The Complete Professional Program

Educated | Ethical | **Polished** | Healthy | Community-Oriented

Resume Packet

Provided by

The Avron B. Fogelman Center for Professional Career Development

professional@memphis.edu

901-678-4740

Rev. 12.13.22

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Avron B. Fogelman Center for Professional Career Development

Résumé Packet

STUDENT INFORMATION	
Name	
Major/Minor	
Expected Graduation	
Previous Degree(s)	
UofM Email	
Résumé Template	A) Academic B) Job Experience C) Graduate Student D) Functional E) Non-traditional F) Military
Résumé Approved by	*Office Use Only*

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.

_____

_____

_____

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

_____

_____

_____

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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☐	Go to - memphis.edu/professional/students/resume.php Scroll **down** to "Build a Strong Résumé " and select one of the templates to get started.	NOTE: Using one of the FCBE templates is REQUIRED for résumé approval.
☐	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. Note: Version B also shows how graduate candidates should reference their admission into grad school. If you are not pursuing grad school, just eliminate that step.
☐	Use relevant action verbs when developing your résumé.	
☐	A) College Activities in Chronological Order B) Jobs in Reverse Chronological Order (most recent first) • Make sure to list *every* vital position held with a company and add them on your résumé.	• Use present tense action verbs for present positions. • Use past tense action verbs for past positions. • It is your responsibility to disclose all college and/or work history to ensure they are represented on your résumé correctly.
☐	Summary of Qualifications should: • Highlight achievements, capabilities, certifications, and long-term career goals.	Summary of Qualifications should: • NOT be more than three lines.
☐	Education should include: • Bachelor of Business Administration • Major → Concentration & Minor (if applicable) • Cumulative GPA and/or Major GPA • Do not use graduation distinction until your final semester prior to graduation.	*Be sure to include Study Abroad and Internship Experiences.* Introduce each one separately.
☐	Bullet Points: • 1st bullet should describe highest skill or responsibility. • Each bullet should start with present/past tense action verb.	Be sure to include a period after every statement. Try to limit bullet points to a total of no more than five.

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☐	Résumé should only be one page. Exceptions are only for extensive career experience or outstanding leadership involvement.	DO NOT include references. If you want to highlight your accomplishments, try other resources like weebly.com & add the link to your résumé.
☐	Format and save your résumé.	• Make sure you maintain proper spacing and alignment as formatted on the template. • **Proof Carefully!** • Always save your résumé as: Last name, First name, Résumé, Today's Date Example: SmithJaneRésumé3072017 *This step helps employers find your résumé among other candidates.*
☐	Upload competed résumé into Fogelman Internship Network (FIN) at www.memphis.edu/professional and click on the student tab. You will find the *FIN Student Login* link on the left.	If more work is needed, you will need to set up an appointment with Mrs. Donna LaRiviere, at dlarivir@memphis.edu for additional résumé coaching.

For more information, visit the Fogelman Center for Professional Career Development at room 299 or 274, or contact us at professional@memphis.edu.

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	Coordinated	Operated	Planned	Programmed
Assigned	Executed	Orchestrated	Presided	Represented
Chaired	Headed	Organized	Produced	Steered
Controlled				

You Envisioned and Brought Life to a Project

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

Activated	Created	Engineered	Formulated	Instituted
Administered	Designed	Established	Founded	Introduced
Built	Developed	Formalized	Implemented	Pioneered
Charted	Devised	Formed	Initiated	Spearheaded
Constructed				

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	Deducted	Eliminated	Lessened	Tightened
Conserved	Detected	Estimated	Reconciled	Uncovered
Consolidated	Diagnosed	Identified	Reduced	Yielded
Decreased				

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	Capitalized	Furthered	Lifted	Surpassed
Achieved	Delivered	Gained	Maximized	Sustained
Advanced	Enhanced	Generated	Outpaced	Utilized
Amplified	Expanded	Improved	Sold	Validated
Boosted	Expedited	Increased		

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

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	Fostered	Mentored	Taught	Trained
Cultivated	Guided	Mobilized	Shaped	Troubleshoot
Directed	Hired	Motivated	Solved Problems	Unified
Enabled	Inspired	Recruited	Supervised	United
Facilitated	Mediated	Regulated		

You Brought in Partners, Funding, or Resources

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

Acquired	Forged	Marketed	Negotiated	Partnered
Arranged	Hosted	Navigated	Obtained	Secured
Extended				

You Supported Customers

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

Addressed	Arbitrated	Educated	Fulfilled	Pinpointed
Advised	Assisted	Expressed	Helped	Resolved
Advocated	Coached	Fielded	Informed	Validated
Aided	Consulted			

You Were a Research Machine

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

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

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	Conveyed	Defined	Illustrated	Promoted
Briefed	Convinced	Documented	Lobbied	Publicized
Campaigned	Corresponded	Drafted	Mediated	Reviewed
Co-authored	Counseled	Edited	Persuaded	Transcribed
Composed	Critiqued	Expressed	Presented	Translated

You Oversaw or Regulated

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

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

You Achieved Something

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

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

Britney Jones

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

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

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

List contact info. in 9pt font size.

Britney Jones

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

Add LinkedIn and/or website address 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.

