



CAREER
DEVELOPMENT
SERVICES

ALABAMA A&M UNIVERSITY



**Resume Guide for
College of Business and Public Affairs**

RESUME TEMPLATE

Your Name

2514 N. 23rd Street – Huntsville, AL 53211

(256) 123-4567

yor.resamay@bulldogs.aamu.edu (if you are graduating, use a professional email address)

XYS student (or Recent (Major) graduate) seeking an internship (or entry-point professional position) to utilize the knowledge and skills gained academically and experientially **(SEE SECTION 1)**

EDUCATION

Alabama A&M University

Normal, AL

B.S. (B.A.), Major

May 2016

GPA: 3.1/4.0 (include if you have a 3.0 or higher)

Awards and Honors: If you haven't received any, delete this section

List college level, academic major or career-relevant awards and honors

- Example: Dean's List & Honor Roll 2012-present
- Example: Presidential Gold Medallion 2013

Relevant Coursework: (3-4 upper level courses – USE FORMAL CLASS TITLES – not course #s) If you have a lot of relevant work experience, this section can be deleted

- **List courses in major relevant to the position for which the resume is being created** **(SEE SECTION 2)**

SKILLS and ATTRIBUTES **(SEE SECTION 3)**

- Proficiency with Microsoft Word, Excel, Access
- Ability to effectively communicate verbally and in writing
- **Add 3-5 additional bullets (ex. managing tasks/projects, accounting software knowledge and/or utilization and organization/analytical skills, working effectively in groups etc...)**

INTERNSHIP EXPERIENCE **DELETE IF YOU DID NOT HAVE AN INTERNSHIP**

REVERSE CHRON – MOST RECENT TO LEAST RECENT

Name of Organization

City, State

Name of Position

Month/Year (start) – Month/Year (end)

- **List work responsibility or contribution** **(SEE SECTION 4)**
- **List work responsibility or contribution**

WORK EXPERIENCE

REVERSE CHRON – MOST RECENT TO LEAST RECENT

Name of Organization

City, State

Name of Position

Month/Year (start) – Month/Year (end)

- **List work responsibility or contribution** **(SEE SECTION 4)**
- **List work responsibility or contribution**

Name of Organization

City, State

Name of Position

Month/Year (start) – Month/Year (end)

- **List work responsibility or contribution**
- **List work responsibility or contribution**

Membership or Activity:

- **List at least 2 relevant memberships/activities**

SAMPLE MARKETING

Sally Career

2514 N. 23rd Street – Huntsville, AL 53211 • (256) 123-4567 • Sally.career@bulldogs.aamu.edu

Marketing Major seeking an internship to utilize the knowledge and skills gained academically and experientially.

EDUCATION

Alabama A&M University

Normal, AL

B.S. Marketing

Spring 20xx

GPA: 3.20/4.0

Honors:

- Academic Scholarship, 20xx – 20xx; Dean’s List, 20xx – 20xx

Relevant Coursework

- Financial Evaluation • Marketing Management • Strategic Analysis

Marketing Project:

Worked on a team of five to devise a marketing plan for a proposed good or service that would be useful for some aspect of the never-married, mature adult population between the ages of 30-55. Conducted research to learn more about the target audience. Developed questions and interviewed two, never-married individuals on the subject of having never married. The marketing plan included the marketing mix, the target market, and the positioning of the product. Submitted a written, detailed plan and presented the plan via a PowerPoint presentation to the class.

SKILLS and ATTRIBUTES

- Computer: Microsoft Office: Word, Excel, PowerPoint, Access, Project, AdPro, Adobe
Language: Bilingual in Spanish and English.
Presentations: Demonstrated experience developing and executing professional presentations to groups

INTERNSHIP EXPERIENCE

Pure & Great |Advertising Intern

Hollywood, CA

June 20xx - September 20xx

- Provided customer support for accounts including Johnson, Ben Craig and Southern California Mobile.
Collaborated with a variety of departments including Account Management, Public Relations and Finance.
Prepared briefs, PowerPoint presentations, competitive reports and presentation boards.
Delivered critical support during production of Ben Craig commercials and Toshishi online media videos.

WORK EXPERIENCE

Here’s The News Newspaper| Marketing Assistant

Huntsville, AL

October 20xx-Present

- Manage more than 100 clients and their advertising needs.
Design advertising campaigns and marketing related plans utilizing AdPro software.
Create and work with designers using Adobe software to develop effective advertisements.
Raise approximately \$3,000 in advertising revenue each month.

