

ALUMNI RESUME & COVER LETTER GUIDE



STUDENT
AFFAIRS

Center for Career &
Professional Development

VERBS

If experience is ongoing, use the present tense of these verbs. No "ing". When describing past experience, verbs should be in past tense "ed".

Activate	Establish	Predict
Adapt	Evaluate	Prepare
Advise	Expand	Present
Analyze	Facilitate	Preserve
Apply	Familiarize	Process
Assess	Gain	Program
Assist	Generate	Project
Attain	Guide	Quantify
Author	Identify	Reason
Budget	Implement	Recommend
Calculate	Improve	Research
Change	Improvise	Review
Collaborate	Increase	Revise
Communicate	Inform	Select
Compile	Initiate	Shadow
Complete	Innovate	Specify
Conceptualize	Institute	Stimulate
Conduct	Instruct	Strengthen
Consult	Integrate	Structure
Contribute	Interpret	Study
Coordinate	Inventory	Suggest
Counsel	Investigate	Summarize
Create	Lead	Supervise
Critique	Maintain	Supply
Decrease	Manage	Support
Delegate	Measure	Survey
Demonstrate	Mediate	Teach
Design	Mentor	Train
Detail	Model	Transcribe
Determine	Monitor	Transfer
Develop	Observe	Translate
Diagnose	Organize	Transmit
Direct	Oversaw	Treat
Discover	Perform	Tutor
Display	Pilot	Update
Educate	Plan	Verify

ALUMNI RESUME TIPS

- Your resume should be **neat and professional in appearance, well-organized, and error-free**
- Format consistency is key! Use centered or left-aligned headings, but be consistent in their use. Capitalization, underlining, bold, italicizing and/or indentation direct the reader.
- **Use a Summary/Profile instead of an Objective.** Objectives focus on what you want, but a Summary/Profile emphasizes who you are as a professional and what value you can contribute.
- **For career changers, investigate the skills you have** that relate to the new position. Focus the Summary/Profile and Experience bullets on demonstration of these core skills.
- **Include your LinkedIn profile** link at the top, as part of your header.
- Rank section titles by relevance to the job so **the most significant information appears first.**
- **If you have a gap(s) in employment,** create an Additional Experience section, include the years of work and no months, move dates closer to the job title, or consider a Functional Resume format.
- **Confine your resume to one page** whenever possible. If you must choose between crowding material onto one page or leaving out relevant information, use a second page. Put your name and “Page 2” on the second page.
- **Balance the material.** Use equal margins on all sides. Visual appeal comes before content.
- **Double check for spelling and grammatical errors,** and have another person check your resume. Be careful when using a computer spellcheck: You may misuse a word but the program accepts the word as correct, e.g. “to” instead of “two.”
- **Use the section header “Experience” instead of “Work History” or “Employment,”** so that you can include full and part-time jobs, self-employment, and volunteer work. Start with the most recent experience and work in reverse chronological order. Do not go back more than five to ten years unless it strongly relates to your current career goal.
- **Indicate the job title, employer, city/state, and dates of employment.** The order of these entries depends on what is being emphasized, i.e. if job titles are relevant to the position, put them first. If the employer is well-known, the organization may be placed before the job title.
- Avoid use of personal pronouns and complete sentences. **Do not be wordy, be specific.**
- **Convey accomplishments** and include any promotions received. Indicate **measurable results**, such as “increased productivity by 15 percent.”
- **Do not start descriptions with “responsible for” or “duties included.”** Avoid words like “helped” and “worked”; instead, describe the specific tasks that were performed.
- **Under Education, only include your graduation month/year and not your start date.** If you didn’t complete a degree, you don’t have to list prior colleges, unless it’s relevant.
- **Use past tense for past jobs and present tense for present jobs.**
- **Rank bulleted phrases by importance to the career goal;** thus, if the employer only reads one phrase, he/she will get the most relevant one.
- **Additional headings for experience include** Relevant Experience, Professional Experience, Teaching Experience and Research Experience, or Clinical Experience. Choose only one of the suggested headings, such as Experience or use all that apply, depending whether you want to emphasize related experiences or a variety of positions and areas in which you have experience.

