



CAREER  
DEVELOPMENT  
SERVICES

ALABAMA A&M UNIVERSITY



**Resume Guide for  
College of Engineering, Technology,  
and Physical Sciences**

# RESUME TEMPLATE

## Barbara College

2514 N. 23rd Street | Normal, AL 53211

(414) 123-4567

barbara.college@email.com

Keep your email address professional

Name your major

*Electrical Engineering Major* seeking an entry-point professional position (internship or co-op position) to utilize the knowledge and skills gained through academic preparedness and employment experience that will contribute to profitability (or productivity)

If you have security clearance, list it here.

### EDUCATION

Alabama A&M University, Normal, AL  
**B.S., Industrial Technology**  
GPA 3.25/4.00; GPA in major 3.75/4.00  
May 2014 (anticipated)

Mixed opinions from recruiters regarding including GPA < 3.0. Some say include, regardless.

*Awards and Honors:*

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

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

Add Awards and Honors/ Membership or Activity if you have or had these experiences. If not, add the Relevant Coursework section. The Relevant Coursework section can also be used if you have no internship or work experiences

*Membership or Activity:*

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

*Relevant Coursework:*

- **List courses in major relevant to the position for which the resume is being created**

### TECHNICAL SKILLS

List all software proficiencies, instrument and tool utilization

### PROFESSIONAL SKILLS and ATTRIBUTES

Add all soft skill proficiencies (ex. communication, critical thinking, working in groups and individually)

### CLASS PROJECT

It is critical to add class projects describing research, lab experience or related project, Include title, methodology, instruments/software used, number on team, your role [leader, co-leader], the budget and if you were under budget, if applicable) rationale for project/project objective and outcomes.

### INTERNSHIP EXPERIENCE

Name of Organization

Name of Position

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

City, State

Month/Year (start) – Month/Year (end)

Add internship or work experiences if you have or had them. If not, be sure to add the Relevant Coursework section to your resume.

### WORK EXPERIENCE

Name of Organization

Name of Position

**List work responsibility or contribution**

City, State

Month/Year (start) – Month/Year (end)

# Sample Chemistry

## Peter Griffin

115 Chase Rd NW Huntsville, AL 35816 • (256) 201-8305 • peter.griffin@bulldogs.aamu.edu

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**Chemistry Major** seeking an internship to gain knowledge and skills through educational and field experience

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### EDUCATION

Alabama A&M University  
**B.S., Chemistry**  
**GPA 3.16/4.0**

Normal, AL  
December 20xx

#### Honors:

- Dean's List 20xx- Present
- Academic Scholarship – Alabama A&M University
- Beta Kappa Chi National Scientific Honor Society

#### Relevant Coursework:

- Analytical Chemistry Lecture/Lab
- Organic Chemistry I, II Lecture/Lab
- Inorganic Chemistry Lecture/Lab
- Calculus I, II
- Intro to Programming I, II
- Physics Lecture/Lab I, II
- Microbiology Lecture
- Linear Algebra

### SKILLS AND ATTRIBUTES

- Proficiency with Microsoft Word, PowerPoint
- Efficiently conduct independent or group laboratory research and accurately record data
- Effective interpersonal skills; Strong communication skills

### INTERNSHIP

**Howard University College of Pharmacy ACSEP**

Washington D.C

Summer 20xx

- Completed graduate-level medical courses
- Participated in health career workshops in Pharmacy, Dentistry, Neurology, Cardiology, and Nursing
- Completed Research in Pharmacotherapy and Management of Asthma among Adults in an office-based ambulatory care setting.

### WORK EXPERIENCE

**Alabama Power, Co-op | Environmental Affairs Specialist**

Calera, AL

January 20xx – Present

- Assist with general maintenance of all facility branches
- Test all samples that come in.
- Analyze all sample material.

**U.S. Space and Rocket Center | Crew**

Huntsville, AL

March 20xx– January 20xx

- Imax and National Geographic department associate
- Space Camp Crew Training in simulations and aviation challenges
- Team up with co-workers to ensure proper customer service
- Built productive relationships with customer

#### Membership:

- President, AAMU Chemistry Club August 20xx – Present
- Member, Eta Kappa Tau, Engineering and Technology Fraternity, Inc. October 20xx – Present
- Historian, Omega Psi Phi Fraternity Inc., March 20xx - Present

# Sample Mathematics

## Dontrell Green

115 Chase Rd NW  
Huntsville, AL 35816  
(256) 708-3120

Dontrell.green@bulldogs.aamu.edu

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**Mathematics Major** seeking employer in mathematics while furthering my experience in the field.

