



Resume Toolkit

Daytona State College
Career Services
Building 100, Room 205
386.506.3073



DaytonaState.edu/career_services • (386) 506-3073

Revised July 2018

MELISSA A. MARTIN

Daytona Beach, FL | (386) 506-3073 | mmartin@gmail.com | [LinkedIn URL](#)

ACCOUNTS SPECIALIST

Detail-oriented and technically skilled accounting professional known for accuracy and timeliness in managing expenses and disbursements. Quick learner with the ability to juggle multiple priorities and meet firm deadlines without compromising quality. Effective manager with experience leading large, diverse teams.

SKILLS

Accounts Payable	Training	Financial Aid
Supervision/Management	General Ledger	Records Management
Compliance	Purchase requisitions	Journal Entries
Microsoft Office	Customer Service	Cash Management

EDUCATION

Associate of Science – Accounting Technology 2018
Daytona State College – *Daytona Beach, FL*

PROFESSIONAL OVERVIEW

STUDENT ACCOUNTS SPECIALIST 2017 – Present
Daytona State College - *Daytona Beach, FL*

- Process over 30 students per day and address and diffuse escalated issues
- Maintain accuracy while calculating payments of tuition, reimbursements and financial aid refunds
- Provide timely, courteous and knowledgeable response to information requests

OFFICE MANAGER, ACCOUNTS PAYABLE 2010-2017
International Speedway Corporation - *Daytona Beach, FL*

- Managed employees handling complex problems and in resolving escalated complaint or disputes
- Implemented new purchasing process which reduced office supply costs by 15% annually
- Handled all aspects of hiring and employee benefits
- Reviewed records and reports regarding production and payroll

MANAGER 2007 - 2010
Target – *Port Orange, FL*

- Supervised 55 employees engaged in sales, inventory, cash reconciliation and customer service
- Performed recruiting, training and onboarding of store personnel
- Handled payroll and accounts receivable/payable
- Scheduled associates effectively to maintain coverage during peak times

William R. Smith

Daytona Beach, FL 32114 / (386) 555-5555 / WSmith@gmail.com / LinkedIn URL

Customer Service Coordinator

Experienced client-facing professional with over 5 year's valuable experience in the customer service industry. Ability to work efficiently and effectively in a fast-paced environment. Culturally sensitive and skilled working with a diverse customer base. Strong written and verbal communication skills.

- Excellent Customer Service
- Written Correspondence
- Microsoft Office Certification
- Multi-line Phone System
- Scheduling
- Multi-tasking
- Front-Office Operations
- Notary Public
- General Office Skills

Education

Associate of Science Degree – *Hospitality Management*

Daytona State College – *Daytona Beach, FL*

2017 - Present
Anticipated Graduation 2019

Culinary Operations – *Baking & Pastry Certificate*

Charlotte Culinary Institute – *Deland, FL*

2016

Experience

Communication: Reports/Technology

- Effectively diffused & resolved customer complaints
- Answered phone calls and directed calls to appropriate parties or take messages
- Scheduled appointments for 30+ clients per day
- Ability to maintain composure and work efficiently in a fast-paced environment

Communication: Reports/Technology

- Prepared reports for intake statistics and program success rates
- Rapidly learned and mastered various computer programs
- Developed letters for mailings to advertise upcoming programs and events
- Detail oriented and resourceful in completing projects
- Updated social media sites such as Facebook and Twitter

Employment History

Receptionist (Volunteer) - Humane Society, Deland, FL

2014 - 2016

Host - Ruby Tuesday, Ormond Beach, FL

2006 - 2010

Professional Affiliations and Community Involvement

- Relay for Life-American Cancer Society Team Leader 2017
- Volusia County Schools Volunteer 2014- 2016

Cover Letter

The cover letter is an introduction to your resume. Your letter should show why the employer should read your resume, and how your talents will benefit the company.

- Write a separate, customized letter for each job application. Tailor your content to address the specific needs of the employer and the position.
 - Convey confidence, personal interest and specific talents for the position.
 - Length should be one-half to two-thirds of a page.
- State the position you are seeking and the source of the job opening (job board, Career Placement office, referral from a friend, etc.)
- In the body of the letter, include highlights of your qualifications and information about your education, related experience and accomplishments that relate to the employer's needs.

Cover Letter Outline

Heading:

Your Name

Address

Date

Employer's Name

Address

Salutation:

- Address the letter to person responsible for hiring (if you absolutely cannot find that information, you may use "Hiring Committee" or "Hiring Manager").
- Do **NOT** use "Dear Sir or Madam" or "To Whom it May Concern"

Opening (2-4 sentences):

- Reveal your purpose and interest.
- Identify the position and where you found the job posting.

Body (1-2 paragraphs):

- Outline your strongest qualifications that match the position requirements.
- As much as possible, provide evidence of your related experiences and accomplishments - Discuss your education, skills and personal qualifications that make you a strong candidate.
- Reference your enclosed resume, but do not simply regurgitate it.

Closing (2-4 sentences):

- Reiterate your interest in obtaining an interview to discuss the position.
- Thank the employer for their time and consideration.

Sincerely,

Signature

Your Name Typed

Michelle Smith
555 Main Street
Daytona Beach, FL 32114
386-555-5555

February 2, 2019

Mr. Scott Murphy
Volusia Schools
100 South Street
Daytona Beach, FL 32114

Dear Mr. Murphy:

I am interested in applying for a teaching position, on the elementary level, in your school district. As a 2018 graduate of Daytona State College, I have student teaching experience on the third and sixth grade level, in both suburban and urban school districts.

Currently, I am teaching “at-risk” preschool children. This position enables me to provide these students with a “head start” in mastering basic skills. I am challenged to be creative, nurturing and most of all, patient. In my junior year at Daytona State College, a passion for Marine Science created an opportunity for me to work for Marineland. This position allowed me to teach every fourth grade class in the local school system. I coordinated field trips along with classroom instruction.

My experience combined with my ability to be a compassionate, enthusiastic teacher will enable me to make a positive contribution to your school district. Thank you for taking the time to review my qualifications. I welcome an interview and look forward to hearing from you soon.

Sincerely,

(Signature)

Michelle Smith

References

Choose your references carefully. People who are the best references are:

- Former bosses you got along well with
- Professional mentors
- Instructors
- Colleagues
- General character references (people who have known you for five years or more)

DO NOT give a relative's name as a reference.

You should always contact your references before giving out their name. Tell your potential reference that you are applying for a job and ask for their permission. Be sure they have up-to-date information about you.

Type references on a separate sheet of paper. Normally, 3-5 references are sufficient.

Michelle Smith

555 Main Street
Daytona Beach, FL 32114
386-555-5555

REFERENCES:

John Doe

Instructor
Daytona State College
Daytona Beach, FL 32114
386-506-3000
DoeJ@daytonastate.edu
Relationship: Instructor

Reference's Name

Manager
Company Name
City, ST, ZIP code
Phone
E-mail
Relationship: Former Supervisor

Reference's Name

Title
Company Name
City, ST, ZIP code
Phone
E-mail
Relationship: