Skills-based Resume Format

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Summary of Qualifications: (Summary of Skills)

10 years of progressively responsible administrative experience, including assisting in successful start-up of two branch offices which exceeded sales goals by 50% in the first year of operations
Introduction of cost-savings strategies which reduced supply expenses by 30% annually
Tri-lingual skills (Spanish, Portuguese, English) used to provide customer service to diversity of clients.

Medical Experience:

1/2000- 8/2003 *Memorial Hospital* *Brooklyn, NY*
Medical Records Clerk
Organized and tracked patient records for 300 bed hospital. Increased accuracy rates by 15% annually. Solved patient and doctor problems through new strategies for record maintenance.

6/1997- 9/1999 *City Physicians* *Brooklyn, NY*
Receptionist
Answered multi-line phone system, greeted patients, organized paperwork. Provided customer service in three languages (English, Spanish, Portuguese). Translated all English-language documents into Spanish and Portuguese.

Management Experience:

10/2003- present *Tri-City Auto Rental* *Holyoke, MA*
Administrative Manager
Oversaw all administrative operations of car rental branch, including contracts, budgets, advertising and customer service. Increased sales by 25% annually. Improved customer satisfaction ratings by 28% over previous years. Won "Employee of the Month" 3 times in 2 years, for outstanding service and commitment.

Education:

9/1996 - 5/1997 *City College of New York* *NY,NY*
Studies included: business and modern languages

Special Skills:

Strong customer service skills, including advanced training in problem solving and negotiating
Tri-lingual: English, Spanish, and Portuguese
Medical Terminology