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### EDUCATION

Alabama A&M University

**B.S., Mathematics**

**3.5/4.0**

Normal, AL

May 20xx

#### Honors:

- Dean's List 20xx - Present
- Merit Scholarship – Alabama A&M University
- Pi Mu Epsilon Math Honor Society
- Alpha Kappa Mu National Honor Society 20xx – Present

#### Relevant Coursework

- Probability and Statistics
- Abstract Algebra
- Calculus 1,2,3
- Intro to Real Analysis

**-Mathematical Modeling and Application:** Analyzed real world problems; Constructed mathematical models to represent them; Concluded results based on model; Collaborated with other students to present projects

### SKILLS AND ATTRIBUTES

- Dynamic team leader; able to bring energy, enthusiasm, and humor to motivate team members to meet goals.
- A flexible professional who enjoys learning new skills and quickly adapts to organizational changes
- Motivated self-starter; able to spark interest and take initiative
- Computer-literate performer with extensive software proficiency covering wide variety of applications.

### WORK EXPERIENCE

#### Walmart | Pharmacy Technician

Huntsville, AL

September 20xx – Present

- Help health care providers and patients by greeting them in person and by phone; answering questions and requests; referring inquiries to the pharmacist.
- Maintain pharmacy inventory by checking pharmaceutical stock to determine inventory level; anticipating needed medications and supplies; placing and expediting orders; verifying receipt; removing outdated drugs.
- Maintain a safe and clean pharmacy by complying with procedures, rules, and regulations.
- Protect patients and employees by adhering to infection-control policies and protocols.

#### Leadership:

- President, Math Club 20xx – Present
- Chaplin, Alpha Kappa Mu Honor Society 20xx – 20xx
- AAMU Gospel Choir 20xx – Present

# Sample Computer Science

## John Clark

1234 S. 20th Street – Huntsville, AL 53211 • (256) 321-7654 • John.Clark3@bulldogs.aamu.edu

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**Computer Science Major** seeking an internship to utilize the knowledge and skills gained academically and experientially.

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### EDUCATION

Alabama A&M University  
**B.S. Computer Science**  
GPA: 3.5/4.0

Normal, AL  
May 20xx

#### Honors:

- Dean's List & Honor Roll 20xx - present
- Alpha Kappa Mu National Honor Society 20xx - Present

#### Relevant Coursework

- Visual Programming
- Advanced Program
- Software Engineering
- Computer Security

### SKILLS

- Programming Experience – C++, Java, C#, XML, and Web Development.
- Writing Skills – Ability to efficiently produce concise, organized reports, labs and memos.
- Presented research funding at STEM day.

### INTERNSHIP EXPERIENCE

**Software Tech Company | Software Development**      New York City, NY      May 20xx – August 20xx

- Led team efforts to find and implement a new bug-tracking solution.
- Investigated current system (Lotus Notes), created requirements for a new tool, conducted meetings and demonstrations of possible solutions, created proposal for recommended course of action, configured and administered the new system (JIRA) after decision was made.
- Created applications for migrating data between systems/databases using C#, XML, and Excel Macros.

**Software Tech Company | Software Quality Assurance**      New York City, NY      May 20xx – August 20xx

- Tested new software releases for the Camera Picture.
- Designed and executed test procedures, reported incidents, and worked with databases and rational software.
- Organized and led meetings of project leaders, developers and QA team members for each original test procedure.
- Learned to work independently and in a group setting.

### WORK EXPERIENCE

**Drake Writing Center | Tutor**      Normal, AL      August 20xx – Present

- Conduct writing conferences with students.
- Identify weaknesses in organization, development and style.
- Guide writers in solving the problems.
- Gained valuable interpersonal communication skills by collaborating with students from many majors.

#### Membership:

- Secretary, AAMU Computer Science Club      August 20xx – Present
- Member, Eta Kappa Tau, Engineering and Technology Fraternity, Inc.      December 20xx – Present
- Historian, Zeta Phi Beta Sorority Inc.,      March 20xx - Present

# Sample Mechanical Engineering

## Lola Bunny

115 Chase Rd NW Huntsville, AL 35816 • (256) 201-8305 • lola.bunny@bulldogs.aamu.edu

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**Mechanical Engineering Major** seeking a summer intern in the Mechanical Engineering industry that will utilize my strong analytical, leadership, and interpersonal skills.

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### EDUCATION

Alabama A&M University  
**B.S., Mechanical Engineering**  
**GPA 3.2/4.0**

Normal, AL  
December 20xx

Relevant Coursework:

- Computer Aided Design
- Engineering Programming
- Statics
- Fund of Nuclear Engineering
- Rocket Propulsion
- Solar Thermal Engineering
- Gas Dynamic
- Design of Machine Elements
- Calculus
- Mechanical Eng Design Project

#### Class Projects:

##### Sailboat Project

Co-lead a team of six utilizing Pro-E to design 3D model of a sailboat with a \$20.00 budget. Organized weekly status meetings to discuss progress. Completed project ahead of schedule and \$5 under budget.

##### Crystal Project

Work with engineers to develop an automated process for immobilizing crystal molecules. Writing two LabVIEW programs to ensure optimum performance.

