

# Resumé Breakdown | Career Returner

**1 Expert Tip:** Don't include your LinkedIn profile unless it's current and complete.

**2 Expert Tip:** Describing successes is a great strategy for those with non-traditional experience.

**3 Expert Tip:** Customize this area based on specific job description details.

**4 Expert Tip:** Include your GPA only if you're a relatively new graduate and it's 3.5 or higher.

**5 Expert Tip:** Including relevant coursework shows knowledge of subject matter.

**CASSANDRA LANDON**

012.345.6789 | Savannah, GA | cslandon@eeemail.com

Organized, proactive, and flexible administrative coordinator with experience in managing and executing multiple projects simultaneously while delivering exemplary client service, advancing organizational goals and priorities, and anticipating division/team needs.

- ✓ Successfully managed meeting and scheduling logistics and customer service delivery at high-volume recreation center (>750 family memberships offering 500 programs/activities).
- ✓ Coordinated international travel and relocation logistics across EU, US, and Canada, including managing visa processes, education research, real estate purchases/leases, transportation coordination, cross border vehicle registrations, and customs paperwork.
- ✓ Negotiated contracts to optimize terms and maximize cost savings.

**Skills Summary:** Time Management ♦ Communications ♦ Calendar Management ♦ Project Management and Execution ♦ Customer/Client Service ♦ Meeting Planning ♦ Confidentiality ♦ Problem Solving ♦ Scheduling ♦ Tech Savvy

**Bachelor of Science (B.S.) - Business Administration with General Management Certificate**  
GPA: 3.77 | University of Phoenix, February 2021

*Coursework Topics:* Integrated Office Applications, Cloud-Based Applications, Computer Hardware, Utilities and Software Applications (including spreadsheets, word processing, and presentations), Project management, Business Communications, Accounting, Data Analytics, Marketing, Change Management

*Notable Achievements:*

- ✓ National Society of Leadership and Success (merit-based organization with mandatory leadership development curriculum completion prior to induction)
- ✓ Delta Mu Delta International Honor Society in Business (for students maintaining 3.65 or higher GPA and in top 20%)
- ✓ National Society of Collegiate Scholars (invitation-only, based on GPA of 3.4 or higher)

Greater Savannah YMCA, Savannah, GA 9/2019 – Present  
**FRONT DESK LEAD** (pro bono role)  
Managed and coordinated 20-person volunteer team charged with staffing full-service membership desk. Recruited and trained new staff to ensure full continuity of services.

Expat Relocations (multiple locations) 1/2010 – 6/2019  
**PROJECT MANAGER – COORDINATOR**  
Handled all details, paperwork, and research for six expat relocations (military family) across two continents and 6 countries, leveraging policies and programs to their fullest to minimize family disruption and costs.

*EARLIER CAREER roles include:* Auto Dealership Receptionist and Appointment Setter/Scheduler for a lawn sprinkler franchise.

**6 Expert Tip:** It can be impressive (and helpful) to detail criteria for nomination or acceptance into honor societies.

**7 Expert Tip:** Volunteer (or 'pro bono') experience can also provide proof of skills/abilities.

**8 Expert Tip:** Relevant life experience can add value to your resumé. This candidate managed multiple family relocations due to her partner's military deployments.

**9 Expert Tip:** Listing earlier job roles can add dimension to your experience when returning to the workforce.

Explore more career support resources at [phoenix.edu/blog/career-support/tools-resources.html](https://phoenix.edu/blog/career-support/tools-resources.html)

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## ADMINISTRATIVE OFFICE MANAGER

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## EDUCATION

### **Bachelor of Science (B.S.) - Business Administration with General Management Certificate**

GPA: 3.77 | University of Phoenix, February 2021

### **Associate of Arts (A.A.) – Business Fundamentals concentration**

GPA: 3.47 | University of Phoenix, April 2017

*Coursework Topics:* Integrated Office Applications, Cloud-Based Applications, Computer Hardware, Utilities and Software Applications (including spreadsheets, word processing, and presentations), Project management, Business Communications, Accounting, Data Analytics, Marketing, Change Management

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## EXPERIENCE

Greater Savannah YMCA, Savannah, GA

9/2019 – Present

### **FRONT DESK LEAD** (pro bono role)

Managed and coordinated 20-person volunteer team charged with staffing full-service membership desk. Recruited and trained new staff to ensure full continuity of services.

