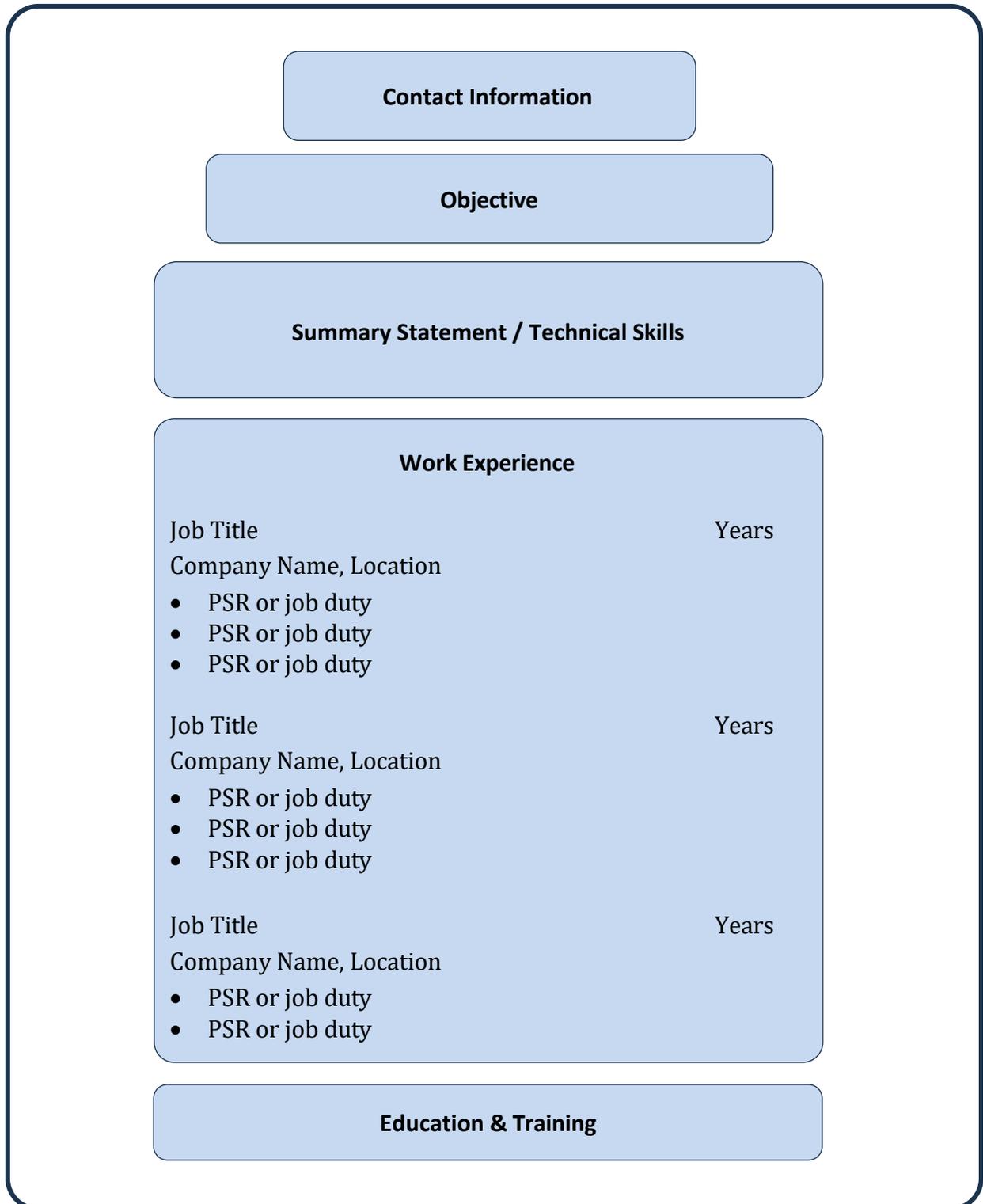# The Chronological Format

The chronological format stresses recent work experience and clearly indicates progression in an employment field.

> **Contact Information**
>
> **Objective**
>
> **Summary Statement / Technical Skills**
>
> **Work Experience**
>
> Job Title   Years
> Company Name, Location
> - PSR or job duty
> - PSR or job duty
> - PSR or job duty
>
> Job Title   Years
> Company Name, Location
> - PSR or job duty
> - PSR or job duty
> - PSR or job duty
>
> Job Title   Years
> Company Name, Location
> - PSR or job duty
> - PSR or job duty
>
> **Education & Training**

Louise Jones

Sunnyvale, CA 94086   (555) 555-1212

ljones@email.com   www.linkedin.com/in/xxxxxxx

Objective   Technical Support Specialist

Summary

Over 5 years of customer-facing technical support experience, supporting novice and experienced technical users. Experience setting up and troubleshooting networks, workstations, user accounts and permissions. Effective communicator, comfortable with phone, in-person, and internet-based communication. Recognized by customers for quick response times and fast resolution of problems.

