

Tippie College of Business

Resume Rehab: Shifting toward a function-based resume

Presented by Tippie Career Services

2024

Welcome! I'm Cindy.

- Functional experience: Sales, marketing, events, programming/instruction, management, budgeting, and client services
- Industry experience: Healthcare, technology, financial services, profit/non-profit, and higher education
- Background at Tippie: Career and professional development programming; instruction; coaching of MBA, graduate, and undergraduate students
- I have/use a functional resume
- Be warned, the examples are small
- Let's jump in!



Agenda

- Resume Types
- Dos & Don'ts
- Functional Resumes
 - What are they?
 - Advantages
 - Examples
 - Getting started
- Skill Areas & LinkedIn
- Q&A



Types of resumes

- Chronological
 - 1 page
 - 2 page
- Design style or infographic
- Federal
- Curriculum Vitae (CV)
- Nontraditional
 - Video
 - Digital
 - Portfolio
- Functional
 - 1 page
 - 2 page





All resumes should avoid

- Templates—simply use a Word doc
- Italics
- Statements more than two lines long
- Too much:
 - White space, design, fonts, indents, tabs, etc.
 - Content
- Personal information
- “*References available upon request*” statements
- Exceeding two pages (single sided)





All resumes should

- Include dates—degrees, employment, awards,
- Be balanced (dates lined up on the right side of the page)
- Be error free—spell check!
- Be easy to skim
- Be accurate and truthful
- Be tailored
- Quantify your skills, abilities, and expertise
- Be saved as a PDF (F. LName)
- **Make you feel confident**



functional adjective

func·tion·al 'fən(k)-shnəl, -shən-əl

résumé 2 of 2 noun

ré·su·mé 're-zə-, mā ,re-zə-'mā,

A functional resume focuses on skills, expertise and experience rather than chronological work history.

It's particularly useful for those who are changing careers, have gaps in their employment history, or have diverse work experiences.

Advantages

- Emphasizes skills over point in time
- Highlights relevant experience
- Showcases transferable skills
- Downplays less-relevant experience
- Highlights expertise and results
- Minimizes employment gaps and shifts
- Easily customizable



Format & Parts

- **Summary/Highlight**
 - Match key words
 - Consideration for UI roles
 - “Combined experience” early career
- **Skills and Competencies**
- **Experience/History**
- **Education**
- **Additional information**
 - Unique skills/talents
 - Interests

Functional resume format

Summary

Experienced customer service representative with a proven track record of boosting month-to-month sales. Able to predict, evaluate, and meet the specific needs of customers while maintaining an efficient work schedule. Awarded “Employee of the Month” for consistently receiving positive feedback. Seeking to leverage my experience in customer service to fill the Sales Clerk position at Blarney’s.

Relevant Skills

Customer Service

- Receive an average score of +95% on customer service feedback surveys by providing a friendly in-store environment
- Enhance the customer experience by providing quality assistance and in-depth product knowledge
- Educate customers on up-and-coming brands and the latest fashion trends

Sales

- Exceeded sales goals an average of 10% for 5 straight months at GAP
- Upsell customers through the recommendation of products that meet their specific needs
- Process 30+ customer transactions a day, factoring sales, discounts, and promotions into the final price

Merchandising

- Restock and organize new shipments of inventory in a timely manner, cutting average of 2 days off the merchandising process
- Develop and create unique displays that attract customers to a desired product

Professional Experience

Ulta, Manhattan, NY
Sales Clerk
20XX-20XX

GAP, Albany, NY
Sales Representative
20XX-20XX

GAP, Albany, NY
Jr. Sales Representative
20XX-20XX

Education

Bachelor of Science in Business Administration (concentration: finance) Honors: cum laude (GPA: 3.7/4.0)
Louisiana State University, Baton Rouge, LA
May 20XX