- Ü Appointed to COVID Task Force to proactively plan programming and engagement experiences for members and community at large during social isolation mandates.
- Ü Researched, recommended, and implemented new online registration platform and virtual event hosting along with planning and overseeing rollout and staff/member training.

-continued-

# CASSANDRA LANDON

cslandon@eemail.com

(YMCA, *continued*)

- Ü Created new program reminder process, including messaging and scripts and decreasing no-show rate from 40% to 22% in 9-month period.
- Ü Established new member onboarding and materials: video interviews with department heads, board member letters, 'getting acclimated' e-booklet, and new member scavenger hunt with activities for all ages.
- Ü Spearheaded travel and meal reimbursement cost savings, redefining reimbursement guidelines and partnering with local vendors for discounts.
- Ü Personally recruited by Executive Director for administrative role due to skill (preparing calendar summaries, meeting minutes, project trackers, and managing inbox and desktop folders).

Expat Relocations (multiple locations)

1/2010 – 6/2019

## **PROJECT MANAGER – COORDINATOR**

Handled all details, paperwork, and research for six expat relocations (military family) across two continents and 6 countries, leveraging policies and programs to their fullest to minimize family disruption and costs.

- Ü Combined research, interviews, and in-depth curriculum coordination for continued academic planning and progress aligned with US curriculum standards.
- Ü Learned and complied with all national and local laws for smooth, enjoyable and enriching transitions.
- Ü Navigated language and cultural differences through research, community involvement, and off-the-beaten-path travel planning.
- Ü Served as local information and referral guide for other military families due to experience and reputation as resourceful problem solver.

Medical Center Empire State, Rochester, NY

5/2007 – 9/2010

## **RECEPTIONIST – RADIOLOGY DEPARTMENT**

Provided administrative front-desk support for busy department serving 4-county region and providing imaging services, nuclear medicine treatments, and more.

- Ü Checked in and processed insurance/payments for up to 100 patients per shift.
- Ü Answered phone following office protocols for responding to questions, triaging, and directing patients and callers to appropriate department/specialty provider.

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# Cover Letter Breakdown | Career Returner

**1** Expert Tip: Engage the prospective employer by showcasing your interest in the role and/or organization.

**2** Expert Tip: Address any possible objections upfront. In this case, Cassandra has relocated numerous times. She used an asterisk and then noted that moving to the area is a permanent assignment.

**3** Expert Tip: Don't repeat details found on the resumé. Instead, summarize them as they relate to key items in the job description.

**4** Expert Tip: Address any possible hesitations. In this example, there are frequent relocations and no recent paid work experience.

Cassandra proactively and professionally addresses both of these.

CASSANDRA LANDON

012.345.6789 | Savannah, GA | cslandon@eemail.com

April 3, 2021

Jamie Sparks, R.A., Principal  
Peachtree Engineering and Architecture LLC  
72 Moss Boulevard  
Savannah, GA 00000

Dear Ms. Sparks:

Your job posting on the Greater Savannah Chamber of Commerce website for an Executive Assistant grabbed my attention for three reasons:

- ✓ First, it's exactly the role I've been planning for as my graduation date grew closer.
- ✓ Next, the qualifications are aligned solidly with my experience and training.
- ✓ Finally, design and architecture are passions and I have been a fan of your firm's work since arriving in Savannah two years ago (the new city center is part of our itinerary for visitors!).

