

## ALUMNI RESUME CHECKLIST

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### FORMATTING

- ☐ Keep resume to one page in length.
- ☐ Make sure your information fills the page without looking crowded.
- ☐ Emphasize major headings using capital letters, underlining or bold.
- ☐ Use Bullets, Bold, Italics, Underlining and indenting appropriately.
- ☐ Proofread your resume to make sure it is free of grammatical errors.
- ☐ Keep spacing and formatting consistent throughout document.
- ☐ List dates consistently throughout the resume.
- ☐ Use only appropriate fonts (Times, Arial Narrow, Verdana, Garamond, Goudy, Georgia, etc.)
- ☐ Keep font sizes 10, 11, or 12 pt. for text and 12, 14, or 16 pt. for headings and name.
- ☐ Do NOT include pictures and/or graphics.
- ☐ Do NOT include personal Information (Age, Weight, Children, etc.).
- ☐ Set margins to approximately 1 inch on all sides.

### CONTACT INFORMATION

- ☐ Put your full name on the top line of the resume.
- ☐ Include telephone number with area code (be sure it is a number where you can be reached).
- ☐ Make sure your email address is professional (memphisalumni.org or personal email address is recommended).

### PROFILE

- ☐ Objectives are no longer included on resumes. Exceptions may occur in education and nursing.
- Use a profile to summarize key accomplishments relevant to the job (recommended for advanced undergraduate and graduate students) or begin the resume with your education section.
- ☐ Highlight key skills or qualifications relevant to the position.
  - ☐ Do NOT use personal pronouns such as "I, me, or my."

### EDUCATION

- ☐ Write the full name of your degree and major, using no abbreviations.
- ☐ List the name of the institution that granted the degree, along with the city and state.
- ☐ Do NOT list dates of attendance.
- ☐ List the highest degree first.

### SKILLS

- ☐ List any relevant technical skills.
- ☐ Reflect skill level accurately (proficient, working knowledge, etc.).
- ☐ Include language skills that are accurately reflected (fluent, conversant, etc.).
- ☐ Do NOT include vague generalities (such as "strong communication skills").
- ☐ Leave off any outdated or obsolete skills (such as FORTRAN).

### EXPERIENCE

- ☐ Include Internship/Co-Op Experience, relevant paid work, and relevant volunteer work.
- ☐ Include the position title, company name, city, state, and dates of employment.
- ☐ Begin each job description with an action verb.
- ☐ Focus descriptions on accomplishments.
- ☐ Quantify and qualify descriptions when possible (ex. Increased sales by 30%).
- ☐ Use bullet points and action verbs when describing experience.

## **LEADERSHIP & RELEVANT ACTIVITIES**

- ☐ Highlight leadership positions and describe accomplishments using bulleted points. Include Title, Organization, Location, and Dates of Participation.
- ☐ Generally, do NOT include organization names that reveal political affiliation, religious preference, racial/ethnic background, etc.

## **ADDITIONAL CATEGORIES**

- ☐ Use additional categories if relevant to the individual and the targeted position.
- ☐ Examples of additional categories include but are not limited to: Research, Publications, Professional Associations, Certifications, Licenses, Military Service, and Presentations.

## **REFERENCES**

- ☐ Do NOT include names and contact information for references on resume; list on a separate page.
- ☐ Do NOT include the statement 'references available upon request'.

## Key Action Verbs

Your resume must be accomplishment-focused and action-oriented in order to catch the reader's eye. Below are a few ideas to help you start each sentence or phrase on your resume with an action verb.

