

UMKC HENRY W. BLOCH
SCHOOL OF MANAGEMENT

CAREER DEVELOPMENT GUIDE

BLOCH CAREER CENTER

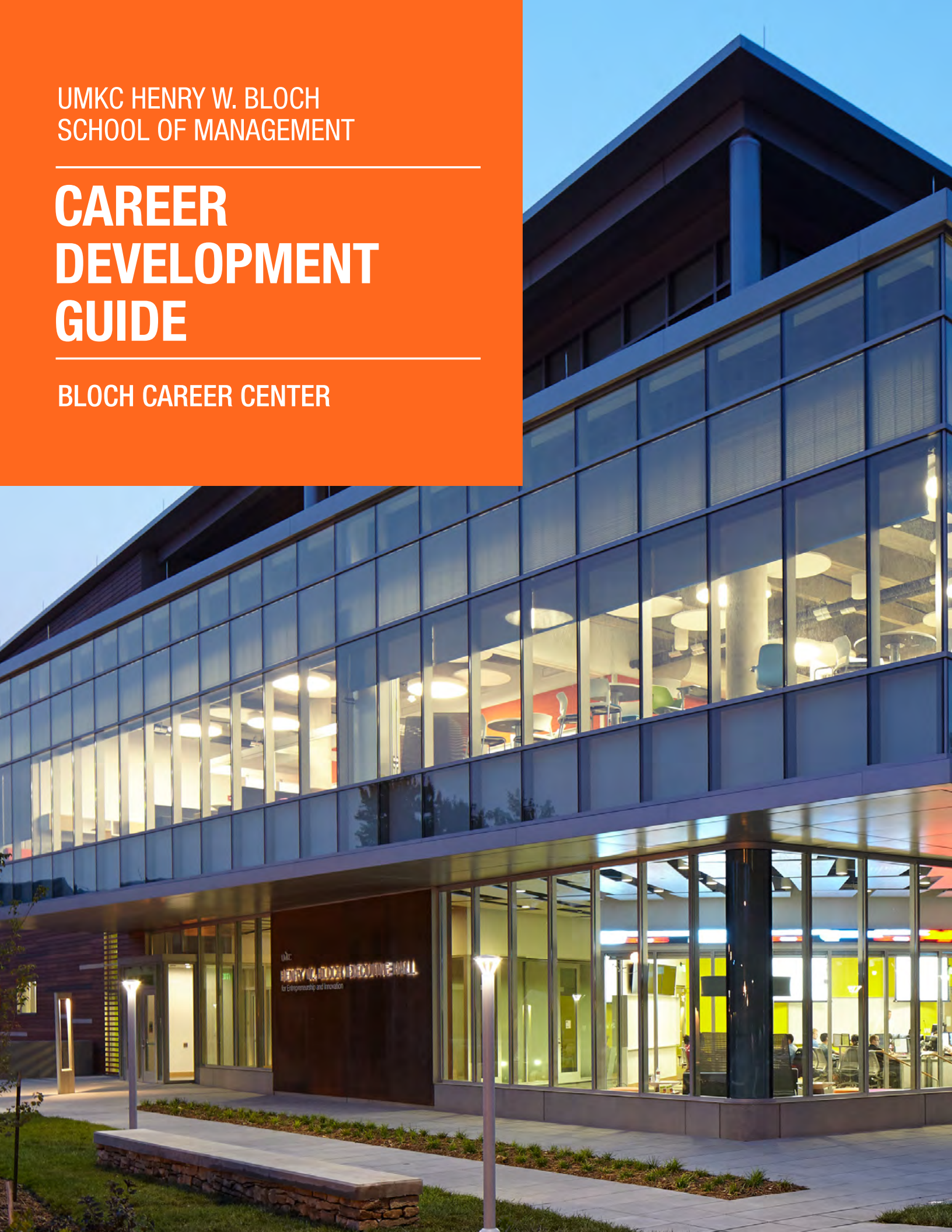


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This guide provides a list of suggested activities and is a good starting point to help you develop an action plan during college. This information shouldn't be used as a substitute for meeting with faculty, advisors or the Bloch Career Center.

Visit bloch.umkc.edu/career-center to learn more about our services.

The Comprehensive Career Development Experience

SELF-AWARENESS

Who are you?

- » Talk to advisors, faculty and Career Center staff about different majors and career paths
- » Think back on previous experiences and transferable skills to relate those to future careers
- » Explore your interests and define career goals through involvement in student, academic or service organizations

EXPLORATION

What do you want to do?

- » Work with a career coach to discover how your interests and careers align
- » Volunteer, job shadow, work part time, study abroad and get involved on campus
- » Articulate your experiences through your resume, LinkedIn and in interviews
- » Apply for internships and additional work-related experiences
- » Conduct informational interviews with professionals in career fields or positions that interest you

EXPERIENCE

Is it a good fit?

- » Evaluate and narrow down your career options
- » Participate in internships and hands-on experiences
- » Determine if the career is something you can see yourself doing long-term

TRANSITION

What's next?

- » Decide whether you intend to join the workforce immediately or if you want to pursue graduate or professional school
- » Meet with the Career Center to polish your resume and cover letter, practice interviewing and discuss professional expectations
- » Identify and begin applying for opportunities
- » Attend career fairs, employer panels and networking events and participate in an on-campus interview process early in your senior year
- » Talk with mentors, supervisors and professors to ask if they will serve as a reference and/or review your resume

The Value of an Internship

Internships are a great opportunity to explore your career interests while gaining valuable work experience. **Many employers use internships to develop new recruits and generally consider former interns before anyone else for full-time positions.**

Internship benefits include:

REAL WORLD EXPERIENCE

Gain hands-on experience working in your field. Along with learning about the profession, you may be assigned a special project and come away with a new piece for your portfolio.

TRY OUT A CAREER

Most internships only last for one semester, which allows you to get a feel for the career without the long-term commitment. Through internships, you can try out several different specialties within your major.

NETWORKING AND REFERENCES

An internship allows you to develop contacts all across your professional field and within many departments in a single organization. Be sure to ask for additional references from co-workers and supervisors before your internship ends.

PROFESSIONAL SKILLS

Internships are a great way to transition from being a student to being a professional. You'll learn the best way to communicate with your supervisor, what to wear to work and what kind of office environment you prefer.

PAID OPPORTUNITIES

Many internships are paid positions and, in some fields, pay well above minimum wage.

Handshake

Are you ready for an internship? Log on to Handshake to explore the many internship opportunities waiting for you. On Handshake you can:

- » Apply for internships through the job board
- » Make an appointment with a career coach to have your resume reviewed
- » Schedule a mock interview appointment to practice those interview skills
- » Research salary information and sample interview questions using Vault
- » Explore the many additional resources you have access as a UMKC student

To learn more, visit **umkc.joinhandshake.com**

Cover Letters

Like the resume, a cover letter is intended to help you get an interview. Unless the employer specifically states not to include a cover letter, it is recommended to include a cover letter with your resume.

How long should my cover letter be?

- » Keep your cover letter to one page
- » Be concise, pick two to three topics to highlight

What should I include?

- » Do not be redundant with your resume
- » Try to show the employer what you will bring to the position
- » Include a good opening statement introducing your professional self
- » Convey your qualifications and interest in working for the company and in the position

How should I write it?

- » It can be beneficial to use the same formatting for your name and contact information in your cover letter that you used on your resume
- » Use your professional writing and communication style, and it is OK to use “I” language sparingly
- » Customize/tailor your cover letter to each job

ALL COVER LETTERS CONTAIN:

1. An introduction

- » State interest in position and reason for applying
- » Introduce who you are as a professional

2. Body

- » Identify three to four reasons why you are a good fit for the position
- » Elaborate on points listed in your resume with experiences that provide more detail
- » Demonstrate how your qualifications would benefit the organization

3. Closing

- » Indicate your interest in a formal interview to discuss the position and your qualifications
- » Express your appreciation for their time and consideration

Avoid the Following:

1. Wordy and poorly written sentences
2. Confusing and complex language
3. Long sentences and paragraphs
4. Passive writing (including verbs such as “to be” or “to do”)
5. Starting every sentence with “I” or “my”

Formatting a Cover Letter

Use heading from resume for consistent branding.

Date

March 25, 2020

Do not indent paragraphs.

Sprint
6200 Sprint Parkway
Overland Park, KS

Re: Human Resources Coordinator

Space between paragraphs.

I am writing to apply for the Human Resources Coordinator position with Sprint which was advertised on Handshake. This sounds like an exciting position and a great fit for my experience and skill set.

In May, I will graduate with my degree in Business Administration with an emphasis in Management from the University of Missouri – Kansas City. Through internships and leadership positions on campus, I have gained extensive experience in relationship building, effective communication, and problem solving. While an intern with XYZ company last summer, I had the opportunity to create workflows for their new Applicant Tracking System. I became an expert on this system, and although an intern at the time, was frequently sought out by full-time colleagues to provide training on how to fully utilize the features of the ATS.

During my Human Resource Management class at UMKC, I had the opportunity to take on a leadership role for a group project we completed on a benefit analysis for a Kansas City company. I was also able to take on the position of lead presenter for the group, and further developed my public speaking skills in the process. I know that at Sprint, you value teamwork, responsibility, and transparency. I share these values, and believe that my previous experiences will make me a strong fit for your company.

I am truly excited by this position. Not only would it enable me to utilize the skills I have built through my internships and extracurricular involvement, but it will allow me to grow as a human resource professional with a company I admire.

I am very interested in discussing this position with you in greater detail and I am available to meet with you at your convenience. Thank you for your time and consideration.

Double space above the complimentary closing.

Sincerely,

Writer's identification — type your full name.

Jill Applicant

John Jones

(816) 123-4567 • JOHNJONES@XYZ.COM

January 23, 2020

Cerner
2800 Rockcreek Parkway
Kansas City, MO 64117

Re: Professional Services Consultant Position

I am writing to apply for the Professional Services Consultant position with Cerner, which I saw on the Cerner website. Not only is Cerner a recognized leader in the medical industry, but it also has an impeccable reputation as an innovative technology leader around the world.

I meet all of the qualifications for the position; however, I believe that my demonstrated success in client management, professional communications, and leadership make me uniquely qualified and ready to succeed in the Professional Services Consultant position.

I am especially interested in working for Cerner because of your client commitment. Currently, I am working at three part-time positions which are all customer facing. Not only does this schedule require a great deal of organization and planning on my part, it also requires that I maintain a professional and positive attitude when dealing with clients and customers in a wide variety of roles. I understand that as a consultant at Cerner, I will find myself in different client settings, dealing with different business and technical issues and my history demonstrates that I will be able to adapt and be successful.

In my experience, I have found that effective communication skills are necessary in building professional relationships. Whether producing a marketing packet for potential clients, offering interesting and engaging information to fans on a stadium tour, or writing articles for the UMKC's student newspaper, I have developed excellent writing and speaking skills.

Finally, I believe my leadership training and skills will enable me to be an excellent face of Cerner to its clients. Key to my leadership style is curiosity, collaboration and communication. Cerner's commitment to training through the Academy Training Program will be valuable for me to rapidly learn about the company's products and services so I can feel comfortable working with clients to lead them through the implementation process.

I would like the opportunity to discuss with you in person my background, qualifications, and how I believe I can make a significant contribution to Cerner. I will call you within the next 10 days to discuss when such a meeting would be possible. In the meantime, feel free to contact me at (816) 123-4567, or my email at johnjones@xyz.com if you have any questions. Thank you for your consideration.

Sincerely,

John Jones

Find additional cover letter
resources by visiting
**[bloch.umkc.edu/career-center/
for-students/our-services/](http://bloch.umkc.edu/career-center/for-students/our-services/)**

Creating an Effective Resume

Brainstorm to get started. Write down all of your work experiences, volunteer activities, education, honors, skills, etc. Having this list will help you to identify strengths and qualifications as you prepare your resume.

A RESUME SHOULD CONTAIN:

- 1. Clearly formatted name and contact information
- 2. Sections outlining your experiences that are most relevant for the job, particularly job history and education, but additional qualifications/trainings can be beneficial to note
- 3. Keywords or power words specific to the job or industry that an employer is looking for in a candidate, often noted in the job description and company's mission statement
- 4. Action verbs starting every description — directed, programmed, developed, instituted, etc. — emphasizing those keywords from the job description

POSSIBLE SECTION HEADINGS

Awards and Recognition
Honors
Honors and Awards
Education
Specialized Training
Accomplishments
Activities
Relevant Experience
Related Experience
Internships

Employment History
International Experience
Volunteer Experience
Professional Experience
Additional Experience
Study Abroad Experience
Other Experience
Relevant Skills
Computer Skills
Technical Skills

Computer Software
Certifications, Licensure
Licenses
Languages
Professional Memberships
Professional Affiliations
Leadership Experience
Projects
Course Projects

DESCRIPTION OF EXPERIENCES

Developing a standard resume and sending it out with every job application will only get you so far and, unfortunately, doesn't guarantee an interview. To be most effective, target your resume to the job you want.

