



CAREER
DEVELOPMENT
SERVICES

ALABAMA A&M UNIVERSITY



Resume Guide for College of Agricultural, Life and Natural Sciences Students

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**

**First year Animal Bio-Health Science student seeking a position to contribute to organizational success
by utilizing the knowledge and skills gained academically and experientially**

EDUCATION

Alabama A&M University (AAMU)	Normal, AL
B.S. Animal Bio Health Science	May 2021
GPA: 4.00/4.00	
<i>Honors and Awards:</i>	
Freshman Presidential Award	2017-2018
Dean's list	2017-2018
Honor Roll	2017-2018

Relevant Coursework:

- Technology & Agriculture
- Food & Survival of Man
- Pre-Calculus & Trigonometry
- Algebra
- Chemistry II
- Intro to Bio Animal Health Science

SKILLS and ATTRIBUTES

- Ability to plan, organize and prioritize work
- Quick learner with the ability to work independently and within a team
- Strong oral and written communication skills
- Reliable team player and individual contributor
- Proficient with Microsoft Office Suite
- Excellent customer service skills

EXPERIENTIAL LEARNING | SERVICE LEARNING PROJECT

- Worked on a team to help spread awareness for sexual assault, which educated students on campus. Scheduled meetings with the team to develop a list of ways students can be informed about the importance of sexual assault and how often it happens. Worked with team members to create a poster board that will be displayed before the students, faculty and staff.

Leadership and Activities:

- | | |
|--|-----------|
| • Animal Bio-Health Science Club | Fall 2017 |
| • Dancin' Divas Dance Team | Fall 2017 |
| • Alabama A&M Marching Maroon & White Show Band of the South | Fall 2017 |

Community Service

- March of dimes
- Guest instructor for Dazzling Cheetahs Dance Team
- Open hand
- Walk for breast cancer
- Feed the hungry in New Orleans, Louisiana
- Toys for Tots
- Packaging of care packages for Homeless women and children Feed the Homeless (Downtown Atlanta)

Kamile N. Cosby

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EDUCATION

Alabama Agricultural and Mechanical University (AAMU)

3.61/4.0 GPA

Normal, AL

B.S., Biology: Concentration in Pre-Professional Health

May 2018

Relevant Coursework: Intro to Biology, Principles of Biology, Botany II, Human Anatomy & Physiology I & II, General Chemistry I and II, Microbiology, Physics, Genetics, Cell and Molecular Biology, Organic Chemistry I and II, Medical Terminology, Analytical Chemistry, Biostatistics

SKILLS AND SOFTWARE PROFICIENCIES

Microsoft Office • Algebra • Trigonometry • Biology • Chemistry • Laboratory Research

WORK & LEADERSHIP EXPERIENCE

Fall 2017-Present

AAMU

Normal, AL

Student Research Lab Assistant

Year round job focused on helping other students perform research in the Lab

- Set up the laboratory

Summer 2015 - Summer 2017

University of Alabama at Birmingham (UAB), MHRC | Internship

Birmingham, AL

A summer internship spent working with the people in Minority Health and Health Disparities Research Center

- Performed comet assays to determine how much DNA damage was present in the Glioblastoma cell lines | 2017
- Worked in Pharmaceutical Laboratory as a lab assistant to distinguish between different types of Neuroblastoma cells, by performing Bradford Protein Assays and calculating cell doubling time after culturing those bacterial cells | 2016
- Designed presentations for advisor on career choices | 2015

Summer 2014-Present

AAMU, ALSAMP Program | Internship

Normal, AL

A year-round internship designed to focus on research skills.

- Conducted research on the Assessment of the Transport and Persistence of *Escherichia Coli* in Runoff from Poultry Litter Amended Soils in the Spring of 2016 by collecting a bath study to observe the persistence of E. coli in different types of soils (clay loam, sandy clay loam, and sand). Main purpose was to see if the E. Coli would die off at a normal rate. Completed research by culturing the soils after planting them and observing them under the UV light. Presented this research at STEM (Science, Technology, Engineering, and Mathematics) Day | 2016
- Conducted research on the Runoff Study on Evaluating E. coli as a Fecal Indicator in Poultry Litter Treated Soils by collecting runoff samples of different types of soils (clay loam, sandy clay loam, and sand) and testing those soils for the presence of E. coli by observing it under the UV light. Also present research at the University of Alabama in Tuscaloosa, AL | 2015

VOLUNTEER WORK

2015-Present

AAMU

Normal, AL

- Demonstrated cotton swabbing and registered potential donors in the Bone Marrow Drive | 10/17/15
- Help prevented childhood hunger by preparing lunches to be distributed to kids at Dawson Elementary | Spring 2015
- Helped set up for family game and movie night at Harbor Chase | 2015-2016
- Helped served food twice a month and distribute clothes to the needy at the Manna House | 2015 - Present
- Assisted in setting up areas for future museum events at Burritt on the Mountain | 2015 Present