### Communication Skills

Advertised  
Authored  
Clarified  
Composed  
Contacted  
Corresponded  
Demonstrated  
Drafted  
Edited  
Facilitated  
Informed  
Interpreted  
Mediated  
Negotiated  
Notified  
Presented  
Persuaded  
Promoted  
Proofread  
Publicized  
Published  
Translated  
Wrote

### Creative Skills

Built  
Composed  
Conceptualized  
Constructed  
Created  
Designed  
Developed  
Directed  
Established  
Founded  
Generated  
Initiated  
Invented  
Launched  
Originated  
Performed  
Piloted  
Planned  
Produced  
Revised

### Helping Skills

Advised  
Advocated  
Aided  
Assessed  
Assisted  
Coached  
Collaborated  
Counseled  
Diagnosed  
Directed  
Encouraged  
Guided  
Inspired  
Led  
Mentored  
Represented  
Served  
Supported

### Leadership Skills

Achieved  
Clarified  
Decided  
Delegated  
Effectuated  
Enhanced  
Exceeded  
Excelled  
Headed  
Improved  
Inspired  
Instigated  
Led  
Marketed  
Motivated  
Participated  
Presided  
Recommended  
Succeeded

### Management/ Organization Skills

Administered  
Arranged  
Assembled  
Completed  
Conducted  
Controlled  
Correlated  
Determined  
Directed  
Eliminated  
Engineered  
Evaluated  
Executed  
Expanded  
Implemented  
Increased  
Maintained  
Managed  
Planned  
Prepared  
Procured  
Provided  
Scheduled  
Solved  
Supervised

### Research Skills

Analyzed  
Clarified  
Coded  
Compared  
Contrasted  
Evaluated  
Examined  
Experimented  
Explored  
Inquired  
Interpreted  
Interviewed  
Investigated  
Reported  
Reviewed  
Studied  
Summarized

### Teaching Skills

Advised  
Assessed  
Clarified  
Coached  
Conducted  
Demonstrated  
Developed  
Educated  
Evaluated  
Explained  
Facilitated  
Guided  
Illustrated  
Informed  
Instructed  
Led  
Mentored  
Planned  
Trained  
Tutored

### Technical Skills

Analyzed  
Budgeted  
Built  
Calculated  
Computed  
Correlated  
Developed  
Financed  
Handled  
Maintained  
Operated  
Programmed  
Repaired

# Bethany S. Wilson

1926 Pomona Drive | Greenville, MS 63701 | 901.555.6789 | bswilson@memphis.edu

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## Summary:

- Exceptional college graduate with experience in research and working in a lab environment
- Knowledgeable of general safety codes and tool/instrument sterilization

## Education:

*Bachelor of Science in Biology and Chemistry*; May 20xx  
University of Memphis, Memphis, TN  
Cumulative GPA: 4.0

## Skills:

- Experienced at processing tests of blood components
- CEMT Certified
- Proficient in training others as demonstrated through experience conducting all orientation sessions for Blood Bank Employees

## Experience:

**Lab Technician**, Life Blood of the Mid-South, Memphis, TN, 2010-present

- Produce and process blood donations
- Test blood products for 34 abnormalities to ensure public safety
- Conduct orientation sessions that teach proper blood handling procedures
- Perform irradiation of blood products

**Research Assistant**, University of Memphis, Memphis, TN, 2008-2012

- Set up labs for students and assist them with lab experiments
- Taught students technical writing skills used to prepare lab reports
- Ordered supplies for laboratory and kept accurate inventory
- Performed tissue experiments using electron microscopy
- Co-authored literature review on the use of electron microscopy with major professor; article was subsequently published in the *Journal of Life Sciences*

## Activities:

- Biology Club, University of Memphis, Memphis, TN, 2008-2012
- Student Activities Council, University of Memphis, Memphis, TN, 2008-2012
- *President*, Circle K International Service Organization, University of Memphis, Memphis, TN, 2008-2010
- American Association of Clinical Pathologists, 2010-present

# MARY ANNE REYNOLDS

51 South McLean, #2 | Memphis, TN 38104 | 901.555.1221 | [mareynolds@memphis.edu](mailto:mareynolds@memphis.edu)

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## EDUCATION

**Bachelor of Science in Education:** Teachings All Learners, May 20xx  
University of Memphis, Memphis, TN  
Cumulative GPA: 3.9

## LICENSURE

- Tennessee state licensure for Elementary Education K-6 upon graduation, May 2014