Organize and create a first draft: As you prepare your content, it should communicate what you accomplished in current and past experiences. Use this table for suggestions on how to create the best accomplishment statements for work, leadership or related experiences.

NOT GOOD	BETTER	BEST
Responsible for publicity	Interacted successfully with public affairs representatives and local media	Interacted successfully with public affairs representatives and local media, increasing community awareness of agency by 25%
Duties included handling customer complaints	Resolved service and billing problems	Resolved service and billing problems. Recognized consistently for promptness and professionalism
Responsibilities included adhering to safety policies and ensuring other lifeguards knew policies	Carried out safety precautions and instructed lifeguard staff in the proper use of equipment	Carried out safety precautions and instructed lifeguard staff in the proper use of equipment, resulting in a 50% reduction of injury accidents over the summer

Resume Action Verbs

Individuals must start their resume achievement statements with an action verb. The following is a brief list of some commonly used action verbs you could incorporate into your resume.

COMMUNICATION SKILLS

adapted, addressed, arranged, authored, collaborated, convinced, corresponded, directed, drafted, edited, enforced, enlisted, explained, expressed, formulated, influenced, interpreted, lectured, mediated, moderated, negotiated, persuaded, presented, promoted, publicized, reconciled, responded, revised, spoke, translated, wrote

CREATIVE/INNOVATIVE SKILLS

acted, composed, conceptualized, conducted, created, customized, designed, developed, directed, dramatized, established, fashioned, founded, illustrated, initiated, instituted, integrated, introduced, invented, originated, performed, planned, published, revitalized, shaped

FINANCIAL SKILLS

administered, allocated, analyzed, appraised, audited, balanced, budgeted, calculated, computed, developed, estimated, forecasted, managed, marketed, merchandised, planned, projected, reported, researched, solicited, sponsored

HELPING SKILLS

aided, assessed, assisted, clarified, coached, counseled, delivered, demonstrated, diagnosed, educated, expedited, facilitated, familiarized, gathered, guided, handled, headed, helped, motivated, referred, rehabilitated, represented, served, supplied

MANAGEMENT SKILLS

administered, analyzed, anticipated, assigned, attained, authorized, chaired, consolidated, contracted, controlled, converted, coordinated, delegated, designated, developed, directed, evaluated, executed, improved, incorporated, increased, launched, measured, organized, oversaw, planned, prioritized, produced, proposed, recommended, recruited, reviewed, scheduled, strengthened, supervised, trained

ORGANIZATIONAL SKILLS

acquired, appointed, approved, arranged, assembled, catalogued, categorized, coordinated, customized, documented, implemented, formalized, maintained, monitored, summarized, supported, taught, verified

RESEARCH SKILLS

analyzed, collected, conducted, critiqued, determined, diagnosed, evaluated, examined, experimented, explored, inspected, investigated, measured, reviewed, routed, scheduled, screened, submitted, tabulated, validated, verified

SALES SKILLS

arbitrated, convinced, dissuaded, explained, marketed, mediated, negotiated, persuaded, promoted, publicized, resolved, secured, tested

TECHNICAL SKILLS

adapted, applied, assembled, built, computed, conserved, constructed, converted, designed, determined, developed, devised, distributed, engineered, fabricated, fortified, installed, maintained, operated, overhauled, printed, programmed, rectified, regulated, remodeled, repaired, replaced, restored, solved, specialized, standardized, studied, upgraded, utilized

TEACHING SKILLS

adapted, advised, clarified, coached, communicated, conducted, coordinated, critiqued, demystified, developed, enabled, encouraged, evaluated, explained, served, sold, solicited

ADDITIONAL VERBS

accelerated, achieved, adjusted, confirmed, contrasted, created, decided, defined, displayed, empowered, endorsed, exceeded, expanded, inspected, integrated, justified, led, mentored, nominated, offered, pioneered, provided, reengineered, reorganized, replaced, represented, resolved, revised, secured, selected, spearheaded, succeeded, supported, surpassed, synthesized, teamed, tested, transformed, tutored, verified, won

Bloch Career Center Resume Guidelines

CONTACT INFORMATION

- » First and last name, personalized LinkedIn URL, phone number and professional email address displayed clearly at the top of the page
- » Name is 18- to 20-point font size

EDUCATION

- » Schools attended are listed in reverse chronological order
- » Full name of the university spelled out (University of Missouri-Kansas City) and the city and state of its location listed
- » Use the official degree name (Bachelor of Business Administration, Bachelor of Science in Accounting)
- » Major, minor, concentration and emphasis (if applicable) spelled out
- » Include GPA if above a 3.00, listed to the hundredths place
- » Indicate graduation date, anticipated graduation date or dates attended (if not a degree-granting program, such as study abroad)
- » If you have finished your first year of college, do not include your high school information

EXPERIENCE

- » Present experience in reverse chronological order (most recent job/position listed first)
- » Indicate the name, city and state of the organization or company
- » List title and start/end dates (month/year) consistently throughout the resume
- » Use descriptive, bulleted statements demonstrating skills, accomplishments and specific responsibilities. Quantify in your bullet

points when possible. Each statement starts with an action verb, not an “I” statement. Never use first-person pronouns on a resume

- » Use past tense verbs for past experiences and present tense verbs for current experiences

LAYOUT AND DESIGN

- » Use a standard font like Times New Roman, Arial or Calibri (no color) and size for the body that is easy to read (10- to 12-point)
- » NO TYPOS on the resume
- » For undergraduate students, it is recommended that resumes do not exceed one page in length
- » Style and layout are consistent throughout the resume including consistent use of bullets, bold, italics, underline, hyphens, punctuation and indentation; use standard resume format (no design)
- » List dates on the right side of the page (recommended)

HONORS AND AWARDS (OPTIONAL)

- » Specify the complete name for each relevant award or honor, the granting organization and the month/year of receipt

ACTIVITIES (OPTIONAL)

- » List the correct name of each organization (do not use acronyms), leadership roles if applicable and dates of involvement. May also include a brief description of tasks/accomplishments using action verbs.

SKILLS (OPTIONAL)

- » Include a brief list of computer skills such as Word, Excel, PowerPoint, QuickBooks, etc. Only list if proficient.
- » List any languages spoken (other than English) and level of proficiency
- » If applicable, list laboratory skills or additional field-specific skills

ADDITIONAL INFORMATION

- » Do not include any of the following personal items: photograph, marital status, date of birth, Social Security number, citizenship status, gender, ethnicity, religion or political affiliation
- » References are not to be included within the resume
- » Resume should NOT say “References available upon request”

Remember to tailor each resume to the specific job description for which you are applying. Consider the organization's values and mission statement and utilize key words that are relevant to your experiences. A company wants to know you will be a good fit and this will help you consider if the company is a good fit for you.