Example 1

FirstName LastName

LinkedIn URL

TEL: ###-###-####

youremail@gmail.com

HIGHLIGHT OF QUALIFICATIONS

- Over 20 years combined experience in office and store management in small business and corporate environments focused on achieving and exceeding company goals and expectations, and maintaining a strong relationship
- Experience in P & L, daily accounting, budgeting, forecasting, and payroll functions with a successful history of meeting and beating established budgets and goals through strong fiscal responsibility
- Designated point of contact for local and national vendors, patent and corporate attorneys, financial institutions, employees, and management. Other areas to highlight—teaming, leadership technical

PROJECT MANAGEMENT

- Centralized and administered confidential corporate legal and investor documentation
- Developed and implemented administrative policies and procedures for office staff, co-workers and senior management to ensure an efficient, effective and productive office
- Oversaw and performed office management tasks ; answering phones, greeting clients, handling customer concerns
- Handled shipping and receiving, vendor management and customer follow up through systematic communication
- Developed, executed, and communicated employment policies and procedures to ensure legal and ethical compliance, employee satisfaction and management compliance

LEADERSHIP/MANAGEMENT

- Recruited, interviewed and assisted in the selection of professionals essential to company success by working with national recruiting companies and management to develop job descriptions and criteria
- Worked with immigration attorney to successfully process the following work visas: Optional Practical Training (OPT), H-1B, and F-1. Also started employer-sponsored green card process
- Supervised group of 5 employees who performed alarming/dispatching, inventory control, budget analysis, process development and office administration duties for local cable [system](#)
- Performed annual review and selection of employee health, dental and disability insurance
- Completed and conducted employee reviews quarterly and annually for 5 – 15 employees

OPERATIONS & BUDGET

- Supervised team responsible for cable system building monitoring by watching and responding to system alarms
- Established and managed lawn care/snow removal, cleaning/security contracts for office and cable system buildings
- Responsible for receiving, reviewing, logging in, tagging, displaying and storage of merchandise and [equipment](#)
- Responsible for the repair or return and refund of damaged or incorrect merchandise and equipment by working with appropriate vendors and representatives through established [procedures](#)
- Aided in development and population of web-based asset database to track inventory in two [locations](#)

EMPLOYMENT HISTORY

Employer Here, City, ST	Job Title	DATE
Employer Here, City, ST	Job Title	DATE
Employer Here, City, ST	Job Title	DATE
Employer Here, City, ST	Job Title	DATE

EDUCATION

The University of Iowa, Tippie B School of Management Masters of Business Administration	Iowa City, IA DATE
Undergraduate Institution Here Bachelor of Arts: Psychology Minor: Human Relations	City, ST DATE

ADDITIONAL INFORMATION

- List Leadership, personal achievement, technical, or other special skills here
- Language Proficiencies

Example 2

FirstName LastName

TEL: ###-###-####

youremail@gmail.com

HIGHLIGHT OF QUALIFICATIONS

- Over 20 years combined experience in office and store management in small business and corporate environments focused on achieving and exceeding company goals and expectations, and maintaining a strong relationship
- Experience in P & L, daily accounting, budgeting, forecasting, and payroll functions with a successful history of meeting and beating established budgets and goals through strong fiscal responsibility
- Designated point of contact for local and national vendors, patent and corporate attorneys, financial institutions, employees, and management. Other areas to highlight—teaming, leadership technical

PROJECT MANAGEMENT

- Centralized and administered confidential corporate legal and investor documentation
- Developed and implemented administrative policies and procedures for office staff, co-workers and senior management to ensure an efficient, effective and productive office
- Oversaw and performed office management tasks ; answering phones, greeting clients, handling customer concerns
- Handled shipping and receiving, vendor management and customer follow up through systematic communication
- Developed, executed, and communicated employment policies and procedures to ensure legal and ethical compliance, employee satisfaction and management compliance
- Oversaw and performed office management tasks ; answering phones, greeting clients, handling customer concerns
- Handled shipping and receiving, vendor management and customer follow up through systematic communication
- Developed, executed, and communicated employment policies and procedures to ensure legal and ethical compliance, employee satisfaction and management compliance

