



# Resume Packet

*Provided by*

The Avron B. Fogelman Center for Professional Career Development

professional@memphis.edu

901-678-4740

*Rev. 7.29.2024*

# Avron B. Fogelman Center for Professional Career Development

## Résumé Packet

STUDENT INFORMATION			
Name			
Major/Minor			
Expected Graduation			
Previous Degree(s)			
UofM Email			
Résumé Template	Academic Study Abroad	Work Experience Military	Graduate School MSIS BIT
Résumé Approved by	<i>Office Use Only</i>		

***To begin drafting your Résumé, please answer the following questions.***

**Describe your leadership and involvement - list both campus and community activities:**

*What have you done in these organizations? What? When? How long? Be specific - it will help you create content later.*

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**Job and Internship Experience:** *How much of your experience would be considered relevant to the current job market or a specific opportunity?*

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**Do you have specific work history issues such as a gap in your employment history?**

*Are there any other items that need consideration?*

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<input type="checkbox"/> Go to - <a href="http://memphis.edu/professional/students/resume.php">memphis.edu/professional/students/resume.php</a> Scroll <b>down</b> to "Career Development" and "Résumé Building" and select one of the templates to get started.	NOTE: Using one of the FCBE templates is <b>REQUIRED</b> for résumé approval.
<input type="checkbox"/> Download one of the FCBE templates.  Version A- Most experience related to academic and campus or community involvement.  Version B- Most experience related to work history & skills gained through work experience.	See the tip boxes on each to help you develop your content. Use the tips on Version B for specific majors, such as MIS and Accounting.
<input type="checkbox"/> Use relevant action verbs when developing your résumé.	
<input type="checkbox"/> A) College Activities, Honors, Philanthropy in Reverse Chronological Order (most recent first)  B) Jobs in Reverse Chronological Order (most recent first) <ul style="list-style-type: none"> <li>• Make sure to list <u>every</u> vital position held with a company and add to your résumé.</li> </ul>	<ul style="list-style-type: none"> <li>• Use present tense action verbs for present positions.</li> <li>• Use past tense action verbs for past positions.</li> <li>• It is your responsibility to disclose all college and/or work history to ensure they are represented on your résumé correctly.</li> </ul>
<input type="checkbox"/> Summary of Qualifications should: <ul style="list-style-type: none"> <li>• Highlight achievements, capabilities, certifications, and long-term career goals.</li> </ul>	Summary of Qualifications should: <ul style="list-style-type: none"> <li>• <b>NOT</b> be more than three lines.</li> </ul>
<input type="checkbox"/> Education should include: <ul style="list-style-type: none"> <li>• Bachelor of Business Administration</li> <li>• Major à Concentration &amp; Minor (if applicable)</li> <li>• Cumulative GPA and/or Major GPA</li> <li>• Do not use graduation distinction until your final semester prior to graduation.</li> </ul>	<i>Be sure to include Study Abroad and Internship Experiences.</i>  Introduce each one separately.  <b>Only list GPA if over 3.0</b>

<input type="checkbox"/>	<p>Résumé should only be one page. Exceptions are only for extensive career experience or outstanding leadership involvement.</p>	<p><b>DO NOT include references.</b> If you want to highlight your accomplishments, try other resources like LinkedIn and add the link to your résumé.</p>
<input type="checkbox"/>	<p>Format and save your résumé.</p>	<ul style="list-style-type: none"> <li>• Make sure you maintain proper spacing and alignment as formatted on the template.</li> <li>• <b>Proof Carefully!</b></li> <li>• Always save your résumé as: Last name, First name, Résumé, Today's Date Example: SmithJaneRésumé3072017 <i>This step helps employers find your résumé among other candidates.</i></li> </ul>
<input type="checkbox"/>	<p>Upload completed résumé into Fogelman Internship Network (FIN) at <a href="http://www.memphis.edu/professional">www.memphis.edu/professional</a> and click on the student tab. You will find the <i>FIN Student Login</i> link on the left.</p>	<p>If more work is needed, you will need to set up an appointment with Mrs. Donna LaRiviere, at <a href="mailto:dlarivir@memphis.edu">dlarivir@memphis.edu</a> for additional résumé coaching.</p>