5108 Cherry Street, Kansas City, MO 64110 • gwprezl@mail.umkc.edu • 816.555.1234

Bachelor of Business Administration in Finance and Marketing
GPA: 3.6

Kansas City, MO
January 2017-Present

- Analyze various tax forms and interview clients while generating friendly service to increase customer satisfaction
- Apply TaxWise software and enrich tax knowledge while successfully completing 20+ client tax returns per week

Kansas City, MO
May 2017-Present

- Earned outstanding associate recognition as result of consistent positive customer referrals and receiving composite score of 9 (on 1-10 scale) on customer experience surveys
- Exceed sales goals each month for cross-selling 80+ Old Navy credit cards, as compared to average of 65 for team

Kansas City, MO
September 2016 – May 2017

- Trained 40+ volunteers to provide outstanding customer service, resulting in 500% increase in customer usage
- Tracked, recorded and communicated service learning hours for 50+ volunteers to appropriate organizations
- Redesigned food pantry to increase both volunteer work productivity and customer satisfaction

Kansas City, MO
June 2016 – August 2016

- Communicated and collaborated with Executive Director and staff members to design effective methods to engage greater Kansas City area to donate and volunteer
- Designed new visuals for shirts and stickers for gift bundle campaign to increase charitable contributions

Kansas City, MO
December 2017 – Present

- Supervised two campus-wide collaboration events with four diverse groups on campus, for each event, managed budget of \$5,000 to create quality event to unite and promote awareness for variety of cultures
- Created weekly safe-space sessions for students to talk about personal cultural identities and social justice issues

Kansas City, MO
October 2016 – May 2017

- Presented on panels at Missouri Academic & Student Affairs – Diversity & Equity Professional Development Conference
- Developed and launched year-long program to inspire Asian-Pacific American students to complete degree or transfer to 4-year college

Kansas City, MO
August 2016 – May 2017

- Improved efficiency of club by reorganizing crucial positions, implementing new constitution, and quantifying objectives which resulted in budget savings of \$3,000 for following fiscal year
- Increased volunteer membership from 5 members to 60 members to meet needs of local non-profit organizations requiring volunteer assistance

John Adams

5108 Cherry Street, Kansas City, MO 64110 • japrez2@mail.umkc.edu • 816.555.1234

EDUCATION

University of Missouri-Kansas City
Henry W. Bloch School of Management
Bachelor of Business Administration in Marketing
GPA: 3.4

Kansas City, MO
Spring 2019

EXPERIENCE

University Tutoring Center (UTC) – University of Missouri-Kansas City (UMKC) Kansas City, MO
Front Desk Student Worker September 2017 – Present

- Coordinate 50-75 weekly drop-in and scheduled appointments for five UTC coaches
- Promote office services at UTC events and market activities to student population on social media (Snapchat, Instagram and Twitter)
- Manage communication with students, faculty and staff via phone and email, guaranteeing that all inquiries receive a response within 24-hours

Overland Park Aquatic Park

American Red Cross Head Lifeguard (Management Team)

Overland Park, KS
Summers 2015, 2016

- Earned promotion to management team based on performance as staff lifeguard and swim instructor
- Communicated with patrons, coworkers and management to ensure operations were running smoothly
- Monitored 400-600 patrons per day during peak season ensuring that safety guidelines were being followed and that all had a fun and safe experience
- Trained new employees yearly by offering job-shadowing and mentorship
- Maintained positive and flexible attitude in alignment with recreational culture of organization
- Performed annual comprehensive job assessments for 50+ seasonal staff members

Swim Instructor

Summers 2013 – 2015

- Taught and coached swimming skills to children, ages exceptional lessons
- Developed and executed weekly comprehensive lesson swimming skills
- Provided exceptional learning environment to students adaptation to their individual learning styles

VOLUNTEER EXPERIENCE

Ronald McDonald House Charities

Volunteer

- Provided support and companionship to young patients
- Cleaned rooms and common areas of facility and performed environment for guests

ACTIVITIES

Pi Kappa Alpha Fraternity IKA | Initiated Member

Harriet Tubman

5108 Cherry Street, Kansas City, MO 64110 • hturr1@mail.umkc.edu • 816.555.1234

EDUCATION

University of Missouri-Kansas City
Henry W. Bloch School of Management
Bachelor of Business Administration in Finance
GPA: 3.8 | ACT 33

Kansas City, MO
Spring 2019

WORK EXPERIENCE

Raymond James

Fixed Income Capital Markets Intern

Memphis, TN
June 2017 – August 2017

- Researched short-term trends and provided administrative support for head corporate trader
- Created research reports for municipal and corporate research analysts using EMMA and Moody's data
- Synthesized investment portfolio overview in Excel from multiple reports highlighting performance by security type and maturity, risk levels in portfolio, and depicting cash flow – new report generation required 90% less time to create
- Detailed risk levels in traders' portfolios in Bloomberg and made recommendations based on aging policies and duration hedging by maturity bucket
- Completed rotations in Sales, Trading, Public Finance, and Research

Country Club Bank

Financial Analyst Intern

Kansas City, MO
May 2016 – August 2016

- Updated financial models for prepaid card partners, reported changes in level of profitability and underlying causes
- Maintained weekly file documenting overall deposit volume and deposit volume by partner—used VLOOKUP formulas, macros and pivot tables in process. Report used to generate deposit forecasts and determine future capital requirements
- Analyzed monthly divisional financial statements to investigate causes of substantial variances month-over-month relative to budget to increase accuracy in forecasting

INVOLVEMENT

Financial Management Association (FMA) – University of Missouri-Kansas City Chapter

President, VP Finance, Events Coordinator

September 2015 – Present

- Organize organization's first scholarship fund drive, generating \$20,000 for future scholarships for finance students
- Promote academic excellence through scholarship program featuring goal setting, periodic check-ins and study tables
- Schedule professionals from Kansas City finance community to speak at weekly meeting on topics ranging from personal finance management to investment banking

CFA Institute Research Challenge

September 2017 – Present

- Perform comprehensive valuation analyses including discounted cash flow and comparable company analyses
- Utilize Bloomberg and FactSet to perform in-depth company and industry research and analysis necessary to craft an initiating coverage report
- Collaborate with five member team to present report and recommendation with PowerPoint presentation to board of local industry professionals with top team advancing to regional level