Leadership or Activity:

Public Relations Director, Student Government Association

September 20xx - June 20xx

- Established a mentor program through which SGA members provide tutoring and offer personal support to freshman.
Developed online server for members to upload and share notes and readings from all classes taken.
Help to promote events and programs on campus

SAMPLE CRIMINAL JUSTICE

Bennie Wallabe | 2222 Chestnut Rd Huntsville, AL | (225) 556-8884 | bennie.wallabee@bulldogs.aamu.edu

Criminal Justice Major seeking to obtain knowledge and gain experience through real world application of skills and information learned in classroom and workplace environments.

EDUCATION

Alabama A&M University
B.S., Criminal Justice
GPA: 3.39/4.0

Normal, AL
Spring 20xx

Honors:

Dean's List 20xx – Present; Merit Scholarship 20xx – Present

Relevant Coursework:

- Juvenile Delinquency
- Rules of Evidence in Criminal Case
- Criminal Justice Administration

SKILLS and ATTRIBUTES

- Microsoft Office: Word, Excel, PowerPoint, Access, Project
- Demonstrated experience developing and executing professional presentations to groups
- Strong analytical ability

INTERNSHIP EXPERIENCE

Stop The Criminals Now Inc | Intern Birmingham, AL Summer 20xx

- Assisted officers with investigations of various violations
- Helped with the preparation of case reports
- Provided calm and courteous service to help resolve disputes and issues

WORK EXPERIENCE

We Love Our Youth | Associate Huntsville, AL Sept. 20xx – Present

- Help youth develop problem resolution skills to manage anger and diffuse issues at school and home
- Presents various scenarios to juveniles to underscore the consequences of decisions and self-control
- Participates in school and home visits and assisted juveniles with homework assignments

Richard Showers Center | Membership Service Representative Huntsville, AL August 20xx - Present

- Identify and resolve problem areas to ensure member satisfaction
- Assist membership staff to help ensure proper implementation of membership sales procedures
- Adhere to strategies that promote recruitment of new members

Boys Inc. / Membership Service Representative Birmingham, AL May 20xx -August 20xx

- Identified and resolved problems areas to ensure member satisfaction
- Assisted all membership staff to ensure proper implementation of membership sales procedures
- Implemented membership strategies that promote recruitment of new members

TC University / Program Mentor Nashville, TN June 20xx - August 20xx

- Assisted physicians with preparation of daily clinical
- Organized end-of-program ceremony mentees
- Performed clerical duties
- Assisted mentees on a daily basis with program coursework and inquiries

SAMPLE LOGISTICS AND SUPPLY CHAIN MANAGEMENT

Lauren Smith

2514 N. 23rd Street – Huntsville, AL 53211 • (256) 123-4567 • Lauren.smith@bulldogs.aamu.edu

Logistics & Supply Chain Management Major seeking an internship to utilize the knowledge and skills gained academically and experientially.

EDUCATION

Alabama A&M University Normal, AL
B.S., Logistics and Supply Chain Management December 20xx
GPA: 3.36/4.0

Honors: Merit Scholar Recipient 20xx – Present; Honors Program 20xx – Present; Honor Roll 20xx – Present

Relevant Courses:

Logistics & Supply Chain Management • Transportation • Computer Applications in Business • Finance Quality Information Systems Management • Marketing • Business Statistics • Accounting

Class Projects:

- **Cost Analysis:** Determined the best option for using storage space based on ranges of demand. Computed rent options including space cost, fixed cost and fixed cost plus storage cost with manual, semi-computerized and fully computerized storage. Wrote and plotted cost functions, manually and in Excel; made recommendation based on results.