Technical Skills

Operating Systems	Windows, Linux, Android, iOS
Hardware	Desktop, laptop, servers, mobile phones, tablets
Office Technologies	MS Word, MS Excel, video conferencing, Slack

Experience

Technical Support Specialist   2009–20XX

Sony (San Jose, CA)

- Hands-on technical support for multi-platform, multi-location environments. Troubleshot and configured PCs, laptops, Smartphones and network software for over 500 internal and external customers.
- Improved customer satisfaction scores by 37% by assisting customers over the phone with technical support needs including software installation and configuration.
- Handled multiple customer accounts, provided on going support to those accounts including monthly follow-up.
- Acted as liaison, consultant and point of contact between sales, engineering and customers. Utilized customer feedback to define criteria for product improvements.
- Increased inter-department communication by developing an internal wiki as a communication tool between sales, marketing and engineering to share customer specifications and product updates.

Technical Support   2008–2009

Verizon (contracted through Adecco Staffing; San Jose, CA)

NASA (contracted through VOLT Technical Services, Mountain View, CA)

Yahoo! (contracted through Manpower Staffing, Sunnyvale, CA)

- Provided timely and considerate Help Desk support (desktops, servers, network, printers, phones) for approximately 100 internal and remote users.
- Created user accounts and managed access control based on company policies.
- Provided live and web-based training to customers on new releases of software applications.

Education

BS Computer Science: California State University, San Diego

Kris Lee

Sunnyvale, CA 94087
408-555-1111
Klee1@email.com
www.linkedin.com/in/krislee

Objective   Engineering Manager

Qualifications

Technical engineering leader with a strong background leveraging software development, people management expertise and a track record of driving and delivering business solutions to market.

- Recruit world-class engineers. Instrumental in shaping team culture.
- Implement key engineering processes including well-defined release cycles, iterative development, test automation, and reliable deployment procedures.
- Management of the complete product lifecycle from design based on customer requirements, through development, deployment, and support.
- Interface with senior management to report on status and needs at project and program checkpoints and milestones.
- Demonstrated ability to create and implement development processes to keep team members informed, engaged, motivated, and focused on achieving business goals.

Technical Skills

Management Expertise:	Agile, SaaS, SDLC, Cloud Computing,
Operating Systems:	iOS, Linux
Languages:	Java, Ruby, Python, SQL, XML
Tools:	JIRA, Confluence

Employment History

ABC Technologies, Sunnyvale, CA   2010–20XX
Engineering Manager

- Managed the agile software development lifecycle of multiple concurrent projects.
- Coordinated effectively with product marketing, QA, and sales.
- Implemented a release cycle every four weeks, and successfully delivered products on time and within budget.
- Pro-actively recommended process, tool, and development methodology improvements.
- Implemented JIRA and Confluence to streamline software development lifecycle.
- Worked with entire staff during quarterly review cycles.

Initwork, Santa Clara, CA   2010
Engineering Manager

- Drove deliveries of SaaS solution from marketing concepts to functional implementation that provided cloud infrastructure to small and medium size enterprises.
- Built a fully functional software development team within months from 0 to 14 members and inspired them to ramp up and contribute fully to deliver the 1.0 version of the product.

Education

BS in Computer Engineering: University of Michigan

KRIS LEE
SR. ENGINEERING MANAGER

CONTACT

Sunnyvale. CA
P: 408-555-1111
E: I{Jee1@email.com
W: www.klee.com

STRENGTHS

- Recruit world-class engineers. Instrumental in shaping team culture.
- Implement key engineering processes including well-defined release cycles. iterative development, test automation, and reliable deployment procedures.
- Demonstrated ability to create and implement development processes to keep team members informed, engaged, motivated, and focused on achieving business goals.

PROFESSIONAL SKILLS

Engineering Process
Strategic Hiring
Project Management
Software Lifecycle
Full-stack Engineering
Scrum *I* Agile Methodology

TECHNICAL SKILLS

Java
Python
SQL
NODJS
Cloud Computing / A WS
JIRA
CONFLUENCE

ABOUT

Technical engineering leader with a strong background leveraging software development, people management expertise and a track record of driving and delivering business solutions to market.

WORK EXPERIENCE

ENGINEERING MANAGER
ABC *Technologies* / XXXX-XXXX

- Managed the agile software development lifecycle of multiple concurrent projects.
- Coordinated effectively with product marketing. QA, and sales.
- Implemented a release cycle every four weeks, and successfully delivered products on time and within budget.
- Pro-actively recommended process, tool, and development methodology improvements.
- Implemented JIRA and Confluence to streamline software development lifecycle.
- Worked with entire staff during quarterly review cycles.

ENGINEERING MANAGER
Initwork / XXXX-XXXX

- Drove deliveries of Saas solution from marketing concepts to functional implementation that provided cloud infrastructure **to** small and medium size enterprises.
- Built a fully functional software development team within months from 0 to 14 members and inspired them to ramp up and contribute fully to deliver the 1.0 version of the product.

EDUCATION

BSIN COMPUTER ENGINEERING
University of Michigan