Volunteer Tax Assistance Program

November 2016 – Present

Certified Advanced: Site Coordinator – General Operations, Quality Reviewer

- Identified recurring errors and provided instruction for accurate preparation as dedicated technical expert
- Reviewed work of four tax preparers on regular basis to ensure accuracy and compliance as Quality Reviewer

Find more information and sample resumes at
bloch.umkc.edu/career-center/for-students/our-services/

Dalip Singh Saund

5108 Cherry Street, Kansas City, MO 64110 • dssusrep1@mail.umkc.edu • 816.555.1234

EDUCATION

University of Missouri-Kansas City
Henry W. Bloch School of Management
Bachelor of Science in Accounting
GPA: 3.5

Kansas City, MO
Spring 2018
150 Credits Hours, Spring 2018

Relevant Course Work:

Advanced Accounting; Fraud Auditing; Advanced Accounting Systems; Principles of Internal Auditing; Government/Non-Profit Accounting; Legal, Ethical & Regulatory Environment of Business; Cost Management; Income Taxation; Financial Management

EXPERIENCE

PwC

Kansas City, MO
February 2018 – April 2018

Audit Intern

- Executed financial statement audits for banking industry client with over \$15 billion in assets
- Organized and filed audit workpapers and supplementary documentation in client site
- Analyzed client-provided information to ensure accuracy
- Reported audit findings to manager
- Prepared audit workpapers in compliance with GAAP and IFRS
- Generated variety of financial reports which were used for client's annual report based on client data

Honeywell

Kansas City, MO
June 2017 – August 2017

Accounting Intern

- Reconciled company's revenues, expenses, and ensured accuracy and completeness
- Compiled and analyzed financial transactions to ensure they match provided detailed records
- Identified discrepancies of financial statements provided by company
- Performed fraud investigation and identified fraudulent behavior through auditing

Bob Hamilton Heating & Plumbing

Kansas City, MO
May 2016 – August 2016

Accounting Intern

- Reconciled credit card statements
- Managed and organized account payable and account receivable
- Created spreadsheets for the account payable record
- Trained incoming interns by creating 20-page procedure manual

ACCOUNTING LEADERSHIP PROGRAM PARTICIPATION

BKD – Summer Leadership Program | Kansas City, MO
PwC – Elevate Summer Leadership Program | Kansas City, MO
RSM – Pathways Summer Leadership Program | Kansas City, MO
RubinBrown – GOAL Program | Kansas City, MO

SKILLS

- Intermediate Spanish
- Ultra-Tax
- Accounting CS
- Microsoft Office 365
- QuickBooks

Patsy Takemoto Mink

5108 Cherry Street, Kansas City, MO 64110 • ptmussen@mail.umkc.edu • 816.555.1234

PROFESSIONAL SUMMARY

Management professional with 8+ years' experience leading finance and accounting teams in corporate environment. Proven success in corporate financial planning, reporting and controls, short- and long-term business strategy.

EXPERIENCE

KC Southern Railway Company

Finance Manager

Kansas City, MO
February 2012 – January 2018

- Promoted from Accounting Specialist to Cash Manager to Finance Analyst to Finance Manager based on ability to learn quickly, improve efficiencies and identify opportunities for reducing costs
- Monitor day-to-day financial operations for unit (payroll, invoicing and other transactions) to guarantee accuracy in reporting and identify opportunities to improve efficiencies
- Collaborated with sales management leadership team to restructure partnership deals leading to 20% increase in deal profitability
- Review financial data and prepare monthly and annual reports for department heads and unit leadership
- Present financial reports to board member, stakeholders, executives and partners in formal meetings
- Establish and maintain financial policies and procedures for unit in cooperation with central corporate finance team guidelines; communicate those policies to key stakeholders resulting in 100% compliance within unit
- Research, understand and adhere to financial regulations and legislature to reduce risk and adhere to corporate mission statement of transparency and exceptional ethical standards
- Hire, develop, and manage team of 8 professionals offering mentorship and career development coaching

YRC Freight

Accounts Supervisor

Kansas City, MO
September 2008 – January 2012

- Promoted from Accounts Payable Specialist to Accounts Supervisor, leading staff of 5 professionals
- Coded invoices, vouchers, expense reports, and check requests with correct codes conforming to standard procedures to ensure proper entry into financial system
- Communicated with vendors via email and phone to confirm transactions and resolve discrepancies
- Investigated and resolved problems associated with processing of invoices to ensure accurate reporting and identify process improvements
- Restructured reporting process to reduce number of steps by 30%, shorten time to process payments, and improve accuracy
- Processed remittance information from checks, drafts, and wire transfers for invoices provided by vendors, reviewed accompanying materials to adhere to company's standard procedure
- Communicated with internal and external stakeholders to provide updates on account status, and resolution of discrepancies

SKILLS & CERTIFICATIONS

- Advanced Excel Training
- MAS 90 / MAS 200
- QuickBooks
- Spanish Language Skills - Advanced

EDUCATION

University of Missouri-Kansas City
Henry W. Bloch School of Management
Bachelor of Business in Enterprise Management
GPA: 3.5

Kansas City, MO
Spring 2019

Johnson County Community College
Associate of Arts in Accounting

Overland Park, KS

CV vs. Resume – What’s the difference?

A resume is a concise document, generally one to two pages, briefly discussing your education, experience and skills as they relate to a particular job, while a Curriculum Vitae, or CV, is much more.

A CV is a fairly detailed overview of your professional accomplishments. A CV doesn’t have a page limit. Someone in the beginning stages of their graduate school/career might only need a two to three page CV, while a more seasoned researcher’s CV can be 12-14 pages.

Many of the formatting rules discussed in the resume section still apply to a CV. A CV should be in reverse chronological order, verb tense specific, clearly and consistently structured, etc. The distinction is in the sections and the depth of event descriptions.

What do I put on my CV?

- » Contact information
- » Education
- » Teaching and clinical experience (if applicable)
- » Research
- » Grants, honors and awards
- » Publications
- » Presentations
- » Employment history
- » Professional organizations/affiliations

Visit bloch.umkc.edu/career-center for more information or to make an appointment.