LEADERSHIP/MANAGEMENT

- Recruited, interviewed and assisted in the selection of professionals essential to company success by working with national recruiting companies and management to develop job descriptions and criteria
- Worked with immigration attorney to successfully process the following work visas: Optional Practical Training (OPT), H-1B, and F-1. Also started employer-sponsored green card process
- Responsible for organization and maintenance of employee files to ensure legal compliance, confidentiality and efficient processing of past, current and future employees
- Supervised group of 5 employees who performed alarming/dispatching, inventory control, budget analysis, process development and office administration duties for local cable system
- Performed annual review and selection of employee health, dental and disability insurance
- Completed and conducted employee reviews quarterly and annually for 5 – 15 employees

OPERATIONS & BUDGET

- Supervised team responsible for cable system building monitoring by watching and responding to system alarms
- Established and managed lawn care/snow removal, cleaning/security contracts for office and cable system buildings
- Responsible for receiving, reviewing, logging in, tagging, displaying and storage of new merchandise and equipment through established procedures
- Responsible for the repair or return and refund of damaged or incorrect merchandise and equipment by working with appropriate vendors and representatives through established procedures
- Aided in development, communication and population of web-based asset database to track inventory in two locations
- Handled shipping and receiving, vendor management and customer follow up through systematic communication
- Developed, executed, and communicated employment policies and procedures to ensure legal and ethical compliance, employee satisfaction and management compliance

EMPLOYMENT HISTORY

Employer Here, City, ST	DATE (entire tenure)
<u>Job Title</u>	DATE
<u>Job Title</u>	DATE
<u>Job Title</u>	DATE
Employer Here, City, ST	DATE (entire tenure)
<u>Job Title</u>	DATE
<u>Job Title</u>	DATE
Employer Here, City, ST	DATE
<u>Job Title</u>	DATE
Employer Here, City, ST	DATE
<u>Job Title</u>	DATE

EDUCATION

The University of Iowa, Tippie B School of Management Masters of Business Administration	Iowa City, IA DATE
Undergraduate Institution Here Bachelor of Arts: Psychology Minor: Human Relations	City, ST DATE

ADDITIONAL INFORMATION

- List Leadership, personal achievement, technical, or other special skills here
- Hoover Presidential Library: Uncommon Student Brochure Committee
- Midwest Association of Colleges & Employers Conference
- Big Ten Alumni Relations Institute
- Association of Student Advancement Programs (ASAP)
- Iowa City Chamber of Commerce
- Language Proficiencies

TECHNICAL SKILLS

Microsoft Office, AS/400, ICIS (Intelligent Customer Interface Sales System), Sales Logix (database), ICE-Net (database), ~~MBAFocus/GradLeader~~, Handshake, ICON, MAUI, BGI and Internet.



Getting Started

- Use your current chronological resume
- The bullet points of your resume are blocks
 - Move
 - Rearrange
 - Group
 - Delete



First, Use Your Chronological Resume

YOUR NAME HERE

Telephone • E-mail • LinkedIn Profile

EDUCATION

HENRY B. TIPPIE SCHOOL OF MANAGEMENT, UNIVERSITY OF IOWA Iowa City, IA
Master of Business Administration, Concentration/Academy Month / Year

- Honors, GMAT, GPA, Certifications, Assistantships, Leadership of Student Organizations, etc.
- Course highlights, unpaid consulting (eg: Business Solutions Center projects, Marketing Field Studies, etc)

UNDERGRADUATE INSTITUTION City, ST (or Country)
Degree, Major Month / Year

- Honors, GPA, Certifications, Athletics, Assistantships, etc.

TECHNICAL

- Tools: R, Python, Bloomberg, etc.
- Methodologies: skilled in artificial intelligence
- Projects: group and classroom project-based experiences here

EXPERIENCE

COMPANY NAME City, ST (or Country)
Position Title Month Year – Month Year

- Achievements; 2-4 points. Be sure to avoid providing a list of JOB TASKS, but rather try to focus on results/outcomes
- You will be encouraged to utilize the STAR format both as it relates to refining the content on your resume, and when you begin to start preparing your stories for the interview process
- Situation/Task; define a specific project, task or issue. ACTION(S): What were YOUR contributions, accountabilities, and deliverables? RESULTS: What were the outcomes? Achievements of this effort
- Implemented Business Intelligence Inventory Management to optimize inventory and analyze warehouse stocks across various key parameters