Suggested Bullets Formula

ACTION VERB (SKILL) + TASK + (PURPOSE/METHOD/RESULT)

{choose 1 of the above}

Purpose (Why did you do it?)

Reviewed operational records and reports daily *to project sales and determine profitability*

Method (How you did it)

Increased page views and click through rate 45% *by utilizing keywords using Google analytics*

Result (What happened because of what you did?)

Conducted online research and analysis, *increasing prospective donors list by 20%*

3 Key Questions to Ask About Every Position or Experience:

What was going on in the company, department or industry?

What were the circumstances surrounding this opportunity?

Why were you promoted or hired?

What problem did they hire you to solve or goal to attain?

What were your specific performance expectations?

What problems did you encounter and what did you do about them?

What cropped up unexpectedly?

What might have prevented you from doing what you were hired to do?

Example resume 'before' with questions asked

Name

City, State | (000) 123-4567 | firstlast@gmail.com | linkedin.com/in/name

EXPERIENCE

NOW NETWORKS

May 2010–Present

Executive Assistant to the VP of Business Affairs & Human Resources, June 2016 – Present

- Assess and respond to sensitive/confidential issues with discretion and professionalism
- Prepare and manage annual departmental budgets, monthly accruals and quarterly forecasts
- Manage legal department assistants and workflow
- Prioritize and manage calendar, schedule, plan and organize meetings, travel and events
- Interact regularly with CEO and senior staff

Achievements: Successfully managed Move Transition Team during transition to new office space; Recipient of Above and Beyond President's Awards in 2008 & 2009

WHY WERE THEY PROMOTED? VP knew their work from Legal and was recruited when the job came open. Did BOTH jobs for 6 months until they could find a replacement.

Legal Analyst/Assistant to General Manager, January 2015 – November 2016

- Prepared annual department budget, tracked expenditures and prepared expense reports
- Analyzed programming rights and provided reports as necessary, including end of year plan
- Drafted various types of agreements and amendments in accordance with negotiated deal terms
- Performed legal research and monitored entertainment news for legal trends/relevant issues
- Created and maintained department site content on company website

Achievements: Implemented electronic distribution process; 2006 Above & Beyond Award Winner

WHAT WAS GOING ON? Agreements, contracts and projects were getting stalled because of cumbersome review process that required paper documents. Came up with idea of e-distribution and an easy tracking system.

Administrative Assistant, Business and Legal Affairs, May 2010 – November 2016

- Provided administrative and operational support to five attorneys
- Updated and maintained contracts and schedules
- Drafted, edited and proofread correspondences, email, contract summaries
- Utilizing established forms, drafted various agreements and amendments in accordance with negotiated deal terms

Achievements: Tracked data for retransmission and consent projects; Created user-friendly forms for department use.

WHAT PROBLEMS WERE ENCOUNTERED AND WHAT WAS DONE ABOUT THEM? Legal database system was a mess, it took hours to find the right documents. Proposed and got approval to restructure the entire system, then established easily identifiable main topics and sub-topics.

ADDITIONAL EXPERIENCE

LEGAL ACTION NOW, INC.

Assistant to the President/Legal Assistant

January 2007 – May 2010

EDUCATION

Texas Christian University, Fort Worth, TX
Bachelor of General Studies, May 2007

Resume 'after' with critical information included

Name

City, State | (000) 123-4567 | firstlast@gmail.com | linkedin.com/in/name

ADMINISTRATIVE MANAGER/EXECUTIVE ASSISTANT

Intuitive and perceptive administrative professional with 10+ years' experience and high-level responsibilities advancing senior executives' agenda. Respected overachiever who excelled in progressive positions with Alpha Attorneys, earned steady advancement into increasingly demanding roles and received Above and Beyond award for distinguished accomplishments, 3 times.

RELEVANT EXPERIENCE & ACCOMPLISHMENTS

ALPHA ATTORNEYS, Inc.

