receiving
Catering Skills	Food Processing Skills	Office Administration	Short Order Cooking
Child Care Experience	Forklift & Machinery	Organizational	Sorter
Cleaning Skills	General Laborer	Packing & Shipping	Superintendent
Clerk/Receptionist	General Maintenance	Painting Experience	Supervision
Clientele Development	General Office	Payroll Experience	Systems Design
Community Relations	Hairstyling/Hairdressing	Pet Grooming	Systems Development
Computer Skills	Head Cashier	Photography Skills	Teacher
Computer Repair Skills	Health Care	Plumbing Skills	Team Work
Construction Experience	Health Knowledge	Presentation Skills	Technical Skills
Consultation Skills	Health & Safety	Press Operation	Vehicle Maintenance
Co-ordination Skills	Home Care Experience	Problem Solving	Waiter & Host/Hostess
Counselling Skills	Human Resources	Product Expertise	Warehouse Distribution
Creative Design	Interior Design	Production & Design	Welding Experience
Creative Expertise	Interpersonal Skills	Program Development	Woodworking Skills

## Other Information to Include on a Resume

### Other Work Experience

- List unrelated work/volunteer history to fill in possible gaps

Use the same words and terminology from the job postings and descriptions when writing skills and accomplishments.



Consider creating a link to your professional profiles such as LinkedIn or your business website. Remember to keep it business related, not your personal Facebook and social media sites!



**Basic Blank Functional Template – remember the resume needs to be TYPED not handwritten when submitting for jobs!**

Use the same header for Cover Letter, Resume and References!

\_\_\_\_\_  
(First and Last Name)

\_\_\_\_\_  
(Address/Postal Code optional)

\_\_\_\_\_  
(City, Province)

\_\_\_\_\_  
(Phone Number)

\_\_\_\_\_  
(Email Address)

**OBJECTIVE**

When creating your resume do not add the tips, lines and items in brackets

**HIGHLIGHTS OF QUALIFICATIONS (7-9 points)**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**PROFESSIONAL ACCOMPLISHMENTS or KEY SKILLS**

Repeat section for all relevant skill sets and change skill headers to fit your abilities – refer to the chart and job posting for ideas.

\_\_\_\_\_  
(Skill Header)

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

\_\_\_\_\_  
(Skill Header)

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

\_\_\_\_\_  
(Skill Header)

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**WORK AND VOLUNTEER EXPERIENCE**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Position, Company/Organization, City & Province)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Start Date to End Date – or to Present if currently employed)

**EDUCATION AND CERTIFICATION**

Use the same formatting for all DATES and LOCATIONS. For example, 2015 - 2019 and Kitchener, ON

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Degree/Certificate/Diploma/Training Program,  
School, City & Province)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(End Date/expected graduation date or start date to "Present" if currently enrolled)