SKILLS and ATTRIBUTES

- Microsoft Office: Word, Excel, PowerPoint, Access, Project
- SAP
- Ability to analyze quantitative data

INTERNSHIP EXPERIENCE

Carco | Supply Chain Planner Co-Op Baltimore, MD Summer 20xx

- Responsible for the T53 and T64 Model Supply Chain Concept Dock Binders
- Conducted quarterly walk-throughs and audits to maintain Post Qualification Report
- Ensured that staff adhered to updated supplier transportation development concepts
- Met with material handlers and supplier/process partners to ensure updated concepts were running smoothly after implementation
- Worked with SAP to monitor suppliers’ empty containers and trailers in loop to reduce conflicts

WORK EXPERIENCE

AAMU Tutorial Assistant Network Tutor/SI Leader Normal, AL August 20xx – April 20xx

- Document students’ academic growth and report back to appropriate instructor
- Increased number of tutees through social media and marketing
- Enhance students’ study skills through time management and study technique sessions

Membership or Activity:

Treasurer, Student Government Association September 20xx-June 20xx

- Collect member dues. In coordination with the secretary, forward dues, the invoice, and Membership Roster to the Student Affairs Office.
- Prepare the club’s budget, present it to the board for approval, and ensure that the organization activities adhere to the budget.
- Fundraise and create awareness to support projects and companies that help those less fortunate.

SAMPLE ACCOUNTING

Cater Jones | 115 Chase Rd Apt 3212 Huntsville, AL | (256) 123-4567 | cater.jones@bulldogs.aamu.edu

Accounting Major with strong leadership, interpersonal and analytical skills seeks an entry-point career opportunity to apply skills developed academically and experientially to support bottom line success.

EDUCATION

Alabama A&M University Normal, AL
B.S., Accounting May 20xx
GPA: 3.28/4.0

Honors:

Thurgood Marshall Leadership Institute, August 20xx–Present; Merit Full-Tuition Scholarship, August 20xx–May 20xx

Relevant Coursework:

Intermediate Accounting II • Seminar in International Accounting • Auditing • Cost Accounting

SKILLS and ATTRIBUTES

- Comfortable with data analysis and data messaging; able to turn facts and figures into a meaningful story
- Understand aligning workflow to execute complex initiatives and ensure accountability to customer goals
- Work logically and systematically

EXPERIENTIAL LEARNING

Warren Averett Mock Audit | Under the direction of a corporate auditor/CPA, reviewed a Risk Assessment Summary and an Engagement Acceptance and Continuation Form to gain a better understanding the process leading up to an audit. Examined financial statements to identify risks and conduct tests on general ledger entries. Learned how to verify inventory assets, on paper and physically, to rule out fraud or material misstatements. Gained an understanding of the importance of being diligent to ensure that opinions noted reflect integrity of the audit, the auditor and the auditing firm.

INTERNSHIP EXPERIENCE

Williams Brothers | Administrative Intern Huntsville, AL January 20xx- April 20xx

- Attended tax meetings to learn about new accounting software and policies
- Processed Form 1099, 990, 1040, quarterly reports, and tax returns
- Assisted accountants with tasks and scanned confidential documents into engagement software

UPPST | Sales Strategy Department Intern Atlanta, GA Summer 20xx

- Conducted thorough research on private equities to understand business strategies
- Developed and documented private equity engagement process and co-developed documentation
- Co-presented findings and recommendations to senior management

WORK EXPERIENCE

Build Your Resume Services | Office Assistant Normal, AL February 20xx – Present

- Perform a variety of administrative tasks including preparation of Power Point presentations, data entry and analysis, web site development, collating marketing materials and presentations.
- Created Resume Book for students of all colleges and majors

Volunteer Income Tax Assistance (VITA) | Tax Preparer Huntsville, AL January 20xx - April 20xx

- Successfully completed intense tax training classes to become IRS-certified tax preparer
- Prepare and electronically file tax returns for low-to-middle income individuals

SAMPLE FINANCE

Victoria Williams

4900 Median St. Knight Complex, East • (323) 414-9853 • victoria.williams@bulldogs.aamu.edu

Finance Major looking to work in a Finance Department of a mid to large-sized organization to both utilize and expand my knowledge gained while attending Alabama A&M University

EDUCATION

Alabama A&M University

B.S., Finance

GPA: 2.9/4.0

Normal, AL

Fall 20xx

Major GPA: 3.4/4.0

Honors:

Dean's List Recipient 20xx – Present

Relevant Coursework:

Bank Management • Finance Management & Policy • Investments in Practice • Money and Capital Marketing

Class Projects:

Student Analyst, Managerial Finance Company Evaluation Project

- Evaluated corporate performance by computing ratios including profitability, efficiency and liquidity
- Evaluated stock riskiness using Beta
- Presented findings from a report on a company's evaluation via a PowerPoint presentation

Investment Project

- Work on a team of three to invest \$10M in mock funds via stocktrade.com

SKILLS and ATTRIBUTES

- Demonstrated ability to adapt to new equipment & technology
- Get along well with employers and coworkers
- Strong skills in organizing workflow, ideas, materials, people

INTERNSHIP EXPERIENCE

Financing R US | Financial Advisor Intern

Huntsville, AL

September 20xx - December 20xx

- Assisted site supervisor with daily tasks.
- Prepared materials for meetings.
- Researched stocks for various hypothetical financial plans.
- Created presentation aids for clients' proposed financial plans.