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President, VP Finance, Events Coordinator

September 2015 – May 2016

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Fall 2015

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- Utilize Bloomberg and FactSet to perform in-depth company and industry research and analysis necessary to craft an initiating coverage report
- Collaborate with five member team to present report and recommendation with PowerPoint presentation to board of local industry professionals with top team advancing to regional level

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November 2016 – Present

Certified Advanced: Site Coordinator – General Operations, Quality Reviewer

- Identified recurring errors and provided instruction for accurate preparation as dedicated technical expert
- Reviewed work of four tax preparers on regular basis to ensure accuracy and compliance as Quality Reviewer

PRESENTATIONS

“Portfolio
May 10, 2016

“Bullish on

PUBLICATIONS

“Capital structure
Financial Services

“Portfolio

AWARDS

Raymond

Bloch Fin

Kasey Roo

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EDUCATION

University of Missouri-Kansas City

Kansas City, Missouri

Master of Science in Finance

May 2020

- Thesis: Capital structure decisions of public firms in the United States

Bachelor of Business Administration, Finance

May 2016

CFA Institute

Certificate in Investment Performance Measurement

May 2019

RELEVANT COURSEWORK

- Global Financial Markets and Institutions • Investment Analysis • Financial Statement Analysis
- Valuation/Mergers and Acquisitions • Derivative Securities • Portfolio Management

WORK EXPERIENCE

Raymond James

Memphis, TN

Fixed Income Capital Markets Rotation

June 2016 – August 2019

- Researched short-term trends and provided administrative support for head corporate trader
- Created research reports for municipal and corporate research analysts using EMMA and Moody’s data
- Synthesized investment portfolio overview in Excel from multiple reports highlighting performance by security type and maturity, risk levels in portfolio, and depicting cash flow – new report generation required 90% less time to create
- Detailed risk levels in traders’ portfolios in Bloomberg and made recommendations based on aging policies and duration hedging by maturity bucket
- Completed rotations in Sales, Trading, Public Finance, and Research

Country Club Bank

Kansas City, MO

Financial Analyst Intern

May 2016 – August 2016

- Updated financial models for prepaid card partners, reported changes in level of profitability and underlying causes
- Maintained weekly file documenting overall deposit volume and deposit volume by partner—used VLOOKUP formulas, macros and pivot tables in process. Report used to generate deposit forecasts and determine future capital requirements
- Analyzed monthly divisional financial statements to investigate causes of substantial variances month-over-month relative to budget to increase accuracy in forecasting

References verify your experience and confirm your credibility. Employers and graduate/professional schools use references to increase their confidence that your skills, abilities, past job performance, academic performance and accomplishments make you a good fit for the position and/or program.

- » Select individuals who can speak well on your behalf. They should have an idea of your skills, work ethic, etc. Someone who knows you well is better than a well-respected professional in the field who knows very little about you.
- » If a person seems hesitant, ask someone else. Do not settle.

- » Personally contact each person to see if he or she will serve as your reference BEFORE applying for a position. If possible, schedule time in person to talk about your career goals and experiences.
- » Ask early and be respectful. If a letter of recommendation is required, give your reference(s) adequate time.
- » Build your recommendation portfolio by asking your employer to write you a letter whenever you leave or complete a job, particularly at the conclusion of your internship(s).

- » Share your current resume, job description and any other important information that will prepare your reference(s) to provide the best recommendation.
- » Share a list of graduate schools and/or employers for which you are requesting letters be sent and provide enough addressed and stamped envelopes.

- » Send a thank-you card after you know your references provided their recommendations.
- » Follow up with them to let them know the outcome of their recommendations.

- » Use the same heading of contact information as your resume in case the documents are separated
- » Use the same formatting, font and font size as your resume
- » Your reference page should be separate from your resume, unless noted otherwise
- » Make sure the contact information for your references is up to date

123-456-7890 • jillapplicant@gmail.com • [LinkedIn.com/in/jillapplicant](https://www.linkedin.com/in/jillapplicant)

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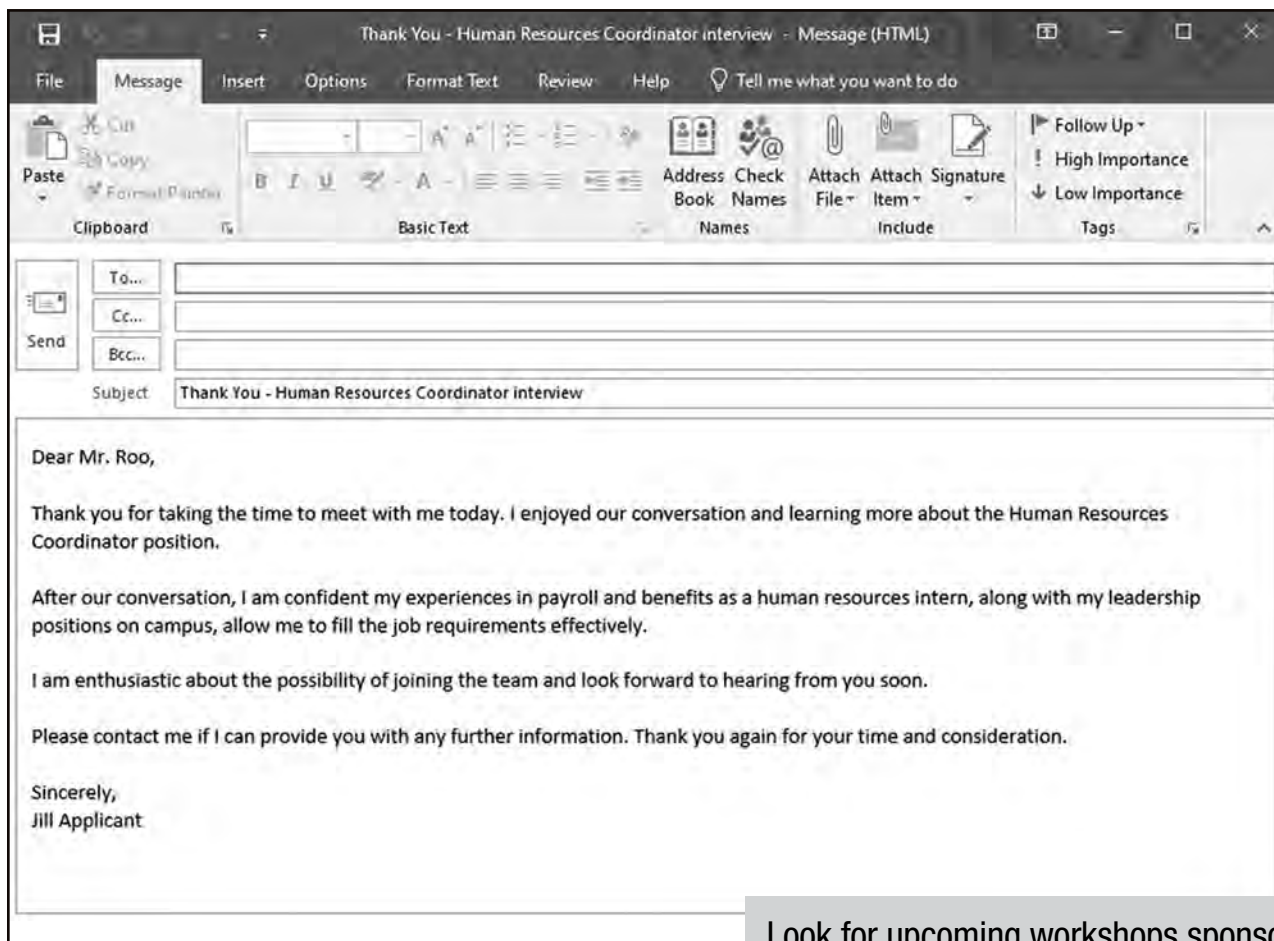
Lisa Cook
Operations Supervisor
MNO Company
816-000-0000

Thank You Notes

Thank you notes are a necessary part of the interview process. They show professionalism and an appreciation of the interviewer's time. A hand-written or emailed thank you note should be sent within 24 hours.