I've detailed my experience on the enclosed resume. You'll note that I have **professional administrative assistant experience**, significant **organization and project management skills** honed through multiple expat relocations\*, **success in supporting a busy executive** (the Executive Director of the YMCA) – and all enhanced by my new **BS degree in Business Administration** and a **certificate in General Management**.

What's not on my resume that you might consider as you select candidates to interview? Well, this application is part of an exciting pivot that has been years in the making. Now that we are in a permanent location, I look forward to using my skills professionally, being part of a team, and contributing to an organization that is making an impact.

Thank you in advance for your time and consideration as you review my qualifications. I would be delighted to have an opportunity to provide additional details, to learn more about the role, and to discuss how I would add value quickly and significantly.

Sincerely,

Cassandra

\*We are now permanently based in Savannah.

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Cassandra

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# Interview Script | Career Returner

Many people have gaps in their work history for a variety of reasons, including earning a degree, starting a family or caring for family members. Once you have received an invitation to interview, you should know that the employer thinks you may be a good fit for their position. Whether they have noticed your employment gap or not, it is helpful to prepare an answer you are confident in sharing. Here are some examples of commonly asked questions and how they might be answered.

**"Tell me about yourself."**

*"I'm excited to go back to the workforce and apply the skills I learned in my past work experience and degree program to work for a dynamic organization. I like the idea of providing great customer service while paying close attention to the details. I am as comfortable working with teams as I am independently, and this job seems to be a nice balance of both."*

*"Most of my career has been within healthcare administration, starting in entry-level positions and then advancing once I completed my degree. I am interested in supporting an organization by hiring and retaining the best employees. As a detail-oriented, organized individual with strong customer service and communication skills, I can make valuable contributions to the team."*

**"What made you decide to apply?"**

Questions like this are asking for a story. One approach is to use the S.T.A.R. format.

*Situation – "In my final year as a student, I used my capstone project to address a real challenge faced by many hospitals."*

*Task – "I completed a capstone project focused on process improvement for a mock hospital."*

*Action – "I created a detailed project plan, focused on streamlining the billing process from manual to automated billing."*

*Result – "Our estimates are that this project would have increased productivity by 52% to a real organization, not including the saved labor costs."*

**"Tell me about a time you overcame an obstacle."**

Identify a weakness and the steps you took to correct it.

*"To be honest, I used to really struggle with public speaking. While in my program, I took a class on public speaking and joined Toastmasters. Now I feel much more confident in my ability to speak in front of a group."*

**"What's your biggest weakness?"**

*"What do you like most about working here?"*

*"What's been the biggest challenge?"*

*"What would my first week on the job look like?"*

*"Are there any hesitations about me that I can address?"*

*"What is the timeline for decision-making or what are the next steps?" (This should not be asked alone but at the end after you've asked at least one other question.)*

**"What questions do you have for me?"**



# Interview Q&A | Career Returner

**☰☰☰** Interview questions are designed to help employers learn more about you. Use this worksheet to write down how you would respond to common interview questions. Some key points to remember:

- Keep your responses job related. Even if a question is quite general, focus on the job.
- Don't lie or embellish.
- Feel free to take a moment to think before you answer.
- Focus on the positive. Although it may be tempting, don't denigrate past experiences.
- This is not a time to focus on what you need. Focus instead on what you have to offer.

**Tell me about yourself.**

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**What made you decide to apply?**

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**Tell me about a time you overcame an obstacle.**

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**What's your biggest weakness?**

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**What questions do you have for me?**

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**Additional notes:**

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**FINAL REMINDERS:**

- Send an email after your interview thanking everyone for their time. Invite them to contact you if they have any further questions and express your excitement about and interest in the position.
- If there was more than one interviewer and you have contact information, feel free to copy them.
- If you only have an HR contact, ask them to forward your message to all participants.

Good luck in your interview and know that University of Phoenix career advisors are here to help!



Explore more career support resources at [phoenix.edu/blog/career-support/tools-resources.html](https://phoenix.edu/blog/career-support/tools-resources.html)



# LinkedIn Profile Example | Career Returner

Along with your resumé, a strong LinkedIn profile can be the key to helping you with your career search.