WORK EXPERIENCE

University Village | Complex Assistant

Normal, AL

August 20xx – Present

- Serve as a mediator between management and residents' questions, comments, concerns, and problems.
- Maintain order around the community to ensure resident satisfaction.
- Reached 100% occupancy goal for the 20xx -20xx school year.
- Work as a counselor/mediator between individual residents' who faced problems with their neighbor

Membership or Activity:

- **Treasurer**, Finance Club September 20xx – Present
- **Member**, Phi Beta Lambda Business Fraternity October 20xx – Present

RESUME WORKSHEET

Use this worksheet as a guide for preparing a great resume.

IDENTIFICATION

Name _____

Home Address _____ Zip Code _____

Phone Number (home or cellphone) _____ Email Address _____

SUMMARY STATEMENT

EDUCATION & TRAINING

Highest Level/Most Recent Education or Training

Institution Name _____

City, State _____

Degree Received _____ Month/Year Expected or Received _____

GPA _____

SKILLS & ATTRIBUTES

RELEVANT COURSEWORK

(Specific courses related to your major – Include the most advanced courses you have taken.

Use formal names, not course numbers. If you have lots of relevant experience, this section is not needed)

**ARMED SERVICES TRAINING
OTHER TRAINING OR CERTIFICATE PROGRAMS**

Institution Name _____

Branch of Military Service _____

Certificate or Degree _____

Special Training in the Military _____

**Related Workshops, Seminars,
Informal Learning, Continuing Education Courses
or Any Other Training**

Skills Developed: _____

Equipment or software you used: _____

Promotions, accomplishments, and anything else positive _____

WORK EXPERIENCE

Most Recent Position First

>> Use **past tense verbs** if no longer working there <<
Next Most Recent Position (Work your way backwards)

Dates From (Mo/Year): _____ **to (Mo/Year)** _____

Organization Name: _____

City, State: _____

Your Job Title: _____

Duties/Accomplishments (Quantify, where possible): _____

Next Most Recent Position (Work your way backwards)

Dates From (Mo/Year): _____ **to (Mo/Year)** _____

Organization Name: _____

City, State: _____

Your Job Title: _____

Duties/Accomplishments (Quantify, where possible): _____

Next Most Recent Position (Work your way backwards)

Dates From (Mo/Year): _____ **to (Mo/Year)** _____

Organization Name: _____

City, State: _____

Your Job Title: _____

Duties/Accomplishments (Quantify, where possible): _____

Next Most Recent Position (Work your way backwards)

Dates From (Mo/Year): _____ **to (Mo/Year)** _____

Organization Name: _____

City, State: _____

Your Job Title: _____

Duties/Accomplishments (Quantify, where possible): _____

Next Most Recent Position (Work your way backwards)

Dates From (Mo/Year): _____ **to (Mo/Year)** _____

Organization Name: _____

City, State: _____

Your Job Title: _____

Duties/Accomplishments (Quantify, where possible): _____

RELATED AWARDS, ACHIEVEMENTS, COMMUNITY SERVICE & AFFILIATIONS

SAMPLE DESCRIPTIONS FOR STUDENT RESUMES

IMPORTANT NOTE: IF YOU ARE CURRENTLY EMPLOYED, USE PRESENT TENSE VERBS. IF YOU DON'T WORK THERE ANY MORE, USE VERBS IN THE PAST TENSE.

Summary (1)

Adjective below (Major) student eager to secure an internship through which the knowledge and skills gained academically and experientially can be utilized to support productivity or (efficiency) or (bottom-line success)

Enthusiastic recent college graduate, skilled in (retail management/supporting operations/accounting) profitability/developing rapport with customers in order to meet and exceed set goals) by providing superior customer service/ continuously seeking ways to improve productivity) seeks an entry-point professional position.