*For more information, visit the Fogelman Center for Professional Career Development at room 299, 272 or 274 or contact us at [professional@memphis.edu](mailto:professional@memphis.edu).*

**Bullet points are important for making it quickly apparent to a hiring manager that you're qualified for a job. Because they're easily scannable, they are usually the first place on your resume that the hiring manager looks.**

Your Work Experience and Project Bullet points are the first place that many hiring managers look when they're evaluating whether your work experience aligns with the position. By developing bullets that highlight your relevant skills and qualities, you can emphasize how qualified you are for a specific role and increase your likelihood of an interview. Below are the basic guidelines for creating bullet points.

- **Bullet points should start with an action verb**, say what you did and why you did it.
- Each bullet point should answer who, why, where or what was the purpose. If you can't answer these questions, you may need more detail.
- The action verbs should be present tense for current jobs and past tense for past employment.
  - o They do not end in “-ing” or “-s”.
  - o They do not start with adverbs.
  - o Avoid using repetitive words to start each bullet point.
  - o Avoid using phrases like “responsible for” and “in order to”.
- Highlight your most marketable skills first. Remember 5 basic skills to highlight on your resume are communication, leadership, problem solving, planning and organization, and teamwork.
- The “Why” is very important it says the benefit of your actions and demonstrates your business acumen.
  - o Give context to your accomplishments.
  - o Talk about the results.
  - o If you can quantify any information do so.
- There should be 3-6 bullet points per position / 2-3 per project. If you only have 1-2 positions, we recommend 5-6 bullet points per position.
- All bullet points should be complete sentences with correct punctuation.
- Be mindful of your use of use capitalization.

Reviewing “samples” of bullet points can help you create some that will stand out on your own resume. Also, referring back to the job descriptions as outlined by your previous employer can help you create detailed bullet points. Just remember if you are borrowing from sample, 1st rewrite the bullet point in your own voice and apply the guidelines above.

## Great Action Verbs for Your Résumé

### **You Led a Project**

If you were in charge of project or initiative from start to finish, skip “led” and instead try:

Activated Assigned Chaired Controlled	Coordinated Executed Headed	Operated Orchestrated Organized	Planned Presided Produced	Programmed Represented Steered
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### **You Envisioned and Brought Life to a Project**

If you actually developed, created, or introduced that project into your company, try:

Activated Administered Built Chartered Constructed	Created Designed Developed Devised	Engineered Established Formalized Formed	Formulated Founded Implemented Initiated	Instituted Introduced Pioneered Spearheaded
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### **You Saved the Company Time or Money**

Hiring managers love candidates who’ve helped a team operate more efficiently or cost-effectively.

To show just how much you saved, try:

Budgeted Conserved Consolidated Decreased	Deducted Detected Diagnosed	Eliminated Estimated Identified	Lessened Reconciled Reduced	Tightened Uncovered Yielded
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### **You Increased Efficiency, Sales, Revenue, or Customer Satisfaction**

If you can show that your work boosted the company’s numbers in some way, you’re bound to impress.

Accelerated Achieved Advanced Amplified Boosted	Capitalized Delivered Enhanced Expanded Expedited	Furthered Gained Generated Improved Increased	Lifted Maximized Outpaced Sold	Surpassed Sustained Utilized Validated
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### **You Changed or Improved Something**

So, you brought your department’s invoicing system out of the Stone Age and onto the internet.