COMPANY NAME City, ST (or Country)
Position Title 07/2005 – 09/2009

- Contacted first-time customers to elicit feedback on purchasing experience; actively listened and responded to product concerns, documented issues, and reported to marketing department resulting in higher customer satisfaction
- Validated biochemical and toxins purchasing eligibility per federal regulations; required attention to detail, management of large amounts of data, and verification of approval list to validate customers
- Analyzed spreadsheet of back ordered products; contacted customers to determine shipment procedures leading to increase in customer's satisfaction based on expedited shipping

COMPANY NAME City, ST (or Country)
Position Title 08/2001 – 06/2005

- Managed and led team of 7 consultants; responsible for delivery of business intelligence worth \$1.8 million annually
- Optimized and automated vendor on time delivery derivation logic from 10 step to 8 step process, resulting in 40% reduction in on time delivery analysis. Consolidated and standardized vendor calculation across 6 business divisions

ADDITIONAL INFORMATION

- List Leadership, Personal Achievement, Technical or Special Skills, Community Involvement Date
- Achievement Award Honor Date
- Language Proficiencies or Licensures

YOUR NAME HERE

Telephone • E-mail • LinkedIn Profile

EDUCATION

HENRY B. TIPPIE SCHOOL OF MANAGEMENT, UNIVERSITY OF IOWA Iowa City, IA
Master of Business Administration, Concentration/Academy Month / Year

- Honors, GMAT, GPA, Certifications, Assistantships, Leadership of Student Organizations, etc.
- Course highlights, unpaid consulting (eg: Business Solutions Center projects, Marketing Field Studies, etc)

UNDERGRADUATE INSTITUTION City, ST (or Country)
Degree, Major Month / Year

- Honors, GPA, Certifications, Athletics, Assistantships, etc.

TECHNICAL

- Tools: R, Python, Bloomberg, etc.
- Methodologies: skilled in artificial intelligence
- Projects: group and classroom project-based experiences here

EXPERIENCE

COMPANY NAME City, ST (or Country)
Position Title Month Year – Month Year

- Achievements; 2-4 points. Be sure to avoid providing a list of JOB TASKS, but rather try to focus on results/outcomes
- You will be encouraged to utilize the STAR format both as it relates to refining the content on your resume, and when you begin to start preparing your stories for the interview process
- Situation/Task; define a specific project, task or issue. ACTION(S): What were YOUR contributions, accountabilities, and deliverables? RESULTS: What were the outcomes? Achievements of this effort
- Implemented Business Intelligence Inventory Management to optimize inventory and analyze warehouse stocks across various key parameters

COMPANY NAME City, ST (or Country)
Position Title 07/2005 – 09/2009

- Contacted first-time customers to elicit feedback on purchasing experience; actively listened and responded to product concerns, documented issues, and reported to marketing department resulting in higher customer satisfaction
- Validated biochemical and toxins purchasing eligibility per federal regulations; required attention to detail, management of large amounts of data, and verification of approval list to validate customers
- Analyzed spreadsheet of back ordered products; contacted customers to determine shipment procedures leading to increase in customer's satisfaction based on expedited shipping

COMPANY NAME City, ST (or Country)
Position Title 08/2001 – 06/2005

- Managed and led team of 7 consultants; responsible for delivery of business intelligence worth \$1.8 million annually
- Optimized and automated vendor on time delivery derivation logic from 10 step to 8 step process, resulting in 40% reduction in on time delivery analysis. Consolidated and standardized vendor calculation across 6 business divisions

ADDITIONAL INFORMATION

- List Leadership, Personal Achievement, Technical or Special Skills, Community Involvement Date
- Achievement Award Honor Date
- Language Proficiencies or Licensures

Next,

- Organize bullet points into 3-4 groups
- Remove redundancy
- Rearrange, find balance
- Identify gaps
- No need to reference company name in bullets
- Don't name skill sections (yet)