Sample Adjectives

Adventurous	Focused	Outgoing
Ambitious	Friendly	Patient
Assertive	Good-natured	Perceptive
Careful	Happy	Persistent
Cheerful	Hardworking	Personable
Confident	Helpful	Poised
Conscientious	Honest	Polite
Cooperative	Humorous	Productive
Courteous	Imaginative	Punctual
Creative	Independent	Rational
Decisive	Insightful	Realistic
Dependable	Intuitive	Relational
Devoted	Judicious	Reliable
Disciplined	Logical	Resourceful
Earnest	Loyal	Responsive
Efficient	Meticulous	Sensitive
Energetic	Open-minded	Sincere
Enterprising	Optimistic	Thorough
Enthusiastic	Organized	Truthful

CLASS PROJECTS (2)

Student Analyst, Managerial Finance Company Evaluation Project (Finance)

Evaluated corporate performance by computing ratios including profitability, efficiency and liquidity

Evaluated stock riskiness using Beta

Presented findings from a report on a company's evaluation via a PowerPoint presentation

Investment Project

Work on a team of three to invest \$10M in mock funds via stocktrade.com

Created a portfolio investment strategy for stocks, bonds and mutual funds to maximize returns **(Finance)**

Marketing Project:

Worked on a team of five to devise a marketing plan for a proposed good or service that would be useful for some aspect of the never-married, mature adult population between the ages of 30-55. Conducted research to learn more about the target audience. Developed questions and interviewed two, never-married individuals on the subject of having never married. The marketing plan included the marketing mix, the target market, and the positioning of the product. Submitted a written, detailed plan and presented the plan via a PowerPoint presentation to the class.

(Marketing)

Cost Analysis: Determined the best option for using storage space based on ranges of demand. Computed rent options including space cost, fixed cost and fixed cost plus storage cost with manual, semi-computerized and fully computerized storage. Wrote and plotted cost functions, manually and in Excel; made recommendation based on results. **(Logistics)**

Cost Analysis: Determined the best option for renting warehouse space, based on multiple ranges of demand. Monthly rental options included unlimited square footage at a fixed cost; manual handling with fixed cost plus square footage cost; semi-computerized storage with fixed cost plus square footage, and fully computerized storage and retrieval with fixed cost plus square footage. Wrote and plotted cost functions for each option, manually and in Excel. Recommended storage option based on results. **(Logistics)**

Exponential Smoothing: Planned operations and forecasting needs for a mock company based on monthly container shipments. Developed a forecast using exponential smoothing; made trend adjustments and computed MAD and MADP. Computed and plotted a quarterly forecast. Compared trend method forecast with exponential smoothing forecast and recommended a preferred model. **(Logistics)**

Exponential Smoothing: Planned operations and forecasting needs for a mock company using data from monthly container shipments. Developed a forecast using exponential smoothing. Made trend adjustments and computed MAD and MADP. Using the trend method, computed and plotted a quarterly forecast. Compared that forecast with exponential smoothing forecast and made recommendations. **(Logistics)**

Created Excel worksheets to compute various scenarios, including on-time delivery, order-fulfillment, financial ratios, net income and sensitivity analysis. **(Logistics)**

Created Excel worksheets for use of Learning Curves in negotiation, cost of total ownership (CTO) in purchasing decisions, integrating supply chain functions and aggregate planning. **(Logistics)**

Warren Averett Mock Audit | Under the direction of a corporate auditor/CPA, reviewed a Risk Assessment Summary and an Engagement Acceptance and Continuation Form to gain a better understanding the process leading up to an audit. Examined financial statements to identify risks and conduct tests on general ledger entries. Learned how to verify inventory assets, on paper and physically, to rule out fraud or material misstatements. Gained an understanding of the importance of being diligent to ensure that opinions noted reflect integrity of the audit, the auditor and the auditing firm. **(Accounting)**

SKILLS and ATTRIBUTES (3)

