



CAREER
DEVELOPMENT
SERVICES

ALABAMA A&M UNIVERSITY



**Resume Guide for
College of Education, Humanities, and
Behavioral Sciences**

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

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

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

Normal, AL

May 2016

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**

SKILLS and ATTRIBUTES (SEE SECTION 2)

- 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 3)**
- **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 3)**
- **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 Psychology

Elizabeth M. Page

4900 Median St | Normal, AL 35762 | 413.555.1212 | epage@bulldogs.aamu.edu

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

EDUCATION

Alabama A&M University Normal, AL
B.S., Psychology May 20xx
GPA: 3.33/4.0

Honors:

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

Relevant Courses:

Educational Psychology • Physiological Psychology • Psychology and The Law • Personality Theories

SKILLS and ATTRIBUTES

- Work cooperatively with a wide range of personalities
- Attentive to quality and detail
- Ability to work in a fast-paced, intense environment
- Adobe PhotoShop and Illustrator; Microsoft Office; Social Media

PRACTICUM

Limb County Police Department | Intern Normal, AL December 20xx - Present

- Follow all instructions received from supervisor
- Met with them and keep tabs on their actions through contact with their religious groups, neighbors, or families.
- Keep detailed records about the progress of the parolees you're working with
- Perform duties as needed

WORK EXPERIENCE

Office of Student Advancement | Office Assistant Normal, AL June 20xx to Present

- Cold-call alumnae and parents to update them on current events at the university and to encourage them to financially support the college and upcoming initiatives
- Forward information by receiving and distributing communications; collecting and mailing correspondence; copying information.
- Maintain supplies by checking stock to determine inventory levels; anticipating requirements; placing and expediting orders; verifying receipt; stocking items; delivering supplies to work stations.

Scoop Ice Cream Parlor | Server Huntsville, AL Summer 20xx

- Listened to customer orders and make desserts exactly to patron specifications.
- Essential duties include scooping and portioning ice cream and mix-in treats and then manually folding ice cream to create one-of-a-kind creations.
- Maintained high level of customer service in high-traffic beach front ice cream store; served 75+ customers hourly
- Handled cash transactions and oversaw daily bank deposits

Membership or Activity:

Alabama A&M Varsity Soccer Team | Captain Normal, AL Aug 20xx - Present

Sample Education

Cathy Allen

115 Chase Rd Huntsville, AL 35811 • (256) 555-9876 • callen@bulldogs.aamu.edu

Elementary Education Major an internship to utilize the knowledge and skills gained academically and experientially

EDUCATION

Alabama A&M University
B.S, Elementary Education
GPA 3.77/4.0

Normal, AL
Dec 20xx

Honors:

- Delta Phi Omega International Education Honor Society
- Dean's List 20xx – Present
- Honor Roll 20xx – Present

Relevant Courses:

Elementary School Organization • Education Finance • Seminar in Education

SKILLS and ATTRIBUTES

- Proficient in Spanish. Strong computer skills and exposure to Microsoft Word, PowerPoint, Excel, Publisher.
- Exceptional listener and communicator who effectively conveys information verbally and in writing.
- Deals with your ability to manage multiple assignments and tasks, set priorities, and adapt to changing conditions and work assignments.

PRACTICUM

Martin Luther King Elementary School | Student Teaching Huntsville, AL Jan. 20xx – Dec. 20xx

- Taught fourth grade during my full-time student teaching semester; created lessons, activities, and assessments in all subject areas, and developed positive relationships with the students in the classroom.
- Taught assorted lessons in first and fourth grade in the core subjects during practicum semesters.
- Tutored a struggling first grader in reading for three months by providing individualized instruction.
- Observed a variety of teaching styles in numerous grade levels, and incorporated these strategies into my teaching.

WORK EXPERIENCE

We Love Jesus Church | Team Member & Small Group Leader Huntsville, AL Aug. 20xx - Present

- Prepare lessons and led small group Bible study; followed up with group members.
- Creates PowerPoint presentations and ran projection during college worship services.
- Supports leadership by setting up instruments/sound system, and ordering and picking up food for services.
- Actively participate in biweekly leadership meetings by generating ideas to move ministry forward

COMMUNITY SERVICE

Center for Student Missions- Service Trip | Volunteer Washington, D.C. Jan. 20xx

- Tutored students in city schools, prepared food for the homeless and terminally ill, and helped organize clothing and food in a homeless shelter.

Membership or Activity:

- **Member**, National Council of Teachers Jan 20xx to present

Sample Communication Arts

Chase Wood • Huntsville, AL • (256) 112-4444 • chase.wood@bulldogs.aamu.edu

Communication Arts Major seeking an internship in marketing, radio and/or social media to utilize the knowledge and skills gained academically and experientially.