## EXPERIENCE

**Student Teacher,** Riverdale Elementary School, Memphis, TN, March 2012-present

- Develop and implement lesson plans for 30 second grade students on a daily basis
- Assume full responsibility of all teaching duties for six weeks
- Assist students with questions before/after school
- Meet with parents, counselors, and administrators to discuss the progress of children

**Student Teacher,** Sea Isle Elementary School, Memphis, TN, January 2012-March 2012

- Taught class of 25 fifth grade students for six weeks, including developing lesson plans, monitoring student progress, assisting students before/after school, and attending school events
- Communicated with parents, counselors, and administrators about student progress
- Coordinated education field trips and assisted with "Career Day" by arranging for guest speakers to visit the classroom

**Arts and Crafts Instructor,** Camp Sunshine, Fayetteville, AR, Summers 2004-2011

- Developed age-appropriate camp arts/crafts activities for 50 campers (ages 6-13)
- Taught one-week long Art Appreciation Seminar for advanced campers
- Supervised a cabin of ten campers and served as a guide on wilderness hikes
- Coordinated the Annual Camp Sunshine Talent Show

## HONORS

- Regent's Scholarship, Phi Kappa Phi Honor Society, Golden Key National Honor Society

## ACTIVITIES

- Student Teachers Education Association, Student Government, Student Activities Council, Up 'Til Dawn

## Megan K. Jones

4800 Radford Road | Millington, TN 38053 | 901.555.5555 | megan@coldmail.com

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<b>Profile</b>	IMBA graduate with academic honors completing two years of related experience and two years of experience teaching English as a second language. Strengths include extensive traveling in the United States, Mexico, Canada and Europe; speaking, reading, and writing French and Spanish fluently; and computer skills in Microsoft Office, SAS, Stata, SPSS.
<b>Education</b>	<p><b>International Master of Business Administration;</b> May 20xx University of Memphis, Memphis, TN Cumulative GPA: 3.8</p> <p><b>Bachelor of Arts in French and Spanish;</b> May 20xx The University of Missouri-Columbia, Columbia, MO Cumulative GPA: 3.5</p>
<b>Relevant Experience</b>	<p><b>Graduate Assistant</b> University of Memphis, Memphis, TN, August 2011-present</p> <ul style="list-style-type: none"><li>• Assist with career advising of International MBA Students</li><li>• Act as a liaison between students and employers</li></ul> <p><b>English Language Teaching Assistant</b> Lycee Joubert Ancenis Nantes, France, October 2010-April 2011</p> <ul style="list-style-type: none"><li>• Taught and provided individual help in comprehension and conversation of the English language to high school students</li></ul>
<b>Additional Experience</b>	<p><b>Sales Associate</b> Macy's, Columbia, MO, July 2005- September 2008</p> <ul style="list-style-type: none"><li>• Assisted customers, handled cash, monitored inventory, placed orders, managed department in manager's absence</li></ul> <p><b>Data Processor</b> State Farm Insurance Agency, Kansas City, MO, May 2002-July 2005</p> <ul style="list-style-type: none"><li>• Operated Microsoft Access database to assist with data processing, created Microsoft Excel spreadsheets, sorted and filed data</li></ul>
<b>Honors</b>	<ul style="list-style-type: none"><li>• Phi Kappa Phi Honor Society, 2006-present</li><li>• Dean's List: University of Missouri-Columbia, 2006-2008</li><li>• Missouri Higher Education Scholarship Award, 2004</li></ul>
<b>Activities</b>	<ul style="list-style-type: none"><li>• Member, IMBA Association, 2010-2012</li><li>• Study Abroad Program, January 2007-May 2007 Institute for Educational Studies, Nantes, France</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Speak, read, and write French and Spanish fluently</li><li>• Microsoft Office, SAS, Stata, SPSS</li></ul>

# **SANDRA R. KOCH**

1275 Caruthers Avenue | Memphis, TN 38128 | 314.555.6789 | sandra.koch@hotmail.com

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## **SUMMARY**

- Comfortable and experienced working in office environment.
- Proven to work efficiently and effectively in a team to accomplish a common goal.
- Experienced completing administrative tasks requiring knowledge and understanding of MS Office.