May 2010–Present

Executive Assistant to the VP of Business Affairs & Human Resources, June 2016 – Present

Recruited by Executive VP due to stellar reputation and performance; handled both new and previous positions for 6 months until replacement was hired. Provide comprehensive support to high level business operations, facilitating seamless daily operations while assuming additional responsibilities during ever-changing and unpredictable. Prepare budgets, monthly accruals, contract summaries, and reports. Coordinate meetings, travel and events. Oversee workflow and routinely collaborate with senior staff and VP.

Key Contributions

- Orchestrated 3-month headquarters relocation project. Led 10 member move team, made critical decisions, pared down files and calmed fears regarding merger.
- Helped navigate marketing transition and drove uninterrupted daily workflow during chaotic period when VP was heavily involved with due diligence and deliberations for merger.
- Served as in-house project coordinator for intense litigations.
- Played a key role on the eDocs planning team, pushing out electronic document management system from legal to administrative departments.
- Recipient of Above and Beyond President's Awards in 2008 & 2009.

Legal Analyst/Assistant to General Manager, January 2015 – November 2016

Promoted to oversee performance of 4 Legal Assistants. Assumed responsibilities for 2 jobs after departure of colleague and took initiative to complete tasks without request. Assumed budget oversight previously not handled by Executive Assistant, and subsequently managed both legal and HR activities. Analyzed programming rights, prepared reports, negotiated and drafted legal agreements, finances and expenditures, maintained website and conducted research.

Key Contributions

- Demonstrated talent for analyzing budget and formulating realistic projections and sound justifications. Provided decision makers with budget adjustment suggestions and stronger understanding of resource expenditures.
- Proposed and implemented electronic distribution process, thus eliminating paper circulation and saving tremendous amounts of time and valuable resources.
- One of 10 out of 350 employees honored with Rising Above award, 2015; nominated by VP for contributions to budget and electronic distribution.

Administrative/Legal Assistant, Business and Legal Affairs, May 2010 – November 2016

Hired due to non-profit, media, and legal background to provide a full range of legal and administrative support to attorneys. Repeatedly selected to contribute to special projects. Drafted various legal agreements and amendments (affiliation, employment, and creative services) in compliance with negotiated terms.

Key Contributions

- Took initiative to transform haphazard forms into standardized, user-friendly documents that heightened productivity.
- Restructured e-filing system by establishing a sub-filing scheme and Google doc that reduced retrieval time.
- Meticulously disseminated and tracked 50 high-level licensing renewal agreements until consensus was achieved.
- Utilizing established forms, drafted various types of agreements and amendments in accordance with negotiated deal terms.

ADDITIONAL EXPERIENCE

LEGAL ACTION NOW, INC.,

Assistant to the President/Legal Assistant

January 2007 – May 2010

EDUCATION

Texas Christian University, Fort Worth, TX
Bachelor of General Studies, May 2007

Name

222 Frog Way, Aledo, TX | 222-222-2222 | first.last6@gmail.com | www.linkedin.com/name

SUMMARY

- Self-starter with demonstrated success in sourcing candidates, developing team building programs and managing events
- Successfully utilized social media platforms to attract new candidates and trusted with confidential materials in Human Resources and political settings

EXPERIENCE

Luther King Capital Management, Fort Worth, TX

HR Recruiting Assistant, June 2018 – June 2020

- Sourced 20 new top performers through monthly recruiting events
- Coordinated annual drive up conference which 90% of attendees rated as "excellent"
- Increased online job applications 50% by maintaining current web page descriptions and job postings
- Created Twitter account and posted openings daily to establish new candidate sourcing

Office of State Senator Wendy Davis, Fort Worth, TX

Administrative Coordinator, July 2017 - May 2018

- Decreased time required to produce daily itineraries by automating process in MS Word and Excel
- Maintained customer satisfaction by answering constituent questions quickly and accurately
- Created FAQ documents to enhance process of answering constituent questions quickly and accurately
- Established Facebook page which received over 200 "likes" in six months
- Increased communication among staff of 30 by creating a daily update email

Salem Communications, Irving, TX

Project Management Intern, January 2017 - June 2017

- Enhanced existing popular resource by updating list of screenplays by women writers
- Conducted online research and analysis, increasing prospective donors list by 20%
- Increased page views and click through rate 45% by utilizing keywords using Google analytics