- Projects: group and classroom project-based experiences here
 - You will be encouraged to utilize the STAR format both as it relates to refining the content on your resume, and when you begin to start preparing your stories for the interview process
 - Contacted first-time customers to elicit feedback on purchasing experience; actively listened and responded to product concerns, documented issues, and reported to marketing department resulting in higher customer satisfaction
 - Managed and led team of 7 consultants; responsible for delivery of business intelligence worth \$1.8 million annually
 - Optimized and automated vendor on time delivery derivation logic from 10 step to 8 step process, resulting in 40% reduction in on time delivery analysis. Consolidated and standardized vendor calculation across 6 business divisions
-
- Business Solutions Center projects,
 - Tools: R, Python, Bloomberg, etc.
 - Methodologies: skilled in artificial intelligence
 - Situation/Task; define a specific project, task or issue. ACTION(S): What were YOUR contributions, accountabilities, and deliverables? RESULTS: What were the outcomes? Achievements of this effort
 - Validated biochemical and toxins purchasing eligibility per federal regulations; required attention to detail, management of large amounts of data, and verification of approval list to validate customers
 - Community Involvement
 - Language Proficiencies or Licensures
-
- Achievements; 2-4 points. Be sure to avoid providing a list of JOB TASKS, but rather try to focus on results/outcomes
 - Implemented Business Intelligence Inventory Management to optimize inventory and analyze warehouse stocks across various key parameters
 - Analyzed spreadsheet of back ordered products; contacted customers to determine shipment procedures leading to increase in customer's satisfaction based on expedited shipping
 - Technical or Special Skills



Then, Use (Sample) Job Description

**Common Qualifications & Skills*

- Type of degree required, desired, or working toward
- Specific industry, experience related to and/or basic knowledge of
- Ability to lead a team, work in cross-functional teams, and collaborate
- Strong communication skills (verbal, written, presentations)
- Result-driven, entrepreneurial spirit, self-starter, organized and attention to detail
- Thinking and approach—analytical, strategic, creative, resourceful, innovative, Problem-solver. “Takes initiative.”
- Leadership—lead, manage, oversee, or “drive forward”
- Decision-making ability, ability to react and adjust, flexibility
- Technical expertise/exposure—general technical savvy, specific platform/software/database proficiencies
- Willingness to relocate (*address in cover letter or application)



Then, Use (Sample) Job Description

**Common Qualifications & Skills*

- Type of degree required, desired, or working toward
- Specific industry, experience related to and/or basic knowledge of
- Ability to **lead a team**, work in cross-functional teams, and collaborate
- Strong **communication** skills (verbal, written, presentations)
- **Result**-driven, entrepreneurial spirit, self-starter, organized and attention to detail
- Thinking and approach—analytical, **strategic**, creative, resourceful, innovative, Problem-solver. “Takes initiative.”
- **Leadership**—lead, manage, oversee, or “drive forward”
- **Decision-making** ability, ability to react and adjust, flexibility
- **Technical** expertise/exposure—general technical savvy, specific platform/software/database proficiencies
- Willingness to relocate (*address in cover letter or application)

Finally, Add Skill Titles

→ Team Collaboration & Leadership

→ Strategic Decision-Making & Communication

→ Problem-Solving & Results

→ Technical & Programming

TEAM COLLABORATION & LEADERSHIP

- Centralized and administered confidential corporate legal and investor documentation
- Developed and implemented administrative policies and procedures for office staff, co-workers and senior management to ensure an efficient, effective and productive office
- Oversaw and performed office management tasks ; answering phones, greeting clients, handling customer concerns
- Handled shipping and receiving, vendor management and customer follow up through systematic communication

STRATEGIC-DECISION MAKING & COMMUNICATION

- Recruited, interviewed and assisted in the selection of professionals essential to company success by working with national recruiting companies and management to develop job descriptions and criteria
- Worked with immigration attorney to successfully process the following work visas: Optional Practical Training (OPT), H-1B, and F-1. Also started employer-sponsored green card process
- Supervised group of 5 employees who performed alarming/dispatching, inventory control, budget analysis, process development and office administration duties for local cable system