ACTIVITIES & HONORS

Eta Kappa Tau Engineering and Technology Fraternity, Incorporated | 2017 - Present • Beta Kappa Chi National Scientific Honors Society | 2016 - Present • MHRC SEP intern | 2015 - 2017 • Honors Program | 2015 - Present • MANNRS Program | 2015 - 2016 • Southern Belles | 2015 - Present • Pre- Professional Health Club | 2014 - Present • Bronze Presidential Medallion | 2016 - 2017 • First Lady Scholarship | 2016 • Alabama Farm Credit Scholarship | 2015 • Freshman President's Award | 2015 • Honor Roll | 2015 - Present • Dean's List | 2015-2017 • AAMU New Merit Scholarship Recipient | 2014 - Present • ALSAMP intern and Scholarship Recipient | 2014-Present

MASTERS RESUME

115 Chase Rd NW Apt 2102 Huntsville, AL 35811 908-675-3055 jjohn205@bulldogs.aamu.edu

EDUCATION

December 2017 <i>Master of Science in Food Science</i>	Alabama A&M University	Normal, AL
May 2015 <i>Bachelor of Science in Chemistry</i> ▪ Alpha Kappa Mu Honor Society	Saint Augustine's University	Raleigh, NC April 2014

WORK EXPERIENCE

May 2017-August 2017 <i>Supply Chain and Operation-Quality Intern</i> ▪ Developed a document to standardized procedures for product management process. ▪ Cataloged roles and responsibilities for cross-functional teams involved in a claim approval process. ▪ Designed a process map for Dairy Food business units involved in claim process.	Land O'Lakes, Inc.	Arden Hills, MN
June 2016-Present <i>Graduate Research Assistant</i> ▪ Conduct experiments applicable to food safety and toxicology discipline. ▪ Demonstrate and instruct phytochemical analysis assays with cross-functional laboratories. ▪ Manage and operate food toxicology and tissue culture laboratories inventory and protocols.	Alabama A&M University	Huntsville, AL
August 2014-May 2015 <i>Peer Tutor</i> ▪ Tutored general chemistry courses for STEM and Non-STEM majors. ▪ Coordinated laboratory experiments for the instructor. ▪ Advised the students on great study tip techniques for chemistry courses	VA-NC LSAMP Mid-Level Peer Tutorial Program	Raleigh, NC
July 2012-August 2014 <i>Sale Associate</i> ▪ Utilized the cash register ensuring customer were render proper payment for their purchases. ▪ Explicated to customers about the chocolate variations. ▪ Provided store coverage even on regular scheduled days off to meet the needs of the store.	Lindt Master Swiss Chocolatier	Tinton Falls, NJ

RESEARCH EXPERIENCE

January 2014-May 2015 <i>Research Investigator</i> Project: "The Effect of Cinnamon Oil on Microorganisms in Eye Shadow" ▪ Research Site: Saint Augustine's University, Raleigh, NC ▪ Identified if cinnamon oil was an effective preservative for microorganisms in eye shadow. ▪ Extracted cinnamon oil from cinnamon bark for pure Cinnamaldehyde	Saint Augustine's University	Raleigh, NC
June 2012-August 2012 <i>Research Investigator</i> Project: "Spectroscopic Testing & Astrochemistry Research" ▪ Project Leads: Brooks Pate, Ph.D., Anthony Remijan, Ph.D., Amanda Steber, Chelen Johnson ▪ Research Site: National Radio Astronomy Observatory (NRAO), Charlottesville, VA ▪ Analyzed a proposed formation pathway for Cyanomethanimine which is a precursor for the nitrogenous base adenine. ▪ Designed and developed an 18-26 GHz microwave spectrometer for museum education exhibit.	University of Virginia	Charlottesville, VA

ACHIEVEMENTS AND LEADERSHIP ACTIVITIES

▪ Assistant Secretary-Alabama A&M University Food Science Club	Fall 2016-2017
▪ Presidential Scholarship Recipient	Fall 2011-Spring 2015
▪	

- Administrative Assistant, Academic Affairs(Provost) Fall 2012-Spring2015
- Presenter, “Spectroscopic Testing & Astrochemistry Research(S.T.A.R.)” Charlottesville, VA Summer 2012

PROFESSIONAL AWARDS

- Institute of Food Science Technologist (IFT) Member April 2016
- Hazard Analysis Critical Control Points (HACCP) Certified November 2015
- American Chemical Society: Member November 2014
- Goodmon Fellow, Leadership Triangle College Edition presented by Research Triangle Park April 2013