Talk about the amazing changes you made at your office with these words:

Balanced Centralized Clarified Converted Customized Fostered Increased	Influenced Increased Installed Integrated Merged Modified Overhauled	Raised Redesigned Refined Refocused Rehabilitated Remodeled Reorganized	Repaired Replaced Restructured Repaired Revamped Revitalized Solved	Standardized Streamlined Strengthened Transformed Updated Upgraded Utilized
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*Continued on back* ☺

### **You Managed a Team**

Instead of reciting your management duties, like “Led a team...” or “Managed employees...” show what an inspirational leader you were, with terms like:

Aligned Cultivated Directed Enabled Facilitated	Fostered Guided Hired Inspired Mediated	Mentored Mobilized Motivated Recruited Regulated	Taught Shaped Solved Problems Supervised	Trained Troubleshoot Unified United
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### **You Brought in Partners, Funding, or Resources**

Were you “responsible for” a great new partner, sponsor, or source of funding? Try:

Acquired Arranged Extended	Forged Hosted	Marketed Navigated	Negotiated Obtained	Partnered Secured
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### **You Supported Customers**

Manning the phones or answering questions really means you’re advising customers and meeting their needs:

Addressed Advised Advocated Aided	Arbitrated Assisted Coached Consulted	Educated Expressed Fielded	Fulfilled Helped Informed	Pinpointed Resolved Validated
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### **You Were a Research Machine**

Did your job include research, analysis, or fact-finding? Mix up your verbiage with these words:

Analyzed Assembled Assessed Audited Calculated	Compiled Discovered Evaluated Examined Explored	Forecasted Gathered Identified Interpreted Investigated	Mapped Measured Qualified Quantified Researched	Surveyed Tested Tracked Uncovered
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### **You Wrote or Communicated**

Was writing, speaking, lobbying, or otherwise communicating part of you gig?

Explain just how compelling you were with words like:

Authored Briefed Campaigned Co-authored Composed	Conveyed Convinced Corresponded Counseled Critiqued	Defined Documented Drafted Edited Expressed	Illustrated Lobbied Mediated Persuaded Presented	Promoted Publicized Reviewed Transcribed Translated
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### **You Oversaw or Regulated**

Whether you enforced protocol or managed your department’s requests, describe what you *really* did, better:

Accomplished Allocated Approved Authorized Blocked	Conducted Delegated Designated Determined	Dispatched Enforced Ensured Inspected	Itemized Managed Monitored Projected	Referred Screened Scrutinized Verified
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### **You Achieved Something**

Did you hit your goals? Win a coveted department award? Include that on your resume, with words like:

Attained Awarded Balanced Captured Completed Displayed	Demonstrated Earned Exceeded Finalized Heightened Identified	Invented Outperformed Overcame Performed Proved	Purchased Reached Received Restored Showcased	Solved Succeeded Surpassed Targeted Won
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## Britney Jones

3900 Wolf Lane, Germantown, TN 38138

(901) 517-0022

[bjones@memphis.edu](mailto:bjones@memphis.edu) [LinkedIn](#)

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### Summary of Qualifications

Results-oriented, organized, and driven Accounting Honors major; certified in Microsoft Office, 2007. Long-term professional goal is to be a career track candidate at a growth-oriented accounting firm.

**Education Bachelor of Business Administration**, Major: Accounting  
University of Memphis, Memphis, TN  
Expected graduation date: December 2016 GPA: 3.5

### College Leadership Activities and Honors

- Honors Student Council Fundraising Chair and Philanthropy Committee, 2014-Present
- Beta Gamma Sigma Business Honor Society, 2014-Present
- American Institute of CPAs, Affiliate Member, 2014-Present
- Memphis Institute for Leadership Education (MILE) Graduate, Spring 2013
- MILE 2, Leadership Assistant, 2013-2014
- Deloitte Leadership Conference, Participant, 2013
- Provost and Robert C. Byrd Scholarship, Recipient, 2013

### College Work Experience

#### Tax Audit Intern, January 2015 – August 2015, Frazee Ivy Davis, Memphis, TN

- Prepared individual and business tax returns using ProSystem fx Tax.
- Performed various analytical procedures, drafted engagement letters, compiled client financial information, and communicated to managers and partners effectively.
- Completed an audit of a local nonprofit and a 401k plan using ProSystem fx Engagement.