PROBLEM SOLVING & RESULTS

- Performed annual review and selection of employee health, dental and disability insurance
- Completed and conducted employee reviews quarterly and annually for 5 – 15 employees
- Supervised team responsible for cable system building monitoring by watching and responding to system alarms
- Established and managed lawn care/snow removal, cleaning/security contracts for office and cable system buildings Developed, executed, and communicated employment policies and procedures to ensure legal and ethical compliance, employee satisfaction and management compliance

TECHNICAL PROGRAMMING

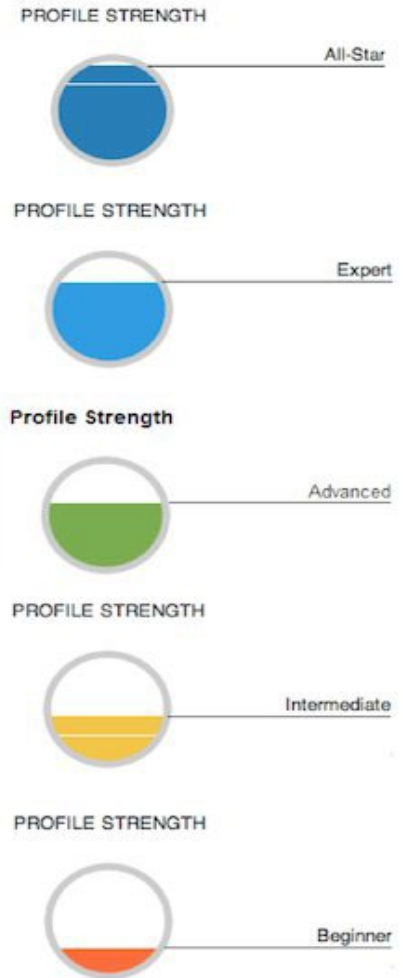
- Responsible for receiving, reviewing, logging in, tagging, displaying and storage of merchandise and equipment
- Responsible for the repair or return and refund of damaged or incorrect merchandise and equipment by working with appropriate vendors and representatives through established procedures
- Aided in development and population of web-based asset database to track inventory in two locations



Your Skill Areas & LinkedIn

Completing your LinkedIn profile

1. Custom URL
2. Add a profile picture
3. List all the jobs or positions you've held
4. Have strengths/keywords listed on your profile
5. Write a summary about yourself
6. Identify your key location & contact information
7. Complete your educational history
8. The more connections the better!



Use the skill areas from resume

→ Team Collaboration & Leadership

→ Strategic Decision-Making & Communication

→ Problem Solving & Results

→ Technical & Programming

TEAM COLLABORATION & LEADERSHIP

- Centralized and administered confidential corporate legal and investor documentation
- Developed and implemented administrative policies and procedures for office staff, co-workers and senior management to ensure an efficient, effective and productive office
- Oversaw and performed office management tasks ; answering phones, greeting clients, handling customer concerns
- Handled shipping and receiving, vendor management and customer follow up through systematic communication

STRATEGIC-DECISION MAKING & COMMUNICATION

- Recruited, interviewed and assisted in the selection of professionals essential to company success by working with national recruiting companies and management to develop job descriptions and criteria
- Worked with immigration attorney to successfully process the following work visas: Optional Practical Training (OPT), H-1B, and F-1. Also started employer-sponsored green card process
- Supervised group of 5 employees who performed alarming/dispatching, inventory control, budget analysis, process development and office administration duties for local cable system



PROBLEM SOLVING & RESULTS

- Performed annual review and selection of employee health, dental and disability insurance
- Completed and conducted employee reviews quarterly and annually for 5 – 15 employees
- Supervised team responsible for cable system building monitoring by watching and responding to system alarms
- Established and managed lawn care/snow removal, cleaning/security contracts for office and cable system buildings Developed, executed, and communicated employment policies and procedures to ensure legal and ethical compliance, employee satisfaction and management compliance

