

CAROL A. YOUNG

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Credentialed résumé writer with a demonstrated commitment to providing superior products and top-notch service

SUMMARY OF QUALIFICATIONS

Independent, self-motivated, and conscientious professional with strong customer focus. Excellent writing skills with extensive experience developing marketing materials, customer communications, and job search documents. Able to draw on diverse experience to understand client needs and develop effective, targeted résumés. Contributor to several résumé guidebooks.

PROFESSIONAL HIGHLIGHTS

- Opened résumé business, coordinating all aspects of start-up including creating and producing all business communications materials - brochures, business cards, flyers, and the company's website.
- Established proven record of accomplishment in writing winning résumés and other job search documents, gaining praise from experts in the résumé industry.
- With background that spans the fields of research, development, manufacturing, marketing, technical service, administrative customer service, career development, training and project management, successfully work with technical, administrative, and executive professionals at all levels.
- Competently draw out key information from clients to effectively market skills and abilities.
- Astute and analytical, always operate with the understanding that knowing and adapting to the audience is the key to effective communication.
- Recognized during career for leadership and commitment to quality improvement. Strong track record of providing outstanding customer satisfaction.

CERTIFICATION

Certified Professional Résumé Writer, Professional Association of Résumé Writers, 2001 to present

EMPLOYMENT HISTORY

WORLD CLASS RÉSUMÉS, *Owner*, 2000 to Present

RESUME.COM, *Elite Writer*, 2000 to Present

METLIFE, *Implementation Leader*, Voluntary Benefits Group, 1999 to 2000

KAPLAN, *Prep Course Instructor and Tutor*, 1999 to 2001

MOBIL OIL CORPORATION, *Senior Research Engineer*, Fuels Marketing Support, 1995 to 1999

ENGELHARD CORPORATION, *Staff Engineer*, Petroleum Catalyst Group, 1990 to 1995

EDUCATION

Master of Education Degree, Rutgers University (Counseling Psychology)

Bachelor of Science Degree, Manhattan College (Chemical Engineering)

AFFILIATIONS

Member, Professional Association of Resume Writers, 2000 to present

Member, Career Masters Institute, 2006 to present