## **EDUCATION**

**Bachelor of Professional Studies in Paralegal Studies;** May 20xx  
University of Memphis, Memphis, TN  
Cumulative GPA: 3.0

## **EXPERIENCE**

Law Office of Smith, Jones & Doe, PLLC, Memphis, TN, May 2012-present  
*Paralegal*

- Prepare and file legal documents for law firm serving 250+ clients
- Assist 10 partners in conducting legal research
- Supervise research assistant and receptionist
- Promoted from receptionist to paralegal upon completion of degree

Law Office of Smith, Jones & Doe, PLLC, Memphis, TN, September 2008-May 2012  
*Receptionist*

- Answered busy multi-line phone system and greeted clients as they entered main office
- Assisted clients with questions and scheduling meetings
- Maintained electronic master calendar for office using Microsoft Outlook
- Assisted legal secretary in formatting and typing legal documents using Microsoft Word and Publisher

School of Law, Southern Alabama University, South Shore, AL, August 2005-August 2008  
*Office Assistant*

- Assisted 200+ students in scheduling advising appointments
- Catalogued and maintained the electronic and print law libraries
- Answered phones and greeted visitors

## **ACTIVITIES**

Student Paralegal Association, University of Memphis, Memphis, TN, 2008-2012

Student Activities Council, University of Memphis, Memphis, TN, 2008-2012

## **COMMUNITY INVOLVEMENT**

Volunteer, Dress for Success Clothes Closet, Memphis, TN, 2008-present

Volunteer, Abused Women's Services of YWCA, Memphis, TN, 2008-present

# Joanna N. James

1234 Main Street | Memphis, TN 38111 | 901.678.0000 | jnjames@memphis.edu

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**Education:** ***Bachelor of Arts: Major: Journalism with a concentration in Public Relations***

University of Memphis, Memphis, TN, Expected: May 20xx, Cumulative GPA: 3.5

**Experience:** ***Sales Manager***, Automated Data Processing, Memphis, TN, August 2008-present

- Manage Memphis sales territory including generating \$500,000 in new business
- Maintain productive relationships with clients, accountants, and banking centers
- Exceed monthly sales quota by 15% on a consistent basis

***Sales and Marketing Intern***, Maybelline Garnier, New York, NY, August 2007-July 2008

- Analyzed product sales through Retail Link (a proprietary computer program)
- Organized in-store demos to market new products and increase sales
- Managed product displays including consistent reset to highlight various product lines

***Radio/Entertainment Marketing Department Intern***, ALSAC/St. Jude Children's Research Hospital, Memphis, TN, January 2007-July 2007

- Recruited radio stations to participate in St. Jude radiothons
- Assisted with training session of radio station personnel
- Developed marketing materials for numerous events

**Activities:** ***Emerging Leader***, University of Memphis, Memphis, TN, August 2006-present

- Participate in four-year leadership scholarship program including course work and skill training
- Presented educational sessions to high school leadership conference for Memphis Rotary
- Submitted semester reflections demonstrating competence with various leader skills

***Public Relations Coordinator, Up 'til Dawn***, University of Memphis, Memphis, TN, 2007-2009

- Promoted events throughout the semester to the campus community
- Served as the media contact for the organization

***Director of Recruitment, Frosh Camp***, University of Memphis, Memphis, TN, 2007-2008

- Conducted freshmen recruitment for camp including coordinating travel for all students
- Trained counselors on effective recruitment practices
- Secured the highest attendance and retention rates in camp history
- Facilitated sessions that demonstrated successful student transition to the University
- Conducted fireside chats to allow new students to discuss concerns about starting college

***President, Greek Organization***, University of Memphis, Memphis, TN, 2007-2008

- Oversaw all operations of 50 member sorority including alumni relations and risk management
- Served as the contact to and submitted all required information to the national office
- Enforced all sorority standards

***Vice-President***

- Conducted week long recruitment process for chapter
- Ensured all National Panhellenic Conference rules and regulations were followed