LEADERSHIP

Greek Organization, Texas Christian University, Fort Worth, TX

Chapter President & New Member VP, January 2016 - December 2017

- Managed weekly chapter and executive board meetings for 75 members
- Served as liaison between four advisors and university community
- Represented chapter at Panhellenic Council meetings and reported campus events back to chapter
- Organized joint-organization volunteer opportunities for 45 members to increase student involvement

EDUCATION

Texas Christian University (TCU), Fort Worth, TX

Bachelor of Science in Communication Studies, May 2019

Transfer Faculty Scholar - Cumulative GPA: 3.2

RELATED SKILLS

Proficient in Microsoft Office Suite, SharePoint

Staff Recruitment and Retention, HR Project Management, Training & Development

Social Media: LinkedIn, Twitter, Facebook

Advanced Spanish

PROFESSIONAL ASSOCIATIONS AND COMMUNITY SERVICE

- Society of Human Resource Management Professionals, Member, January 2019-Present
- Tarrant Literacy Coalition, Volunteer Recruitment Committee, April 2018-Present
- Women's Center of Tarrant County, Student Mentor, April 2018-Present

Name

Corinth, TX | (817) 257-2222 | firstlast@gmail.com
www.nameappraisals.com | www.linkedin.com/firstlast

SUMMARY

Accomplished real estate executive with impressive 15+ year track record of leading organizations through start-up, turnaround, and aggressive growth campaigns. Qualified for **Real Estate Appraiser** positions with banks or private investors where business savvy, public relations talent, and vision development will be of value.

EXPERIENCE

Sample Appraisals, LLC, Corinth, TX 2010–Present

Owner/President

Direct five member office staff in customer service, office management, insurance, and payroll functions. Obtain crucial information by interviewing persons familiar with properties and immediate surroundings. Research future developments in six surrounding counties to identify new clients. Conduct new appraisals on unsold properties as well as residential dwellings, new construction and commercial developments.

- Hosted Chamber of Commerce after hours business meeting for up to 100 colleagues
- Increased membership in the chamber by 10 associates
- Helped to orchestrate 5 month relocation project

Southern Realty Appraisals, LLC, Dallas, TX 2005–2010

Real Estate Appraiser

Pioneered office from the ground up and managed 14 member staff. Generated leads through multiple avenues and handled public relations. Managed public affairs, generated new leads, and achieved continuity in daily operations through compliance and training sessions. Presented proposals and drafted bids to appraise county and city properties.

- Implemented three year marketing campaign which increased appraisals to six properties
- Expanded market base to surrounding states following certification of three appraisers

East Coast Realty, Inc., Atlanta, GA 2000–2005

Real Estate Sales Agent

Hired to introduce new service helping property owner's list rentals for vacationers. Linked potential clients to best sources for advertising. Supervised two office clerks who assisted with completion of rental agreements, home inspections and scheduling of rentals up to three years out.

- Awarded "Savvy Sales Agent" for individual and team contributions to annual sales
- Named "Best Boss Ever" by colleagues for contributions to department and organization
- Collaboratively generated files for over 20 property owners by using Excel

Southwest Realty, Inc., Irving, TX

1998–2000

Senior Loan Officer

Analyzed applicants' financial status, credit, and property evaluations to determine feasibility of granting loans. Obtained and compiled copies of loan applicants' credit histories, corporate financial statements, and other financial information. Explained to customers the different types of loans and credit options that are available, as well as the terms of those services.

- Proposed and implemented new electronic distribution process, thus eliminating paper circulation and saving tremendous amounts of time and valuable resources
- Provided Senior management with loan approval suggestions and stronger understanding of resource expenditures

Garden Select Home Improvement, Inc., Benbrook, TX

1995–1998

Assistant Sales Manager

Hired to oversee 20 regional and local sales managers and staff of 60. Resolved customer complaints regarding sales and service. Planned and directed staffing, training, and performance evaluations to develop and control sales and service programs. Reviewed operational records and reports to project sales and determine profitability.