- Strong project management skills
- Ability to assimilate information from a variety of sources
- Capable of making recommendations for appropriate actions
- Excellent writing and communication skills
- Able to execute projects in accordance with regulations, policies and procedures
- Self-starter, performing tasks with minimal or no supervision
- Able to perform progressively complex duties
- Quick learner with the ability to work independently and within a team
- Proficient with Microsoft Office®, Microsoft Word®, Power Point® and Excel
- Work independently with little or no supervision
- Go-to team player
- Excellent customer service skills
- Natural relationship building skills
- Works well under pressure
- Ability to work in a team
- Ability to make decisions and solve problems
- Ability to plan, organize and prioritize work
- Ability to communicate verbally with people inside and outside an organization
- Strong analytical ability
- Excellent problem solving skills
- Excellent organizational skills
- Ability to obtain and process information
- Ability to analyze quantitative data
- Technical knowledge related to the job
- Proficient with computer software programs
- Ability to create and/or edit written reports
- Ability to sell and influence others
- Punctual and detail-oriented
- Good time management
- Ability to solve problems and make decisions as necessary
- Excellent oral and written communication skills
- Strong analytical ability
- Excellent problem solving skills
- Excellent organizational skills
- Ability to work cross functionally in the organization
- Excellent communication skills
- Demonstrates leadership attributes within classroom, projects, volunteering
- Excellent verbal and written communication skills
- Ability to communicate with all levels of management
- Ability to multitask and work with cross functional teams
- Demonstrate excellent time management and organizational skills

Use **KEY WORDS** to describe your responsibilities and accomplishments (4)

Accelerated	Clarified	Diagnosed	Formed
Accomplished	Classified	Directed	Formulated
Achieved	Coached	Discovered	Fostered
Acquired	Collaborated	Dispatched	Found
Acted	Collected	Dispensed	Founded
Activated	Combined	Displayed	Fulfilled
Adapted	Commanded	Dissected	Furnished
Addressed	Communicated	Distinguished	Gained
Adjusted	Compared	Distributed	Gathered
Administered	Compiled	Diversified	Generated
Advanced	Completed	Documented	Governed
Advertised	Composed	Doubled	Guided
Advised	Computed	Drafted	Handled
Advocated	Conceptualized	Earned	Headed
Aided	Condensed	Edited	Heightened
Allocated	Conducted	Educated	Helped
Analyzed	Conferred	Eliminated	Hired
Answered	Conserved	Emphasized	Honed
Anticipated	Consolidated	Employed	Hypothesized
Applied	Constructed	Enabled	Identified
Appraised	Consulted	Enacted	Illustrated
Approved	Contacted	Encouraged	Imagined
Arbitrated	Contained	Enforced	Implemented
Arranged	Continued	Engineered	Improved
Ascertained	Contracted	Enhanced	Improvised
Aspired	Contributed	Enlarged	Incorporated
Assembled	Controlled	Enlisted	Increased
Assessed	Converted	Ensured	Indexed
Assigned	Cooperated	Entertained	Indoctrinated
Assisted	Coordinated	Established	Influenced
Attained	Correlated	Estimated	Informed
Audited	Corresponded	Evaluated	Initiated
Augmented	Counseled	Examined	Innovated
Authored	Created	Executed	Inspected
Automated	Critiqued	Expanded	Inspired
Awarded	Cultivated	Expedited	Installed
Balanced	Customized	Experimented	Instituted
Began	Cut	Explained	Instructed
Boosted	Debugged	Explored	Insured
Briefed	Decided	Expressed	Integrated
Budgeted	Decreased	Extended	Interacted
Built	Delegated	Extracted	Interpreted
Calculated	Delivered	Fabricated	Interviewed
Captured	Demonstrated	Facilitated	Introduced
Catalogued	Designated	Familiarized	Invented
Centralized	Designed	Fashioned	Investigated
Changed	Detected	Finalized	Inventoried
Chaired	Determined	Fixed	Involved
Charted	Developed	Focused	Issued
Checked	Devised	Forecasted	Joined