Topics you may want to include in your note:

- » Refer to a positive experience from the interview
- » Reiterate how your abilities fit with the job description
- » Address any blunders
- » Reinforce your interest in the position



Look for upcoming workshops sponsored by the Bloch Career Center or sign up for a mock interview at umkc.joinhandshake.com

Career Fair Networking

Taking the time to meet an employer face-to-face before submitting your resume can help you get more results in your job search. A recruiter who remembers meeting you is more likely to move your resume forward.

Meeting an employer at a career fair or networking event allows you to sell yourself and explain why you're a good fit, while also asking questions and learning more about the company and any available positions that may not be posted yet. Use these tips before attending a career fair to make a great impression on everyone you meet.

PREPARING FOR A CAREER FAIR

RESEARCH

- » Find out which companies will be there, research employer websites and LinkedIn accounts and know what opportunities are available.
- » Finalize your resume.
- » Come prepared. Have hard copies of your resume on high-quality paper ready to hand out. If an employer can't take your resume in person, ask if you can email it directly.

REHEARSE

Figure out your key selling points and prepare your 30-second "elevator pitch," introduce yourself, demonstrate knowledge about the company, express interest in employment and offer a brief statement of what you could offer the organization.

REFINE

- » Dress to impress, greet everyone with a smile and firm handshake, and be confident in yourself. Enthusiasm and polite manners go a long way.
- » Collect business cards and make notes on them for follow-up letters and phone calls. Send thank-you letters or emails within 24 to 48 hours.

REMEMBER

- » Clarify your goals in advance so you leave with meaningful contacts and information.
- » You can't tell what an employer has to offer simply by looking at the company name or product. The most successful candidate will find a match regardless of what positions a company currently has advertised.

SELL YOURSELF IN 60 SECONDS

Hello, my name is Jill Applicant. I will graduate in May with a degree in Business Administration with an emphasis in Management. Last summer, I had the opportunity to intern in human resources with XYZ company. This experience increased my interest in payroll and benefits and allowed me hands-on work creating workflows and learning the ins and outs of PeopleSoft. I also currently serve as the Chair of Programming for the UMKC HR Association, where I plan and execute events for our members, including panels with employers and trainings on new HR policies and practices. I am interested in learning more about your opportunities and how I may be able to apply my skills and experiences.

Succeed in the Interview

INTERVIEW SUCCESS STRATEGIES

BEFORE

The interview process can be intimidating if you don't know what to expect. While each interview may differ, it's important to remember they all share some common characteristics.

- » Research the position and the company. Anticipate potential questions and plan questions you want to ask the employer.
- » Be on time for the interview — 10-15 minutes early is on time. Call ahead if you will be late.
- » Dress appropriately in business professional attire unless otherwise specified. A rule of thumb is to dress one step above the traditional attire for the office.
- » Turn off or silence your cell phone before heading into the interview.

DURING

The interview is your chance to tell your story — as it relates to the position — and why you are the right fit for the position and company.

- » Bring extra copies of your resume and have a firm handshake. Treat everyone as if they are interviewing you. They are.
- » Provide specific and concrete examples of your skills and experiences — especially for the behavioral-based questions. This takes practice. Schedule a mock interview with the Bloch Career Center to practice this step.
- » At the end of the interview, ask the interviewer(s) questions about the position or company, reiterate your interest in the position and shake hands. Ask for business cards so you can follow up.
- » Be mindful of your body language and the nonverbal messages you may be sending to the employer. Be confident and enthusiastic.

AFTER

It's important to follow up any interview with a brief thank-you note or email to each person with whom you spoke, within 24 hours after your meeting.

- » Thank the interviewer for the chance to discuss the job and see the premises.
- » Make some reference to your positive impressions of the company and your strong interest in the job.
- » Offer new information or an additional reason for the employer to be interested in you for the job, perhaps something you didn't mention in the interview.
- » Let the employer know (graciously) that you expect to hear from them again and "plant" the idea in his or her mind to call to you. Make it clear you're willing to come in and discuss the job further, if needed.

POTENTIAL INTERVIEW QUESTIONS

PERSONAL

- » Tell me about yourself.
- » What are some of your strengths? Weaknesses?
- » Why do you want to work here?
- » What is your greatest accomplishment?
- » How can you make a contribution to our organization?

LEADERSHIP

- » Tell me about a time when you were in a leadership position.
- » Give me an example of a time you worked as part of a team.
- » Define success.
- » How are you best supervised?

EXPERIENCE/BEHAVIORAL

- » Give an example of a situation in which you provided a solution to an employer.
- » What skills do you feel you have gained through your past work experiences and school that will help you in this position?

- » Give an example of a time when you worked with a difficult person.
- » How did you handle that situation?

GRADUATE/PROFESSIONAL SCHOOL QUESTIONS

- » Why do you want to be a _____ (doctor, pharmacist, dentist, lawyer, psychologist)?
- » What specialty interests you?
- » What will you contribute to the profession?
- » What is the most difficult situation you have been in, and how did you overcome those difficulties?
- » How do you deal with problems or disappointments?
- » What will you do if you are not accepted into a program this year?

QUESTIONS FOR THE EMPLOYER

At the end of the interview, the interviewer may ask, "Do you have any questions for me?" The correct answer is yes. It is a great opportunity to highlight your skills, find out more about the company and restate your interest in the position.

- » What would a typical day look like?
- » How would you describe the culture here?
- » What are some of the challenges someone in this position would face?
- » What are the performance expectations of this position over the first three months?
- » What are the skills and experiences you are looking for in an ideal candidate?
- » How long have you been with the company? What do you like about the company?
- » What are the next steps in the interview process?
- » Is there anything else I can provide you that would be helpful?