- Took initiative to transform training manual into user friendly documents that improved productivity and accuracy
- One of 5 out of 200 employees honored with Above and Beyond Award, nominated by VP due to stellar contributions to store and department

CERTIFICATIONS & PROFESSIONAL AFFILIATIONS

Certified International Property Specialist
National Association of Realtors
Council of Residential Specialists (Texas Chapter)
Chamber of Commerce (Denton and Fort Worth)

Licensed Real Estate Sales Agent
Fort Worth Real Estate Board
Real Estate Institute of Appraisers
Texas Real Estate Commission

EDUCATION

Texas Christian University, Fort Worth, TX
Bachelor of Science in Sociology and Political Science, May 2001
Minors in Business and Spanish

FIRST NAME LAST NAME

000-123-4567 • name@yahoo.com • linkedin.com/in/name

CORPORATE TRAINING & DEVELOPMENT SPECIALIST

PROFILE

Highly accomplished financial professional with an extensive trading history. Track record of success instructing executives on details of foreign exchange and securities markets. Adept at analyzing market conditions and facilitating trades in high-yield, distressed, and crossover bonds as well as other financial instruments. Excellent communication skills with aptitude for establishing and cultivating relationships with domestic, Asian, and European clients/partners.

Areas of expertise include:

- Strategic Planning
- Negotiation
- Business Development
- Regulatory Compliance
- Persuasion
- Client Engagement
- Presentations
- Training & Mentoring
- Conflict Resolution

EXPERIENCE

ONEWIRE, New York, NY, August 2010 – Present

Broker Dealer/Investment Banking Associate

Hired as Broker Dealer to bolster business development efforts through creation of pitch books and background research. Empower organizations to resolve complex business issues and generate positive outcomes during times of adversity and prosperity.

Key Achievements:

- Promoted to Investment Banking Associate (2015) due to track record of successful client engagement.
- Forge relationships with high-profile clientele and institutions, including Merrill Lynch.
- Prepare and deliver comprehensive presentations and mentoring sessions on European markets to U.S.-based executives.
- Harness new opportunities in emerging markets with initial European bond issue.
- Cultivate partnerships with Barclays, Credit Suisse and other international players.
- Bridge clients and dealers to secure orders for Japanese warrant market.

