

Fine Tune Your Resume Skills

Aligned to the following standards: CS.05., FFA.PL-A., FFA.PG-J., FFA.CS-M., FFA.CS-N., AG5, AGC08.01, AGC09.01, AGC09.02, CRP.02., CRP.04, CRP.07., CRP.08, CRP.10, CRP.11.

Directions:

Using the article "Tailoring Your Resume" (<https://www.agcareers.com/career-guide/2022/US/#8>), complete the activities below.

Pre-Reading Questions

1. Do you have a resume? _____
2. Why do you need a resume in high school? _____

Post-Reading Questions

1. What is the purpose of a resume? _____
2. Pick the three most important tips from the article and explain how you can use them on a personal level.
 - A. _____
 - B. _____
 - C. _____
3. Read the article "How to Decode a Job Advertisement." This article is available at <https://www.thebalance.com/how-to-decode-a-job-advertisement-2061002>. Identify the parts of a job description and what is included in each part. Record your answers below.

Part of Job Description	What Is Included

4. Review the job posting below and then review the sample resumes provided to determine which candidate is more ideal for this job based on their resume.



Job Details

Job Title:

Customer Support Representative

Location:

Williamsburg, IA, Midwest United States,
USA

Company:

Kinze

Industry Sector:

Agribusiness

Industry Type:

Equipment, Manufacturing and Technical

Career Type:

Customer Support

Job Type:

Full Time

Minimum Years Experience

Required:

1

Salary:

Competitive

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Customer Support Representative

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Reports to the Associate Director, Service and Parts

POSITION SUMMARY:

Provides overall product support across all mediums. May involve phone, web, in person/ in field product/dealer/customer interactions. Assists with the development of technical and communication processes necessary to support after market. Uses technology and data to continuously identify and develop innovative delivery of Kinze information ensuring delivery of voice communications strategy. Uses creativity and innovation to deliver effective and timely support to both internal and external customers with a focus on maximize limited resources. Continuously seeks to refine and improve processes by providing suggestions on improvements, technology and functionality to deliver information to support Kinze aftermarket operations. Contribute to communications and projects for any/all parts, sales, service and warranty functions.

POSITION DUTIES AND ACCOUNTABILITIES:**Service Technical & Operations:**

- Advise department, dealers and customers on technology product applications, maintenance, performance, and proper operation – identify and create innovative ways to communicate the information.
- Provide overall product line technical, service, sales, parts and warranty support in season and/or as volume: phone, web, knowledge base, text, onsite or other mediums as required.
- Product feedback and software support on all operating system and contribute/participate in system wide enhancements/implementations.
- Review and provide feedback on case files, technical quality and design issues, and yearly release notes definitions, tips and tricks, what's new. Create processes for effective communication of case file data to both internal and external customers – may include service, sales, parts and warranty areas.
- Support product service, sales, parts and warranty activities including Kinze development and testing as required.
- Utilize SMS, VOC and other data to identify diagnosis, troubleshooting and other process improvement opportunities to develop training.
- Research and analyze competitive processes, products and systems to identify opportunities for Kinze to be service, warranty, parts and inside sales support.
- Identify and analyze internal data to find opportunities that will drive quality, dealer and customer action process.
- Drive quality, dealer and customer process improvement by identifying new mediums to effectively communicate parts, warranty and sales information to end users.
- Maintain department's working priority lists of process improvement opportunities and achievements.
- Assist manager with the identification, development and launch of quality, dealer, and customer process improvement activities.
- Assist with development of new parts, service, sales, and warranty campaigns/programs to ensure integration of data, display and reporting as well as use and integration of warranty and parts information.
- Coordinates and actively participates in the development of online training curriculum and online LMS and co-develops platform expert. Develops innovative ways to deliver content and measure effectiveness.
- Establish the process of ensuring all Kinze product and technology knowledge is captured, tagged and search retained in a data base.
- Assist with identifying and contributing to opportunities to improve knowledge base operation and self-service.
- system enhancement suggestions, testing, content creation and overall project tracking.
- Participate and/or Lead Voice of Customer (VOC) initiatives.
- All other duties as assigned.

Work Time

- Position may require additional night or weekend work as required to complete job duties and assignments
- Must be available to support multiple shift operations
- Required to work during shutdown hours, holidays, and weekends to complete special projects.

Environment

- Standing, walking, and sitting at workstation for extended periods of time
- Performing tasks with computer for extended periods of time
- Walking up to ½ mile multiple times per day to perform tasks
- Working in a manufacturing plant floor environment while wearing proper PPE and following procedures
- Spend time on your feet in a non-climate controlled manufacturing environment

Travel

- Requires some travel and overnight stays

Gord Tremblay

225 4 Ave S. Three Hills, Alberta | (555) 123-4567 | GordT@address.com

CAREER OBJECTIVE

A customer service oriented individual with over 5 years experience in retail, food service, and automotive.

WORK EXPERIENCE

Store Clerk Spirits Hops & Grapes

November, 2014 – February, 2017

- Accountable for cash drawers, checks, and credit card transactions.
- Re-ordered inventory when it dropped below predetermined levels.
- Promptly responded to inquiries and request from prospective customers.

Server Gerry's Grill

May, 2013 – September, 2014

- Serving the restaurant and the VLT lounge.
- Keeping the bar area clean and drinks stocked.
- Clearing and turning over tables in a timely manner.

Tire Technician Kal Tire

March, 2013 – June, 2011

- Drive vehicles in and out of bays.
- Change tires and rims.
- Tire balancing and tire repair.

SKILLS

- Customer service
- Hardworking
- Reliable

EDUCATION

Jasper Place High School High School Diploma

June, 2011

INTERESTS

- Motorcycles
- Off-roading
- Camping

Lauren Hoffman

1476 S Kingston St. Aurora, Colorado | (555) 342-9644 | TheHoffOne@address.com

CAREER OBJECTIVE

Compassionate Registered Nurse with over 5 years experience in healthcare. Skilled in providing exceptional care to a diverse patient population with a specialization in women's health issues and care.

WORK EXPERIENCE

Registered Nurse Women's Care Group

November, 2014 – March, 2017

- Assessed patient vitals and took lab specimens for testing.
- Helped pregnant patients with exercises to ensure optimal fetal health.
- Ensured HIPPA compliance of entire nursing staff.

Registered Nurse Dr. Maria Lovenstein

June, 2012 – October, 2014

- Primary care, assessments, and evaluations of obstetrical patients.
- Took samples and specimens for lab tests.
- Organized support groups to develop long term care plans for patients.

SKILLS

- Patient Care
- Assements
- Vitals
- Medication Administration
- Phlebotomy

EDUCATION

University of Denver Bachelor of Science in Nursing Grade Average: 3.82

June, 2012

AWARDS

Nurse of the Year

2012, 2013

Won Nurse of the Year award two years in a row. This award is given to the nurse with the highest positive feedback.

VOLUNTEER EXPERIENCE

Stand Up to Cancer

Volunteered for a local 5 km run/walk. All proceeds were donated to cancer research.

A. At first glance, which candidate is more ideally aligned with the job posting? _____

B. Upon reviewing the job posting, do you feel either candidate is completely unqualified for the job posting? Explain your answer.

C. Identify two areas in which each resume could be improved to align to the job posting more closely.

Gord Tremblay	Lauren Hoffman

D. How can you use what you learned from this activity to improve your own resume?