Judged	Prevented	Routed	Trained
Justified	Printed	Saved	Transcribed
Kept	Prioritized	Scheduled	Transferred
Launched	Processed	Screened	Transformed
Learned	Produced	Set	Translated
Lectured	Programmed	Searched	Transmitted Traveled
Led	Projected	Secured	Treated
Lifted	Promoted	Selected	Trimmed
Located	Proofread	Separated	Tutored
Logged	Proposed	Served	Typed
Maintained	Protected	Set up	Uncovered
Managed	Proved	Shaped	Undertook
Marketed	Provided	Shared	Unified
Maximized	Publicized	Simplified	United
Measured	Published	Simulated	Updated
Mediated	Purchased	Sketched	Upgraded
Merged	Qualified	Sold	Used
Minimized	Questioned	Solidified	Utilized
Mobilized	Raised	Solved	Validated
Moderated	Ran	Sorted	Verbalized
Modified	Rated	Spearheaded	Verified
Monitored	Reached	Specialized	Vitalized
Motivated	Realized	Specified	Volunteered
Navigated	Reasoned	Sponsored	Weighed
Negotiated	Received	Stabilized	Widened
Netted	Recommended	Staffed	Won
Observed	Reconciled	Standardized	Worked
Obtained	Recorded	Started	Wrote
Opened	Recruited	Stimulated	
Operated	Reduced	Stored	
Ordered	Referred	Streamlined	
Orchestrated	Regulated	Strengthened	
Organized	Rehabilitated	Structured	
Originated	Related	Studied	
Outlined	Remodeled	Supervised	
Overcame	Rendered	Supplied	
Overhauled	Reorganized	Supplemented	
Oversaw	Repaired	Supported	
Participated	Replaced	Surpassed	
Performed	Reported	Surveyed	
Persuaded	Represented	Sustained	
Photographed	Researched	Synthesized	
Pinpointed	Reshaped	Systematized	
Piloted	Resolved	Tabulated	
Pioneered	Responded	Targeted	
Placed	Restored	Taught	
Planned	Restructured	Terminated	
Predicted	Retrieved	Tested	
Prepared	Reversed	Tightened	
Prescribed	Reviewed	Totaled	
Presented	Revised	Tracked	
Presided	Revitalized	Traded	

SAMPLE work responsibility or contributions (4)

Remember: use current tense verbs for present jobs; past tense for former jobs

ADMINISTRATIVE

- Receive incoming telephone calls from prospective clients
- Prepare labels, folders and tabs for file system application
- Prepare correspondences, memorandums and/or reports using Microsoft Office Word
- Created a new filing system that increased efficiency and reduced paper
- Use Microsoft Office Excel (or Access) to create database for mailing list
- Complete forms and documents required to track incoming and outgoing equipment

RETAIL EXPERIENCE

- Promotes and models legendary service; creates a culture of hospitality within the store
- Understands, manages and executes the sales program in accordance with company standards
- Provides coaching, training, and feedback to improve associates' performance on a daily basis
- Consistently meet and exceed monthly quotas
- Demonstrates knowledge and passion for company products and services
- Addresses all guest concerns and questions promptly and with professionalism
- Ensures all company policies, standards and procedures are consistently followed
- Manages new hire orientation (non-management), scheduling, and payroll management for store
- Manages the sales team to ensure all responsibilities are executed accurately and efficiently
- Assists the general manager with conducting business analysis that results in the planning and directing of associates to meet or exceed budgeted sales, control expenses, and achieve productivity goals
- In the absence of the general manager, facilitates and leads all store internal and external sales and product training, and oversees the completion of associate learning maps
- Conduct inventory and maintain records of orders, receipts and sales
- Assisted in store closings and prepared for next-day operations
- Greet customers and provide assistance to ensure a positive shopping experience

CUSTOMER SERVICE

- Professionally handle incoming telephone calls from internal and external customers
- Take appropriate action to resolve questions or complaints timely and accurately
- Maintain telephone performance goals established by specified division
- Enter telephone inquiry report of contact into customer service intake screen
- Provide the same high quality service to "walk-in" inquiries provided for telephone inquiries
- Work with all departments in division to resolve customer service inquiry issues
- Attend available training sessions to further enhance skills
- Ability to talk while keying
- Ensure timely and accurate completion of daily/weekly telephone reports
- Stay up-to-date regarding online resources to provide optimal customer service
- Keep abreast of changing guidelines and government regulations
- Research and determine cause of problem and effect of resolution
- Effectively educate callers on available web tools

CASHIER/SERVER

- Receive payment by cash, check, credit cards, vouchers or automatic debits
- Issue receipts, refunds, credits, or change due to customers
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change

SAMPLE work responsibility or contributions (4)

Remember: use current tense verbs for present jobs; past tense for former jobs

- Provide friendly greeting to customers entering establishment
- Answer customers' questions, and provide information on procedures or policies.
- Compute and record totals of transactions
- Bag, box, wrap, or gift-wrap merchandise, and prepare packages for shipment
- Sort, count, and wrap currency and coins
- Process merchandise returns and exchanges
- Stock shelves, and mark prices on shelves and items
- Monitor checkout stations to ensure that they have adequate cash and are staffed appropriately
- Offer customers carry-out service at the completion of transactions
- Maintains safe and clean working environment by complying with procedures, rules, and regulations.
- Contributes to team effort by accomplishing related results as needed.
- Maintained high standards of customer service during high-volume, fast-paced operations
- Mastered point-of-service (POS) computer system for automated order taking
- Assisted management with inventory control and stock ordering
- Built loyal clientele through friendly interactions and consistent appreciation