TECHNICAL PROGRAMMING


- Responsible for receiving, reviewing, logging in, tagging, displaying and storage of merchandise and equipment
- Responsible for the repair or return and refund of damaged or incorrect merchandise and equipment by working with appropriate vendors and representatives through established procedures
- Aided in development and population of web-based asset database to track inventory in two locations



LinkedIn: Headline




Cindy Meis ✓ (She/Her)
Change-maker | Collaborator | Strategist | Opportunity-focused
Iowa City, Iowa, United States · [Contact info](#)
500+ connections


[Open to](#) [Add profile section](#) [More](#)



 The University of Iowa Tippie College of Business





Amanda Guralski · 2nd 
Helping Organizations make Digital Transformations through Marketing Automation, Open to work
Greater Milwaukee Area · 500+ connections · [Contact info](#)


[Connect](#) [Message](#)

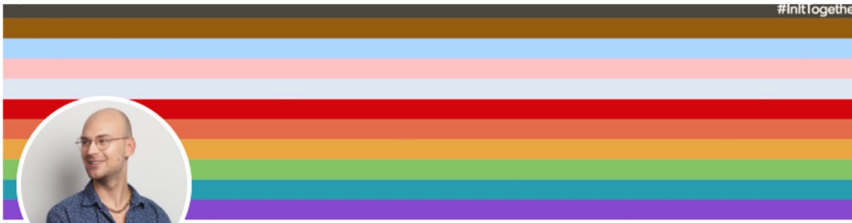

 Layer One Media





Barb Thomas ✓ (She/Her) · 1st
Connected, organized, and creative gal who gets things done
Iowa City, Iowa, United States · [Contact info](#)
500+ connections


 University of Iowa
 University of Iowa - Henry B. Tippie College of Business

 Jennifer Blackhurst, Catherine Zaharis, CFA, and 545 other mutual connections



Tanner Mote ✓ (He/They) · 1st
Talent Acquisition Program Consultant - Internship Program Manager
Des Moines, Iowa, United States · [Contact info](#)
500+ connections

 Principal Financial Group
 Iowa State University

 Kelley Krueger, Erin Schultz, and 29 other mutual connections

IOWA



LinkedIn: About

With professional experience in retail and higher education industries, Cal is passionate about assisting organizations in building robust workforce pipelines with early career talent. He believes people are at the core of any successful organization and aims to bridge people and business together. In his current role, he is leveraging his business acumen in strategic planning, project management, and career programming to connect undergraduate business students with career opportunities.

Early Career Talent | Campus Recruiting | Employer Relations | Career Development & Coaching

Making the world safer, smarter, and more secure

Creative problem solver, a strategic connector, and a purpose-driven soul that charts my path.

I am the Executive Director of the University of Iowa's Vaughan Institute, and a seasoned entrepreneur with a strong track record of success in the insurtech, insurance and marketing technology industries.

I'm passionate about people, innovation, creativity, and developing excellent brand positioning strategies within competitive brick & mortar and e-commerce retail landscapes. I believe in the power of diverse teams and creative thinking to tackle social and marketplace challenges. I'm most inspired when I'm working on projects that have an impact on people's quality of life - such as healthcare, sustainability, innovation, and technology.

LinkedIn: Experience



Goldman Sachs-Private Wealth Management

Goldman Sachs
Apr 2001 - Oct 2001 · 7 mos
Chicago, IL

Assistant to the Managing Director
The details matter in everything—reporting, presentations, and team and customer interactions.



coolsavings.com Client Services

Q Interactive (coolsavings.com)
Oct 2000 - Mar 2001 · 6 mos
Chicago, IL

Account Manager
Asking questions and listening helps me uncover the "pain-point" of the customer and allows me to create opportunities to showcase their business and products.



Retek (*acquired by Oracle Retail)

Retek
Nov 1999 - Oct 2000 · 1 yr
Greater Minneapolis-St. Paul Area

Marketing Coordinator
Focused on grass-roots marketing efforts and always willing to make the call and go the extra mile allowed promote the brand to global retailers.