EDUCATION

Alabama A&M University
B.S., Communication Arts
GPA: 3.45/4.0

Normal, AL
May 20xx

Honors:

- Dean's List & Honor Roll 20xx-present

Relevant Courses:

News/Documentary Techniques • Acting for Television & Film • Film Production • Intro to Directing

SKILLS and ATTRIBUTES

- Create brochures, flyers, and e-postcards to promote upcoming events and concerts; use Adobe Illustrator to create collateral material
- Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.

INTERNSHIP EXPERIENCE

WJAB TV | Morning Traffic/News Reporter Normal, AL April 20xx-Present

- Delivers traffic reports to help listeners make needed travel adjustments
- Gathers info from a variety of sources to determine the most relevant
- Adlibs during major breaking news coverage to keep listeners engaged
- Use Social Media to remain connected to audience

WJAB Radio | News Reporter Normal, AL August 20xx - May 20xx

- Researched, wrote, edited and delivered radio newscasts
- Reported on breaking news, including severe weather and campus events
- Hosted weekly talk shows with faculty, staff and community residents to highlight community assets

WORK EXPERIENCE

XYZ Communications | Sales Representative Atlanta, GA January 20xx - Present

- Building rapport with customers by listening attentively to their needs
- Meets targeted goals to increased sales
- Research via environmental scanning to maintain knowledge of competitors and their activities

Lights Camera Action | Public Relations Manager Huntsville, AL May 20xx – December 20xx

- Delivered 10% increase from previous year in concert ticket and CD sales through new marketing efforts
- Write and distribute marketing materials, press kits, and press releases; serve as liaison to press contracts and reporters
- Coordinate radio appearances at college radio station

Membership or Activity:

Historian, Sigma Tau Epsilon Professional Fraternity Inc., September 20xx – June 20xx

- Captured every event with pictures and/or videos.
- Developed online server to upload pictures and videos of events.

Sample Social Work

Tamia Waterburger

5060 University Dr. Huntsville, AL 35816 • (505) 900 – 6450 • tamia.waterburger@bulldogs.aamu.edu

Social Work Major seeking an entry-point professional position at the Social Services Office to utilize the knowledge and skills gained academically and experientially

EDUCATION

Alabama A&M University
B.S., Social Work
GPA: 3.5/4.0

Normal, AL
May 20xx

Honors:

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

Relevant Courses:

- Child Welfare
- Social Work Methods
- Field Instruction
- Social Welfare Policies

SKILLS and ATTRIBUTES

- Able to execute projects in accordance with regulations, policies, and procedures
- Word, Excel, Power Point, HTML Language, Dreamweaver, FrontPage
- Ability to make decisions and solve problems
- Ability to plan, organize and prioritize work

INTERNSHIP EXPERIENCE

Social Services Office | Intern

Huntsville, AL

Summer 20xx

- Supported, educated and ensured associates were in compliance with policies and procedures
- Handled, defined problems, collected data and established facts – drew valid conclusions
- Reviewed all written documentations before admonishing any staff
- Disseminated policy updates/changes both orally and in writing

WORK EXPERIENCE

Leadership Program | Administrative Assistant

Normal, AL

July 20xx - Present

- Collaborate, develop, and coordinate an innovative doctorate program with Director
- Discuss needs – options – requirements
- Organize and type all program materials
- Develop and maintain Excel database for over 200 candidates for two programs
- Coordinate open house for university members and students and managed orientation events

Girls 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

Membership or Activity:

- **Mentor**, TRIO
- **Member**, Alabama A&M University's Social Work Association
- **Member**, NAACP Organization

Sample Physical Education

Authur Grove

115 Chase Rd Apt 2020 Huntsville, AL • authur.grove@bulldogs.aamu.edu • 256.612.0420

Recent Sports Management graduate and former student athlete seeking to launch a career in sports or sports facility management.

EDUCATION

Alabama A&M University Normal, AL
B.S., Physical Education May 20xx
GPA: 3.14/4.0

Honors:

- Dean's List 20xx – Present
- Basketball Scholarship 20xx – 20xx
- Athletic Scholar 20xx

Relevant Courses:

Exercise of Physiology • Teaching Activity Sports • Adaptive in Physical Education • Human Anatomy & Physiology

SKILLS and ATTRIBUTES

- Demonstrates leadership, adaptability and initiative in meeting unique customer demands
- Successfully executes a number of multi-disciplined roles simultaneously
- Adept at quickly learning /using software to meet the needs of running a small business
- Developed a unique skillset in customer relationship management
- Proficient in Microsoft Office Suite – Excel, Outlook and Power Point