COOK

- Followed procedures for safe food preparation, assembly, and presentation
- Maintain sanitation, health, and safety standards in work areas.
- Operate large-volume cooking equipment such as grills, deep-fat fryers, or griddles.
- Verify that prepared food meets requirements for quality and quantity.
- Serve as initial contact for restaurant and promptly and accurately take customers' orders
- Ensure customer satisfaction by providing prompt service and quickly resolving customer complaints and addressing questions or comments
- Cook the exact number of items ordered by each customer, working on several different orders simultaneously.
- Measure ingredients required for specific food items being prepared.
- Pre-cook items such as bacon, in order to prepare them for later use.
- Prepare specialty foods such as pizzas, fish and chips, sandwiches, and tacos, following specific methods that usually require short preparation time.
- Wash, cut, and prepare foods designated for cooking.
- Clean, stock, and restock workstations and display cases.
- Prepare dough, following recipe.
- Schedule activities and equipment use with managers, using information about daily menus to help coordinate cooking times.
- Maintain inventory and take food orders
- Notify kitchen staff of any food orders or food shortages.

MARKETING

- Collaborate with team of 6 peers to create marketing strategies for Division I sports teams
- Utilize Google Analytics and Hootsuite to engage and manage social media following
- Increased followers by 75% and customer engagement by 30% through social media initiatives
- Participate in weekly brainstorming meetings with various levels of management
- Build strong and sustainable business relations that ensure greater market penetration.

SAMPLE work responsibility or contributions (4)

Remember: use current tense verbs for present jobs; past tense for former jobs

- Serve as Accounts Manager to effectively facilitate client service and support that garners repeat business, referrals and continued customer loyalty.
- Provide cross-functional support regarding daily business activities in an effort to promote an efficient work environment.
- Assist staff and management with quotes and inquiries as necessary in an expedited manner.
- Implement various procedures and processes in accordance with company guidelines and services.

LOGISTICS & SUPPLY CHAIN MANAGEMENT

- Knowledge of computer operations and ability to learn appropriate AS400 and Windows-based operating systems and processes to perform job functions
- Awareness of DOT regulations and Hours of Service (HOS) requirements
- Make order entries and work with accounting in processing the parts transfer
- Work with various internal and external logistics partners to timely transfer and arrange delivery of parts to the right locations
- Work with various internal product managers to understand the equipment configurations related to service and be able to detect errors
- Determine right parts and appropriate stock level based on equipment configurations and guidelines
- Keep internal database up-to-date for service inventory management
- Responsible for timely and accurate execution of SAP transactions for all inbound and outbound shipments
- Coordinates and supports inventory cycle count process and physical inventories site. Assist as needed with annual tagged inventories.
- Manage and drive approvals for exception PO's & STO's on the parked list. Identify root causes for exceptions and drive solutions.
- Manage certifications and audits for all site scales
- Participate and provide up-to-date data for daily morning supply chain call and month-end conference calls with customer service
- Work with the Supply Chain and Production Planner to coordinate training process for operators within shipper roles on site
- Develop and maintain Standard Operating Procedures and training program related to Shipping Functions on site
- Size market and complete SWOT analysis
- Act as a xyz Ambassador while riding with a driver to validate services meet the customer needs
- Communicate with xxx managers issues and concerns raised by customers
- Work with sales team to identify new/proposed Access Point locations
- Complete Access Point audits to validate commitments and compliance standards
- Drive assigned project(s) to completion, tracking results and exceeding expectations
- Prepare capstone presentation and deliver to senior sales leadership to demonstrate presentation and communication skills
- Other duties as needed
- Design, implement, and maintain operational and reporting database systems.
- Participate in business process flow, application architecture design, platform selection and application analysis
- Collecting, understanding and transmitting business requirements into functional specifications and detailed test plans
- Metrics definition consolidation and publication for both new and existing reports
- Creating analytic queries on large data sets
- Updating, extending and maintaining existing dynamic reports using VBA/C# code

OUR CDS TEAM

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