### TECHNICAL SKILLS

**Languages:** Lab view • Pro-E • C++ • Java • Solid Works • Matlab • Xilinx • CAD • Microsoft Visual

**Operating Systems:** Windows 8 • Mac OS X

**Software:** Microsoft Visual Studio • Microsoft Office Suite • Eclipse • NetBeans IDE 6.0.1 • SDS/2

### INTERNSHIP

#### XYZ Corp | Intern

Baltimore, MD

Summer 20xx

- Supported engineering team in implementing video-based training program utilizing Boggle software  
Developed Java program for Marketing team to accept pptx or .ppt files as input, extract information from attendance and agenda slides, and display information in an Excel spreadsheet
- Managed Kronos to accurately input FMLA data for more than 200 employees
- Walked production floor daily to identify, reduce and correct ergonomically-based workplace accidents

### WORK EXPERIENCE

#### Technology We Are | Sales Associate

Huntsville, AL

Summer 20xx - Present

- Understand, manage and execute the sales program in accordance with company standards
- Provide coaching, training, and feedback to improve associates' performance on a daily basis
- Consistently meet and exceed monthly quotas
- Go the extra mile" to drive sales
- Maintain in-stock and presentable condition assigned areas
- Actively seek out customers in store

# Sample Physics

## Charles Logan

115 Chase Rd NW Huntsville, AL 35816 • (256) 111-2566 • charles.logan@bulldogs.aamu.edu

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*Physics Major* seeking a summer intern to both utilize and expand my knowledge gained while attending Alabama A&M University.

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### EDUCATION

Alabama A&M University  
**B.S., Physics**  
**GPA 3.13/4.0**

Normal, AL  
December 20xx

Honors:

- Phi Beta Kappa Honors Society, 20xx-20xx

*Relevant Coursework:*

- Mechanics 1 & 2
- Optics
- UROP
- Electricity & Magnetism
- Intro to Quantum Mechanics
- Fund of Nano-Technology

### TECHNICAL SKILLS

**Languages:** Lab view • Pro-E • C++ • Java • Solid Works • Matlab • Xilinx • CAD • Microsoft Visual  
**Operating Systems:** Windows 8 • Mac OS X  
**Software:** Microsoft Visual Studio • Microsoft Office Suite • Eclipse • NetBeans IDE 6.0.1 • SDS/2

### RESEARCH

- In collaboration with NASA, I worked with a team of 6 other members to construct an 8 foot sounding rocket with the SERI Rocket Program
- Recognized by NASA for having the first successful non-pyrotechnic recovery system to deploy
- Designed and constructed the rocket's payload system and recovery system from scratch
- Worked with Rocksim to simulate and predict the trajectory of the rocket
- Gathered and analyzed trajectory data from the flight

### INTERNSHIP

**U.S. Nuclear Regulatory Commission | Nuclear Physicist**      Rockville, MD      Summer 20xx

- Internship with the Regulation and Assessment Team
- Gathered preliminary reports and information for audit of active reactors, including comparing against previously filed data for consistency and accuracy
- Assisted in the development of the final audit assessment report for the Point Beach Nuclear Reactor facility

### WORK EXPERIENCE

**Department of Physics | Lab Assistant**      Normal, AL      August 20xx – Present

- Repair and maintain equipment in the Engineering Department
- Review and carry out daily procedures for operating lab equipment
- Test new computers for efficiency
- Perform diagnostic operations on computers and corrected problems

*LEADERSHIP:*

- Treasurer, Physics Club      August 20xx- May 20xx

# 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

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## EDUCATION & TRAINING

Highest Level/Most Recent Education or Training

Institution Name \_\_\_\_\_

City, State \_\_\_\_\_

Degree Received \_\_\_\_\_ Month/Year Expected or Received \_\_\_\_\_

GPA \_\_\_\_\_

## SKILLS & ATTRIBUTES

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## 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)

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

## **SKILLS and ATTRIBUTES (2)**

- 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
- Unparalleled integrity and a strong work ethic that will ensure achievement of short- and long-term goals
- Strong track record of improving customer satisfaction indexes; seen as a trusted advisor to clients

Use **KEY WORDS** to describe your **responsibilities and accomplishments** **3**

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

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

## **SAMPLE work responsibility or contributions (3)**

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

### **ADMINISTRATIVE EXPERIENCE**

- 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
- Tracks, analyzes and leverages sales results and guest comments to reinforce desired behaviors and act upon opportunities for improvement
- Demonstrates knowledge and passion for company products and services
- Addresses all guest concerns and questions promptly and with professionalism
- Recruits, interviews, and hires non-management staff in accordance with company hiring policy and procedures, and using an online application tool
- 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

## **SAMPLE work responsibility or contributions (3)**

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

### **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
- 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
- Resolved complaints promptly and professionally

### **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.



# **OUR CDS TEAM**

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