**Honors:** Greek Woman of the Year, 2007-2008  
Emerging Leader of the Year, 2007-2008  
Carson Leadership Circle, 2006



# CHANDLER GREEN

Campus Postal Box 1234 | Memphis, TN 38152 | 901.555.3333 | green@memphis.edu

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<b>EDUCATION:</b>	<b>Bachelor of Business Administration: Accounting</b> University of Memphis, Memphis, TN Expected Graduation: May 20xx Cumulative GPA: 3.7, Major GPA: 3.8
<b>RELEVANT COURSES:</b>	Accounting I & II, Auditing, Managerial Accounting, Federal Income Tax, Computer Applications in Accounting, Accounting Systems
<b>EXPERIENCE:</b>	<p><b>Intern, XYZ, LLP Financial Management Team, London, UK, Summer 2010</b></p> <ul style="list-style-type: none"><li>• Worked with Fortune 100 client accounts</li><li>• Helped teams collect and prepare documents for final presentation to the clients by visually mapping business processes, researching best practices, analyzing risks and gaps in the projects, and performing administrative tasks</li></ul> <p><b>Intern, University of Memphis Bursar's Office, Memphis, TN, May 2009 – August 2009</b></p> <ul style="list-style-type: none"><li>• Frequently utilized Microsoft Excel to input vendor information and compute taxable payments and totals</li><li>• Audited faculty and staff credit card statements for elements such as proper use, documentation, sales tax, and use tax</li></ul> <p><b>Office Assistant, Orthopedic Group, Memphis, TN, August 2007- May 2009</b></p> <ul style="list-style-type: none"><li>• Processed patient files including purging and filing confidential patient records</li><li>• Input patient records into office computer system using Microsoft Excel and Access</li></ul>
<b>ACTIVITIES:</b>	<p><b>Beta Alpha Psi Accounting Honors Society, University of Memphis, Memphis, TN</b></p> <ul style="list-style-type: none"><li>• President, Spring 2011- Present</li><li>• Member, Fall 2009-Present</li><li>• Meet with firms frequently to discuss and analyze contemporary issues</li></ul> <p><b>Sigma Nu Fraternity, University of Memphis, Memphis, TN</b></p> <ul style="list-style-type: none"><li>• Treasurer, Spring 2009- Present</li><li>• New Member Educator, Spring 2008</li><li>• Member, Spring 2007-Present</li></ul> <p><b>Accounting Tutor, Student Services, University of Memphis, Memphis, TN Spring 2008</b></p> <ul style="list-style-type: none"><li>• Per recommendation, tutored three athletes in introductory financial accounting</li><li>• Met at least once per week and reported on the students' progress, grades, and attitude</li></ul>
<b>HONORS:</b>	Cumulative GPA recognized as being in the top 25% of the Class of 2011 Dean's List: Fall 2007- Spring 2009
<b>SKILLS:</b>	Microsoft Certified in Excel, Access, Word, Power Point, Outlook

## COVER LETTER CHECKLIST

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### FORMATTING & GENERAL INFORMATION

- ☐ Keep cover letter to one page in length.
- ☐ Proofread your cover letter to make sure it is free of grammatical errors.
- ☐ Write in professional business language even when emailing. Do not use chat speak, texting language, or abbreviations.
- ☐ Use only appropriate fonts (Times, Arial, Verdana, etc.).
- ☐ Keep font sizes 10, 11, or 12 pt. for text. Font size should be consistent throughout the cover letter.
- ☐ Set margins to approximately 1 inch on all sides.
- ☐ Single space the letter, but leave blank lines between your contact information, the date, the company's contact information, the greeting, each paragraph, and the closing.
- ☐ Sign your letter, particularly if you are submitting a printed copy. Use a signature file rather than a script font for electronic signatures.
- ☐ Print your cover letter on high quality paper, just as you do your resume.
- ☐ Don't use letterhead from your current employer to write your cover letter.
- ☐ When including a cover letter with an email, either upload the entire document as an attachment or paste the entire document, including mailing addresses and the date, into the body of the email
- ☐ Make sure your cover letter is personalized to each position and company.
- ☐ Start the cover letter with your physical address; below it, include the date.