Direct Supply Healthcare

Direct Supply
Aug 1996 - Nov 1999 · 3 yrs 4 mos
Greater Milwaukee Area

Senior Account Manager
Nothing about sales is hard. You have to be willing to make the ask, listen, and respond with outrageous customer service.

Sales Mentor: 3-month program (Sept 1997, Mar 1998, Aug 1998, & Mar 1999)

Experience



Principal Financial Group

7 yrs 3 mos

- **Talent Acquisition Program Consultant - Internship Program Manager**

Full-time
Jan 2022 - Present · 2 yrs 7 mos
Des Moines, Iowa, United States · Hybrid

Internship Program Manager - Partnering on and leading our early career talent recruiting, sourcing, and programming strategies.

♥ Data Visualization, People Management and +16 skills

- **Growth Assignment-Intern Recruiter**

Full-time
Jul 2021 - Jan 2022 · 7 mos
Des Moines, IA

♥ Organization Skills, Microsoft Office and +2 skills

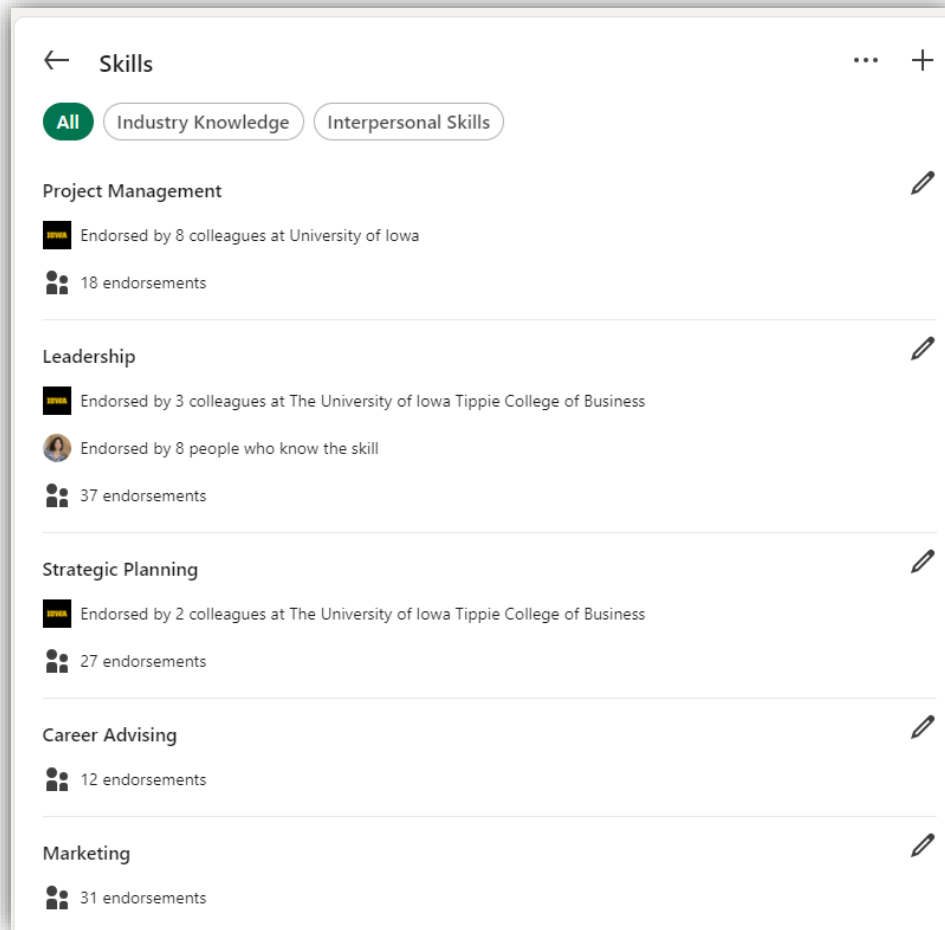
- **Software Engineer III**

Full-time
Mar 2021 - Jan 2022 · 11 mos
Des Moines, Iowa, United States

♥ Organization Skills, Microsoft Office and +3 skills



LinkedIn: Skills & Endorsements





IOWA