Feeda Bulldog

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SUMMARY

Food Science Major seeking an entry-point career opportunity

Choose 5-7 skills below that best align with the position you are seeking, and then delete the rest

- Ability to effectively **set up lab apparatus, conduct lab research** and **accurately analyze** and **record data**
- Proficient with **calibrating operations** using Standard Operating Procedures (SOP)
- Skilled at **conducting quality analyses** using **Karl Fischer Titration devices, UV spectroscopy readings, PH meter readings** and other **SOP instructions**; capable of **generating nutritional labels**
- Proficient with **shelf life testing** and **food analysis** by standard methods
- Skilled at **extracting** and **quantifying bioactive components from plant foods** using **HPLC**
- **Familiar with laboratory instruments** including **Kjeldhal protein analyzer, Soxtec fat extractor, Bioreactor, Freeze dryer, High performance liquid chromatography, Gas chromatography, ICP, UV-spectrophotometer, Colorimeter, Rheometer, Rapid visco analyzer** and **Amylograph**
- Experienced in **performing cancer cell culture assays**
- **Proficient with Microsoft Office Suite**
- Ability to review and revise product labels to comply with USDA regulations.
- Capable of creating and updating Product Specification Sheets
- Capable of creating nutritional facts panels using USDA nutrient database
- Proficient with creating formulation sheets for production
- Ability to develop specifications for all raw materials, process controls, and finished goods
- Ability to conduct sensory on all products
- Solid knowledge of food regulations with specific emphasis on nutritional labeling, natural food ingredients
- HACCP Certified
- Familiar with different methods of packaging
- Knowledgeable of physical properties and chemical composition of food and ingredients
- Knowledgeable of extensive areas of food science and technology and experimental procedures
- Solid knowledge of food regulations with specific emphasis on nutritional labeling, natural food ingredients
- Highly capable of preparing samples for sensory evaluation
- Able to conduct sensory evaluations and product cuttings
- Capable of ensuring cleanliness, organization and sanitation of test facility and equipment

EDUCATION

Alabama Agricultural & Mechanical University (AAMU)

Normal, AL

B.S., Food Science, expected May 20xx

GPA: 3.1/4.0

Honors/Awards: Dean's List, Fall 2018 – Present

Related Courses:

Intro to Food Science • Quantitative Analysis • Instrumental Analysis • Food Chemistry • Food Engineering
Product Development • Advanced Topics in Food Science • Principles of Experimentation

CLASS PROJECT | FOOD DEVELOPMENT

Utilized selected spices – Cinnamon, Cardamom and Cloves – in food product development. Analyzed spices to determine their potential antioxidant, anti-lipemic and carbohydrate metabolizing enzymes.

- Conducted chemical analyses to determine the phenolic, flavonoid content and anti-oxidant capacity (methanol and aqueous) of extracts of Cinnamon, Cardamom and Cloves
- Determined (in-vitro) the inhibitory potential of the selected spices on key enzymes related to metabolic syndrome in-vitro (Lipase activity, α -Glucosidase activity and α -amylase)
- Developed food products using the selected

Equipment/Process Used: Rotary evaporator, centrifuge machine, (sample extraction); Analytical balancing, Experiment set-up and calibration procedures; data collection using Micro Plate reader and result calculation

Memberships and Activities:

AAMU Food Science Club | Fall 2016 – Present

Institute of Food Technologist (IFT), Member | Fall 2015 – Present

Mentor, Fire Dawgs Club

Vice President, Forestry Club

February 20xx – Present

June 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)

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City, State: _____

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Next Most Recent Position (Work your way backwards)

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

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
Obtained	Rated	Simplified	Traveled
Opened	Reached	Simulated	Treated
Operated	Realized	Sketched	Trimmed
Ordered	Reasoned	Sold	Tutored
Orchestrated	Received	Solidified	Typed
Organized	Recommended	Solved	Uncovered
Originated	Reconciled	Sorted	Undertook
Outlined	Recorded	Spearheaded	Unified
Overcame	Recruited	Specialized	United
Overhauled	Reduced	Specified	Updated
Oversaw	Referred	Sponsored	Upgraded
Participated	Regulated	Stabilized	Used
Performed	Rehabilitated	Staffed	Utilized
Persuaded	Related	Standardized	Validated
Photographed	Remodeled	Started	Verbalized
Pinpointed	Rendered	Stimulated	Verified
Piloted	Reorganized	Stored	Vitalized
Pioneered	Repaired	Streamlined	Volunteered
Placed	Replaced	Strengthened	Weighed
Planned	Reported	Structured	Widened
Predicted	Represented	Studied	Won
Prepared	Researched	Supervised	Worked
			Wrote

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

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.