#### Merchandising Clerk, August 2013 – December 2014, Distribution Services Inc., Memphis, TN

- Communicated trend survey results to Kroger managers while managing projects effectively and efficiently.
- Reported weekly inventory and shipping orders to supervisors.
- Audited Kroger store displays and placement to insure a better customer experience.

#### Summer Intern, May – August 2013, U of M Office of Academic Internships, Memphis, TN

- Enhanced the accounting internship program by updating the accounting employer database and creating PowerPoint presentations for the Chair of the School of Accountancy.
- Assisted in research and development of a nonprofit fund by composing a white paper for financial analysis.
- Supported my internship site by providing program development assistance and ongoing diverse projects in internship tracking, evaluation, and communications.

### Philanthropy

- Volunteer, St. Jude Children's Research Hospital and Ronald McDonald House, 2015
- Volunteer, Shelby Farms Greenline, 2014



List contact info. in 9pt font size.

# Britney Jones

3900 Wolf Lane, Germantown, TN 38138  
(901) 517-0022

[bjones@memphis.edu](mailto:bjones@memphis.edu) [LinkedIn](#)

Bold your name in 16/18pt font size, using Garamond style font.

Add LinkedIn and/or website address links next to e-mail.

Use your UofM e-mail address.

Use 1" margins, but use 0.5" (narrow) if extra space is needed.

## Summary of Qualifications

Results-oriented, organized, and driven Accounting Honors major; certified in Excel, 2013. Long-term professional goal is to be a career track candidate at a growth-oriented accounting firm.

### Education Bachelor of Business Administration, Major: Accounting Minor: Management

University of Memphis, Memphis, TN

Expected graduation date: December 2015, GPA: 3.5 magna cum laude

Use graduation distinctions only in your final semester before graduation.

Use this statement if you feel it will be helpful.

**U.S Citizen. No Sponsorship Required**

List GPA if 3.0 or greater.

### Certification CPP (Certified Payroll Professional), 2015, Bloomberg Certification, 2014

### Languages English, Spanish, Conversational French

**Computer Languages:** Visual Basic, SQL, HTML, PASCAL  
**Operating Environment:** Windows 2000 and 2005  
**Business Tools:** Case Tools, SAP, Office Suite,

Include professional certifications with the year received.

Add this section only if you have above average skills.

### College Leadership Activities and Honors

- Honors Student Council Fundraising Chair and Philanthropy Committee, 2014 – Present
- Beta Gamma Sigma Business Honor Society, 2014 - Present
- American Institute of CPAs, Affiliate Member, 2014 – Present
- MILE 2, Leadership Assistant, 2013 - 2014
- Memphis Institute for Leadership Education (MILE) Graduate, Spring 2013
- Deloitte Leadership Conference, Participant, 2012
- Provost and Robert C. Byrd Scholarship, Recipient, 2012

List your leadership, honors, and accomplishments with your title or position in reverse chronological order.

Highlight upper division courses in your major.

### Relevant Coursework

Intermediate Accounting I, II, III, Federal Tax Accounting II, Advanced Auditing, Accounting Ethics, Cost Accounting

### College Work Experience

#### Tax Audit Intern, January 2015 – August 2015, Frazee Ivy Davis, Memphis, TN

- Prepared individual and business tax returns using ProSystem fx Tax.
- Performed various analytical procedures, drafted engagement letters, compiled client financial information, and communicated to managers and partners effectively.
- Completed an audit of a local nonprofit and a 401k plan using ProSystem fx Engagement.

Remember... Present position = present tense verbs. Past position = past-tense verbs.