List GPA if 3.0 or greater.

Use this statement if you feel it will be helpful.

U.S Citizen. No Sponsorship Required

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

Include professional certifications.

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,

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

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

- 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.

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

Include religious and non-profit volunteer work.

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

Michelle B. Anderson

250 Taylor Circle, Memphis, TN 35400
(901)123-4522
mbander@memphis.edu LinkedIn

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

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

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

Michelle B. Anderson

250 Taylor Circle, Memphis, TN 35400
(901)520-2222
mbander@memphis.edu LinkedIn

List contact info. in 9pt font size.

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

Use your UofM e-mail address.

EDUCATION

Bachelor of Business Administration
University of Memphis, Memphis, TN
Major: Marketing Minor: Computer Science
Expected graduation date: May 2019 GPA 3.5 magna cum laude

List GPA if 3.0 or greater.

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

Highlight upper division courses in your major.

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.

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

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.

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

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

ACTIVITIES

Habitat for Humanity Building Volunteer, 2017
Tennessee Computing Olympiad Assistant, 2016

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

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

Robert S. Dockery Jr.

901.123.4567 ♦ rd@memphis.edu

Connections
LinkedIn
Weebly
Facebook
Instagram

Certifications
Microsoft Excel, 2019

Analytics Certified Partner, Google, 2019

Hootsuite Certified, 2018

Google AdWords, 2018

Bing Ads, 2019

Computer Skills
Operating Environment/ Business Tools
PC & MAC
Adobe Photoshop, inDesign, Illustrator, Hootsuite, Google Analytics

Relevant Coursework
Media Planning, Principles of Marketing, Consumer Behavior, Strategic Marketing Campaign, Social Communication Strategies, Survey of Advertising

Education
Bachelor of Business Administration
Major: Marketing, Minor: Social Media Marketing
University of Memphis, Memphis, TN
Expected graduation: August 2020 GPA: 3.75

College Leadership Activities and Honors

- Special Olympics of Greater Memphis, Volunteer 2015-Present
- Student Government Association Senator, 2016-2019
- University of Memphis Social Media Coordinator 2016-2017

Languages
English, French, and conversational Spanish

Work Experience
Intern, Fogelman College of Business and Economics, Memphis, TN
August 2018- Present

- Create and execute a social media strategy promoting an online presence and increasing the number of followers by 41%.
- Develop and implement the use of portable new technology to document critical crowd surveys and consolidate the data collection process.
- Distribute weekly e-newsletter with internship opportunities and current news for over 2000 students.

Intern, Brand Strategies and Multimedia Developer, Meeman 901, Memphis, TN
May 2018- July 2018

- Maintained awareness of current trends and emerging technologies to best serve the client needs and projects.
- Created marketing plans to increase social engagement and reach on social media platforms.
- Met with clients/account managers to develop business objectives and marketing initiatives.

Server, Bonefish, Collierville, TN
April 2017-June 2018

- Utilized expert knowledge of menu to deliver exceptional customer service and suggestive selling that increased sales.
- Trained new hires on venue, city, and state operational duties and food service regulations.

Robert S. Dockery Jr.

901.123.4567♦ **rrk@memphis.edu**

Connections
LinkedIn
Weebly
Facebook
Instagram

College Leadership Activities & Honors
Student Government Association Senator
2016- 2019

Up 'til Dawn
Group Leader
2016- 2018

Philanthropy
Highpoint Kids
Volunteer
2015-Present

Special Olympics of Greater Memphis
Volunteer
2015-Present

Educational Affiliations
American Advertising Federation
Publicity Officer
2019-Present

National Association of Black Journalists
Member
2018-Present

National Society of Collegiate Scholars
Member 2019

Education
Bachelor of Business Administration
Major: Marketing, Minor: Social Media Marketing
University of Memphis, Memphis, TN
Expected graduation: August 2020 GPA: 3.75

Certifications
Microsoft Excel, 2019

Languages
English, French, and conversational Spanish

Study Abroad: FedEx Global, Florence, Italy May 2019-August 2019
Focus: Global Marketing and Cultural Enrichment

Work Experience
Intern, Fogelman College of Business and Economics, Memphis, TN
August 2018- May 2019

- Create and execute a social media strategy promoting an online presence and increasing the number of followers by 41%.
- Develop and implement the use of portable new technology to document critical crowd surveys and consolidate the data collection process.
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Intern, Brand Strategies and Multimedia Developer, Meeman 901, Memphis, TN
May 2018- July 2018

- Maintained awareness of current trends and emerging technologies to best serve the client needs and projects.
- Created marketing plans to increase social engagement and reach on social media platforms.
- Met with clients/account managers to develop business objectives and marketing initiatives.

Scheduling Assistant, Conference and Event Services, University of Memphis, Memphis, TN
July 2016-September 2018

- Ensured efficient operations both in office and during events.
- Addressed client concerns with new booking technology to service event planning in a more effective manner.
- Verified a schedule of events for off-campus clients, employees and student groups, using event management software (EMS).

OPTION 1

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

OPTION 2

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(901)517-0022 - Cell

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OPTION 8

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OPTION 9

BRITNEY JONES
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(901)517-0022 BJONES@MEMPHIS.EDU