PRACTICUM

Small Business Innovation Research Madison AL July 20xx - Dec. 20xx

- Scheduled meetings for management, answered calls and met with clients to ensure satisfaction
- Developed creative strategies to help the business run more efficiently and effectively
- Prepared presentations for senior management and contributed to strategies for marketing proposals

WORK EXPERIENCE

YMCA | Counselor Madison, AL June 20xx- June 20xx

- Supervised and ensured the safety of up to 30 children in their rotation to various activities
- Advance planned enrichment and recreational activities and submitted to supervisor
- Monitored children's behavior while using appropriate discipline techniques
- Encouraged positive participation of all students in daily activities and events

Walmart | Unloader Huntsville AL June 20xx - Feb. 20xx

- Unloaded trucks, sorted products, pulled pallets out to the floor
- Worked with co-workers to fill and restock shelves
- Assisted with ensuring that the warehouse was clean and organized

Membership or Activity:

AAMU Basketball | Forward August 20xx – May 20xx

- Devoted 30+ hours/week to conditioning, team weights, drills, techniques, meetings, study hall, practice, travel and games
- Learned and retained large amounts of information to quickly apply on court
- Worked collaboratively with all members of the team; learned each members' role to be able to ad-lib with plays as needed

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

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 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
- Manage time effectively; prioritize and make good business judgments and decisions in relationship to efficiency, effectiveness while meeting daily service expectations

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

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

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

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
- Effectively educate callers on available web tools
- Perform miscellaneous projects as assigned

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.

SAMPLE work responsibility or contributions (3)

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

SPORTS / BUSINESS MANAGEMENT

- Assisted in leading a less than 500 team to a conference championship
- Accumulated 400 hours of hands-on experience in the field of Sport Management, while maintaining a full course load and participating in Division 1 athletics
- Collaborated with team of 6 counselors to plan daily events and create a positive camp environment
- Organized and officiated athletic tournaments for over 300 children
- Partnered with xxx to educate children about life skills learned through athletics
- Instructed and coached over 100 youth in fundamentals of several sports
- Mentored underprivileged children
- Assisted with purchasing and inventory controls to ensure that the facility was adequately stocked for all events.
- Design, assemble and mail weekly marketing flyers
- Facilitate communication with local schools and organizations via phone and emails
- Organize half-time performances, exhibitions and activities with promotions team
- Assist with general office duties as assigned including filing, phone and email correspondence
- Participate in weekly brainstorming meetings with various levels of management
- Train and motivate team of 16 elementary school athletes for success in athletics and teamwork
- Organize and schedule weekly team practices and monthly parent meetings

COMMUNICATION ARTS

- Manage online content and operations, including selecting and writing material for digital platforms
- Creatively develops unique content, event coverage and project ideas for web, mobile and social media
- Brings consistent sense of urgency, immediacy and real-time strategies to digital news content and project development
- Works closely with the digital editors, news crews and producers coordinating and producing content for digital platforms and television.
- Takes an active role in editorial meetings in order to lay the groundwork for a consistent multi-platform workflow that ensures strong unique content.
- Leader in leveraging social networks like Facebook, Twitter and Google+ to provide superior coverage and marketing of news. Works closely with marketing to prioritize the growth of customers on Facebook and email, and the interaction with them.
- Key innovator of digital projects involving news, sales and creative services departments aimed at creating strong revenue-generating content and projects.
- Works daily with creative services to identify opportunities to leverage marketing tactics that support the digital strategy. Engages in regular and weekly marketing discussions with CSD to push marketing opportunities cross-platform.
- Interfaces with Executive Digital Media Managers (Editorial Operations, Product Innovation) and other HTV digital managers on small, medium and large scale news and content projects.
- Directs staff on best practices to optimize content areas of home web and mobile platforms.
- Identifies videos with viral potential for syndication partners like YouTube, Yahoo, AOL, MSN, etc.
- Uses working knowledge of SEO and tactics to improve traffic generation from search.

OUR CDS TEAM

Director – Ms. Yvette Clayton

College of Business and Public Affairs and College of Education, Humanities and Behavioral Sciences
(256)372-8182

Yvette.clayton@aamu.edu

Co-Director – Ms. Karla Miller

College of Engineering, Technology, and Physical Sciences
(256)372 5694

Karla.miller@aamu.edu

Event & Recruitment Specialist – Mrs. Angel Lee-Anthony

(256)372-8220

Angel.leeanthony@aamu.edu

Career Counselor/Recruiter – Mrs. Tangela Rutledge-Gale

College of Agricultural, Life, and Natural Sciences
(256)372-8181

Tangela.rutledge@aamu.edu