List in reverse chronological order with up to 4 bullets.

#### Merchandising Clerk, August 2013 – December 2013, Distribution Services Inc., Memphis, TN

- Communicate results to Kroger managers while managing projects effectively and efficiently.
- Reported weekly inventory and shipping orders to supervisors.
- Assisted in reporting inventory changes resulting from marketing initiatives.

### Philanthropy

- Volunteer, St. Jude Children's Research Hospital and Ronald McDonald House, 2014
- Volunteer, Shelby Farms Greenline, 2013

Ideally, your resume should be one-page. Update each semester.

Include religious and non-profit volunteer work.

## Michelle B. Anderson

250 Taylor Circle, Memphis, TN 35400

(901)123-4522

[mbander@memphis.edu](mailto:mbander@memphis.edu) [LinkedIn](#)

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### EDUCATION **Bachelor of Business Administration**

University of Memphis, Memphis, TN

Major: Marketing Minor: Computer Science

Expected graduation date: May 2019 GPA 3.5

### EXPERIENCE **Business Analyst**, September 2018–Present

University of Memphis Enterprise Integration Laboratory, Memphis, TN

- Oversee team conducting feasibility assessment of a vertical online marketplace.
- Benchmark current vertical online marketplaces and analyze economic models.
- Assess business model options and technology requirements.

### **Business Analyst**, Summer 2018

FedEx Corporation, Memphis, TN

- Led team in designing an actionable productivity analysis Executive Information System.
- Benchmarked current information resources and reported generation procedures.
- Developed best practice initiatives for resource recovery of EIS.

### **Congressional Intern**, Summer 2017

Spencer Bacchus, Washington, D.C.

- Researched topics assigned by Senator's staff for weekly briefings.
- Conducted tours of senate building for visitors from Alabama.
- Gathered information on concerns of voters to identify key issues.

### HONORS Beta Gamma Sigma Honor Society, 2016-2017

First USA Bank Scholarship Recipient, 2016

FedEx Scholarship Recipient, 2015

### ACTIVITIES Habitat for Humanity Building Volunteer, 2017

Tennessee Computing Olympiad Assistant, 2016

# Template B TIPS SHEET

Use 1" margins, but use 0.5" (narrow) if extra space is needed.

## Michelle B. Anderson

Bold your name in 16/18pt font size, using Garamond style font.

List contact info. in 9pt font size.

250 Taylor Circle, Memphis, TN 35400  
(901)520-2222  
[mbander@memphis.edu](mailto:mbander@memphis.edu) [LinkedIn](#)

Add LinkedIn and/or website address links next to e-mail.

Use your UofM e-mail address.

### EDUCATION

Use this statement if helpful

#### Bachelor of Business Administration

University of Memphis, Memphis, TN  
Major: Marketing Minor: Computer Science

Put GPA if above a 3.0

Use graduation distinctions Only in final semester

Highlight upper division courses in your major.

Expected graduation date: May 2019 GPA 3.5 magna cum laude  
**U.S Citizen. No Sponsorship Required**

### RELEVANT COURSEWORK

Business Database Systems, Strategic Information Systems Management & Planning, Business Intelligence, Principals of Marketing, Consumer Behavior, Building Buyer/Seller Relationships, Management of Marketing Strategies

### CERTIFICATIONS

CPP (Certified Payroll Professional), 2015, Bloomberg Certification, 2014

Include professional certifications with the year received.

### LANGUAGES

English, Spanish, Conversational French

### COMPUTER SKILLS

**Languages:** Visual Basic, SQL, HTML, PASCAL  
**Operating Environment:** Windows 2000 and 2005  
**Business Tools:** Case Tools, SAP, Office Suite

Include your computer-related accomplishments. Don't forget any social media skills.

### EXPERIENCE

List in reverse chronological order, with up to 4 bullets.