### CONTACT INFORMATION OF THE RECIPIENT

- ☐ Include the name of a specific person, with appropriate prefix if known (Dr., Mr., Ms., Mrs., The Rev., The Honorable).
- ☐ Make certain that you have the correct spelling of the person's name and title.
- ☐ Include recipient's job title. On the next line, include the name of the company. Afterwards, include the company's physical mailing address.

### GREETING

- ☐ Address the letter to a specific person.
- ☐ If appropriate prefix is known, use it in the greeting (ex. Dear Mr. Parker). If appropriate prefix is not known, list person's first and second names (ex. Dear Taylor Parker); use a colon at the end of the greeting (:), not a comma.

### FIRST PARAGRAPH

- ☐ Show interest in the company.
- ☐ Identify the position to which you are applying, and state how you learned about the job opening.

### SECOND PARAGRAPH

- ☐ Use a copy of the job advertisement or description to write this paragraph.
- ☐ Describe your qualifications in more detail, and show how your qualifications, experience, and abilities match the needs of the company.
- ☐ Use specific examples as evidence of your qualifications and refer to your enclosed resume, but do NOT duplicate content from your resume word for word.

### THIRD PARAGRAPH

- ☐ Show company knowledge.
- ☐ Match your values and goals to the company's values and goals.
- ☐ Include more information about personal characteristics relevant to the job and show that you are the best candidate.

### FOURTH PARAGRAPH

- ☐ Express an interest in requesting an interview.
- ☐ Provide information regarding how and when you can be contacted.
- ☐ Thank the recipient for considering you for the available position.

### CLOSING & SIGNATURE

- ☐ Include an appropriately professional closing, such as “Sincerely”.
- ☐ If you print your cover letter, sign it in the space between your closing and your typed name.
- ☐ Include the word “Enclosure(s)” if you will be providing your cover letter and resume (and any other supporting documents) in hard copy or “Attachment(s)” if you will be emailing them beneath a blank line beneath your typed name.

1234 Someplace Street  
Memphis, TN 38119

July 16, 2016

Ms. Jane Doe  
Manager, Marketing Department  
Jones Media Services  
8910 Riverdale Road  
Memphis, TN 38125

Dear Ms. Doe:

It was a pleasure meeting you at the American Marketing Association Conference last week. After hearing your presentation on the trend-setting marketing initiatives at Jones Media Services, I felt motivated to find out more about your company. While doing so, I was excited to learn about the Inside Account Executive position currently vacant in your Memphis office. Please find my resume enclosed in response to the advertisement on TigerLink on July 15, 2016.

As my resume indicates my background has included various marketing experiences. As a part-time Sales Representative for *The Daily Helmsman* at the University of Memphis, I handled accounts for numerous departments on campus. In addition, I was responsible for advertising two major fundraising campaigns for Special Olympics and the Red Cross, using digital marketing skills to reach younger donors in an effective manner. Finally, after interning for the *Memphis Flyer* last year, I acquired additional advertising/marketing skills while assisting in developing both new and existing advertising revenue. To keep my skills current, I have taken several courses that focused on social media tools. I am also proficient with Adobe Creative Suite.

Jones Media Services is one of the largest and most highly esteemed media companies in the industry. A recent article in the June 25<sup>th</sup> issue of *Business Week* indicated that your company continues to lead the industry in the use of social media and web-based marketing. I am excited about the position at Jones Media Services and believe that with my education and experience in marketing, I can reach your inactive advertisers and help develop your new business categories. You will find my excellent work-ethic, dependability, initiative, and drive to be valuable to the overall mission of your company.

I welcome the opportunity to interview at your convenience. In the meantime, please feel free to contact me at 555-123-8069 or nitajob@memphis.edu. Thank you for your time and consideration. I look forward to hearing from you.

Sincerely,

A handwritten signature in cursive script that reads "Nita Job".

Nita Job

Enclosure