EDUCATION

Texas Christian University, Fort Worth, TX

Neeley School of Business

Bachelor of Science in Business Administration, May 2010

Major: Finance

ADDITIONAL EXPERIENCE

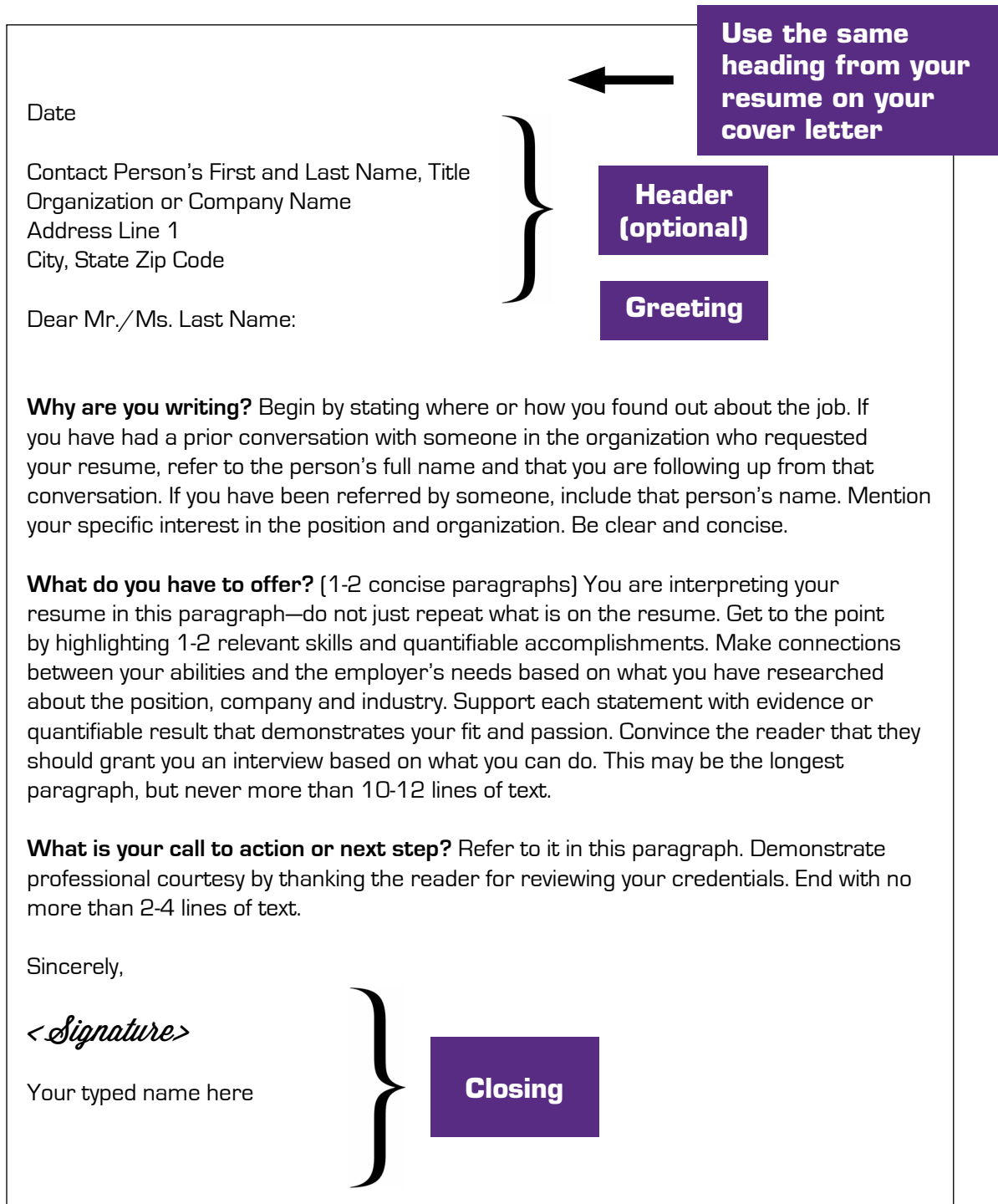
ABC Inc., Austin, TX, Technical Consultant, March 2007 – April 2009

Textron, Fort Worth, TX, IT Service Administrator, June 2005 – March 2007

Career Change: From investment banking/securities broker to corporate trainer.

Strategy: Start with a Profile that helps readers understand vast experience in the investment banking industry to qualify for training roles in this industry.

ANATOMY OF A COVER LETTER



QUICK TIPS



Research and demonstrate your knowledge of the organization in the context of why you are qualified.



Interpret your resume. Communicate how you can contribute to the organization in this role.



Proofread! Proofread! Proofread! Spelling errors and bad grammar or syntax leave a negative impression.

REFERENCE PAGE

WHO YOU CAN ASK: Professors, Former Employers, Academic Advisors, Volunteer Supervisors, or Other Professional Acquaintances.



Be sure to **ASK YOUR REFERENCES PERMISSION IN PERSON PRIOR TO USING THEM** in your application process and send them a copy of your resume and job description.

Sample Reference Sheet

	FIRST NAME LAST NAME 2800 S. University Drive Fort Worth, TX 76129 817-257-2222 first.last@tcu.edu	Use the same heading from your resume on your reference sheet
REFERENCES		List 3-5 references on your reference page
Dr. Joseph Smith <i>Professor</i> Texas Christian University 2800 S. University Drive Fort Worth, TX 76129 817-257-2222 j.smith@tcu.edu		Include your reference's full name and title
Gabrielle Brown <i>Volunteer Coordinator</i> Meals on Wheels 2800 S. University Drive Fort Worth, TX 76110 817-257-2222 g.brown7@tcu.edu		Make sure that contact information is accurate and current
Tanya Carson <i>Supervisor</i> TCU Campus Bookstore 2800 S. University Drive Fort Worth, TX 76129 817-257-2222 tanya.carson@tcu.edu		

Keep in contact with your references for future opportunities.



STUDENT AFFAIRS

Center for Career &
Professional Development

careers.tcu.edu/alumni | 817-257-2222 | Dee J. Kelly Alumni Center, Suite 220

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