#### Business Analyst, September 2018–Present

University of Memphis Enterprise Integration Laboratory, Memphis, TN

- Oversee team conducting feasibility assessment of a vertical online marketplace.
- Benchmark current vertical online marketplaces and analyze economic models.
- Assess business model options and technology requirements.

#### Congressional Intern, Summer 2017

Spencer Bacchus, Washington, D.C.

- Researched topics assigned by Senator's staff for weekly briefings.
- Conducted tours of senate building for visitors from Alabama.
- Gathered information on concerns of voters to identify key issues.

Remember...  
Present position = present tense verbs.  
Past position = past-tense verbs.

### PROJECTS

#### Name: Executive Information System Recovery Standards, Spring 2017

FedEx, Memphis, TN

- Led team in designing an actionable recovery analysis for the Executive Information System.
- Explored current information resources for anomalies resulting in incidents.
- Utilized gathered data to develop best practices for incident recovery of EIS.

### HONORS

Beta Gamma Sigma Honor Society, 2016-2017

First USA Bank Scholarship Recipient, 2016

FedEx Scholarship Recipient, 2015

Include your title or position. You may list religious and non-profit work.

### ACTIVITIES

Habitat for Humanity Building Volunteer, 2017

Tennessee Computing Olympiad Assistant, 2016

Ideally your resume should be one page.  
Update each semester.

## Header Options

### OPTION 1

#### Britney Jones

3900 Wolf Lane, Germantown, TN 38138  
(901) 517-0022  
bjones@memphis.edu

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### OPTION 2

**Britney Jones**

3900 Wolf Lane, Germantown, TN 38138 •901-517-0022

[bjones@memphis.edu](mailto:bjones@memphis.edu)

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### OPTION 3

#### Britney Jones

3900 Wolf Lane, Germantown, TN 38138  
(901)517-0022 | bjones@memphis.edu

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### OPTION 4

#### Britney Jones

3900 Wolf Lane Germantown, TN 38138  
(901)555-5555(Home) w (901)517-0022(Cell) w bjones@memphis.edu

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### OPTION 5

#### Britney Jones

3900 Wolf Lane

(901) 555-5555 - Home

Germantown, TN 38138

[bjones@memphis.edu](mailto:bjones@memphis.edu)

(901)517-0022 - Cell

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**OPTION 6**

**Britney Jones**

3900 Wolf Lane, Germantown, TN 38138

(901)555-5555(Home) ; (901)517-0022(Cell) ; bjones@memphis.edu

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**OPTION 7**

**Britney Jones**

3900 Wolf Lane, Germantown, TN 38138

(901)517-0022 bjones@memphis.edu

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**OPTION 8**

**Britney Jones**

3900 Wolf Lane   Germantown, TN 38138   (901)517-0022   bjones@memphis.edu

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**OPTION 9**

**BRITNEYJONES**

3900 WOLFLANE, GERMANTOWN, TN 38138

(901)517-0022   BJONES@MEMPHIS.EDU

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Name \_\_\_\_\_

123 Your address

(901)123-4567

[Your@memphis.edu](#) [LinkedIn](#)

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**EDUCATION**     **Bachelor of Business Administration**  
University of Memphis, Memphis, TN

Major: \_\_\_\_\_ Minor: \_\_\_\_\_

Expected graduation date: \_\_\_\_\_ GPA \_\_\_\_\_

**EXPERIENCE**     **Job Title** \_\_\_\_\_, Dates \_\_\_\_\_

Company Name \_\_\_\_\_, City, ST \_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Job Title** \_\_\_\_\_, Dates \_\_\_\_\_

Company Name \_\_\_\_\_, City, ST \_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Job Title** \_\_\_\_\_, Dates \_\_\_\_\_

Company Name \_\_\_\_\_, City, ST \_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**HONORS** \_\_\_\_\_

\_\_\_\_\_

**ACTIVITIES** \_\_\_\_\_

\_\_\_\_\_