SAMPLE · Fictional client, written by Carson Resume Co. to show format · Highlighted words mirror the job announcement

JORDAN A. RAMIREZ

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Target: Program Support Assistant, GS-0303-6/7 · U.S. General Services Administration · Announcement ST-2026-04471-JR |
Citizenship: U.S. Citizen | **Veterans' preference:** None

SUMMARY

Office and operations professional with 7 years of scheduling appointments and meetings, maintaining office records and files, and providing customer service to internal and external stakeholders in fast-paced retail and medical settings. Known for attention to detail, reliable recordkeeping, and calm, clear communication with the public.

WORK EXPERIENCE

Assistant Store Manager **03/2022 – Present**

ABC Home Goods, Springfield, IL · 38 hours per week · $42,000 per year · Supervisor: Pat Whitfield, (217) 555-0199 (may contact)

- Support day-to-day office operations for a store of 10 employees: build weekly staff schedules, track supply orders, and prepare reports for the store manager.
- Maintain records and files for inventory, payroll hours, and incident reports; redesigned the weekly cycle-count process, reducing monthly stock discrepancies by about 15%.
- Track budget expenditures on labor; cut monthly overtime costs by roughly $300 through better scheduling.
- Respond to routine inquiries from customers and staff, handling 50+ questions per day and resolving escalated issues.
- Trained and onboarded 12 new employees on POS systems, store procedures, and recordkeeping standards.

Front Office Assistant **06/2019 – 03/2022**

Springfield Family Dental, Springfield, IL · 28 hours per week

- Scheduled appointments for a 3-provider office; redesigned the booking calendar, reducing double-bookings to near zero.
- Processed intake and insurance paperwork for 40+ patients weekly and maintained accurate patient files.
- Answered and triaged about 30 calls per day, providing customer service to patients, providers, and insurance companies.

EDUCATION

Associate of Applied Science, Business Administration · Springfield Community College, Springfield, IL · May 2019

CERTIFICATIONS & SKILLS

- Microsoft Office Specialist (Word & Excel), Certiport, 2020 · Notary Public, State of Illinois (active)
- Scheduling and calendar management · Records management · Customer service · Conversational Spanish

VOLUNTEER EXPERIENCE

Volunteer Coordinator, Springfield Community Food Pantry · Organize weekly schedules for a team of 15 volunteers.

Every job lists exact dates (month/year), hours per week, and pay, as USAJOBS requires. Bullets are written to match the announcement's Specialized Experience. Carson Resume Co. · fiverr.com/maxcarson221