Here's an example of an optimized LinkedIn profile of a career returner interested in administrative roles.

Cassandra customized her background photo to align with her industry/brand.

A headline is your digital business card. Here, Cassandra uses this space effectively to align herself with roles that match her skill set.

Including a quote or popular saying that's relevant to your skills is an attention-grabbing way to introduce yourself and establish a theme for the rest of your summary.

Cassandra frames her time away from the labor market as a means of building her skills.

Cassandra details the strengths she gained during relocation. She uses business language common to administrative roles while highlighting her people skills.

Cassandra reassures employers that she's now in a permanent location and prepared for the next step in her career, having earned a degree and volunteered in an administrative role.

Although it's ideal to have testimonials in the recommendations section of your profile, consider adding a few to your summary if it isn't feasible to add them to that section.

**LinkedIn Profile Header:** Home, My Network, Jobs, Messaging

**Profile Picture:** A professional headshot of Cassandra Landon.

**Headline:** ADMINISTRATIVE LEAD | ADMINISTRATIVE ASSISTANT | EXEC ASSISTANT  
Organized, Proactive, Flexible...Skilled in managing and executing multiple projects simultaneously with ease and anticipating division/team needs

**Location:** Savannah, Georgia, United States · [Contact info](#)

**Connections:** 136 connections

**Buttons:** + Follow, Message, More

**About Section:**

**About**

"If you want to get something done, give it to a busy person." ...or give it to me!

Organizing and crossing things off my list come naturally to me. But, as good as I was, my skills were put to the test (and improved) shepherding an expat family across 2 continents and 6 countries over 9 years as a military and diplomatic partner.

While I was lucky to have some logistics support as part of the relocation, significant coordination, planning, research, and budgeting were still required. Each move brought opportunity to streamline processes, create trackers, identify important considerations, and navigate new cultures and customs with increasing ease.

Returning to our permanent location stateside has enabled me to pursue my professional passion in a new way, earning my degree (BS in Business Administration) and serving as a key administrative professional (pro bono) for a large nonprofit.

**ROLES I'M TARGETING:**  
I'm positioned to add value to a mid-sized organization, finding creative solutions, delivering commitment and hard work, and serving as a trusted administrative partner to support growth and success.

**SKILLS OVERVIEW:**  
MS Office, ■ Cloud-Based Applications ■ Spreadsheets ■ Presentations ■ Data Analytics ■ Time Management ■ Communications ■ Calendar Management ■ Project Management and Execution ■ Customer/Client Service ■ Meeting Planning ■ Problem Solving ■ Scheduling ■ Vendor Management

**FEEDBACK I'VE RECEIVED:**

"Cassandra, your expertise has helped so many families adapt and thrive in their new assignments. The excitement and positivity in the community is palpable – and it is not an exaggeration to say your contributions have been transformational. Thank you."  
– President, Expats in Alberta

"Thank you for sharing your relocation handbook. Honestly, I've worked with relocation vendors for 10 years and have yet to see something as comprehensive and user-friendly as yours. My regret is that I've not been able to convince you to join our team!"  
– Relocation Coordinator, Brookgreen

"Cassie, your ability to keep us organized, on track, and on time – with patience and humor – was so appreciated. Please share your secrets!"  
– Classmate, Project Management Course, University of Phoenix

"In no time at all, you have infused a professionalism and organization that had been missing. Our members and board members have noticed. My response to their comments is this: "It's Cassandra. She amazing, and I don't know how we ran things before her!" You are appreciated beyond measure."  
– Executive Director, Greater Savannah YMCA

Learn 5 ways to optimize your LinkedIn profile at [phoenix.edu/blog/why-you-need-to-optimize-your-linkedin-profile-today](https://phoenix.edu/blog/why-you-need-to-optimize-your-linkedin-profile-today)