Dress to Impress

INTERVIEW ATTIRE

Make the best first impression by presenting yourself in a clean and professional fashion. Wearing appropriate attire will help visually support your skills and responses to interview questions. How you present yourself in a professional setting is a big factor in interviews — it not only includes how you speak, but also how you dress.

A two-piece matched suit is the professional standard for all genders. Size is also important, not only for your comfort, but also presentation. Clothing that is too small or tight can be revealing and clothing that is too big can appear disheveled. Remember to get your suit pressed for every interview for a fresh appearance.

It is advised to cover visible tattoos. When it comes to piercings, limit jewelry to one piece per ear.



HAIR/FACIAL HAIR Keep it neat and groomed.

TIES Solid ties can be in shades of blue, navy, gray, black and deep red. Stripes or small dots are good when choosing a patterned tie.

SHIRTS Pick a long-sleeved button-up in white, light blue or conservative stripes.

BELTS Select one with a simple buckle that will complement your shoes.

SOCKS Choose socks that are long enough to cover your skin when crossing your legs. The color should complement your suit.

SHOES Wear a pair you will be comfortable in. The style should be professional and can range in design: flats, heels, boots or lace-ups. New shoes are ideal, but a good shine to an older pair will also work.



SHIRT/SWEATER Wear a conservatively cut blouse in a complementary color to your suit. Low-cut tops that are too revealing or tops that have too many frills are discouraged. A sweater is also acceptable to wear underneath the jacket.

JEWELRY/ACCESSORIES As not to distract from the most important component of the interview — yourself — try to limit accessories to a few pieces.

COLOR Navy, dark gray and black suits convey a more professional tone, but beige, light gray and slate blue are also acceptable.



SKIRT The length of your skirt should hit the knees when standing and cover the thighs when seated.

HOSIERY Neutral shades that match your skin tone work best, but a color that works into the palette of your suit is also acceptable.

BAG Bring along a small purse or handbag. Briefcases or simple totes are acceptable as well.

Graduate or Professional School

HOW TO GET STARTED

If you're a student, deciding where to go to graduate or professional school can be daunting. This timeline outlining the decision-making process can help you sort it all out.

STEP 1: EVALUATE YOUR OPTIONS

18-24 months prior to application deadline

- » Assess your interests, values, abilities and motivation for attending graduate or professional school. Does your career path require an advanced degree?
- » Talk with faculty, advisors, family and friends for recommendations, suggestions and support.
- » Contact the schools you are interested in to request catalog, application and financial aid information.

STEP 2: NARROW YOUR CHOICES

12-18 months prior to application deadline

- » Read the school's materials to learn about class sizes, specialties, requirements and faculty research areas.
- » Review your qualifications and the school's admission criteria. Will you meet, exceed or fall below their admission guidelines? If you have any concerns, the graduate school will give you a good indication of how competitive your test scores and GPA will be with the other applicants.
- » Consider personal and professional fit rather than rankings to select your top choice. A number-one ranked program may not always be the best fit.
- » Narrow your choices of schools and programs to approximately three to 10. Apply early in your senior year.
- » Visit your top two or three selections. Speaking with faculty and students gives you an accurate picture of the program and if you would thrive in that academic environment. If it's not possible to visit, ask if you may schedule a phone appointment to speak with faculty and current students in the program.

STEP 3: APPLY TO SCHOOLS

6-12 months prior to application deadline

- » Prepare for the appropriate test. Depending on the program, you may be required to take one or more exams based on your program selections.
- » Free materials are available for most graduate or professional admissions tests if you register early; they are also available at UMKC libraries.
- » Visit the admissions websites for more information on how to register, prepare and take the test.
- » Contact your faculty members or previous supervisors for letters of reference.
- » Develop back-up plans.

STEP 4: MAKE YOUR DECISION

2-3 months after application deadline

If you have been accepted to more than one program:

- » Re-evaluate the programs and review your career goals. How does each program fit?
- » Discuss career goals with the faculty of the graduate programs to see if their curriculum fits your needs. They will be honest with you.
- » Compare the number of applicants to the number of acceptances. This can tell you the competitiveness and popularity of the program. You may also use this information to gauge if your cohort will be large or small.

If you have not been accepted to a program:

- » Don't give up. There are many reasons why a student may not be accepted into a graduate or professional school. Learn from the experience to help make your second application process a success.
- » Ask an admissions counselor or faculty member at the graduate school(s) why you weren't selected and what you can do to strengthen your application.
- » If your GPA or test scores kept you from being accepted, consider retaking your admission test or taking additional undergraduate courses to raise your GPA or fulfill missing entrance requirements.
- » Apply to a larger number of schools to improve your chances of admission.
- » Step out of school for a year or two. Get a job in the area you wish to pursue or participate in a year-of-service program. The real-life experience will help you the next time you apply for graduate school.

STRENGTHEN YOUR APPLICATION

- » Graduate or professional schools look at more than your entrance exam scores and GPA.
- » Involvement in undergraduate research, internships, co-ops, a study abroad program, student organizations and leadership positions are all value-added experiences that will strengthen your candidacy.
- » Select references who can speak of your abilities and accomplishments.
- » Your personal essay must be perfect. Ask faculty, friends and career services to proofread it before sending.
- » Send all materials two to three weeks in advance of the deadline.

TIPS FOR THE PERSONAL STATEMENT

A strong personal statement is reflective — it demonstrates that you've thought about and gained a clear perspective on your experiences and what you want in your future. It gives the reader a vivid and compelling picture of you — in essence, telling the reader what he or she should know about you. It also illustrates your writing ability, creativity, motivations and career goals.

- » Read the application instructions carefully and follow them exactly. Identify and follow the requirements, character/page lengths, fonts, etc. If there are no guidelines, it is recommended to limit your personal statement to the equivalent of two pages, double spaced at size 12 font.
- » Research your program and tailor your statement to each school. Show that you are a good fit.
- » Begin with a distinctive opening to gain the reader's attention and tell them a story. This should not just be a list of things you have done.
- » Address the specific questions from the application. Highlight your accomplishments and experiences as they relate to your career goals and the program.
- » Be concise and stay focused.
- » Rewrite, rewrite, rewrite. The statement should be perfect and a good personal statement will not be written in one sitting. Use your resources, such as UMKC Career Services and the UMKC Writing Studio, to review your statement.

Learn more at
**[career.umkc.edu/
personal-statements](https://career.umkc.edu/personal-statements)**



Are you LinkedIn?

STRATEGIES TO LEVERAGE SOCIAL MEDIA AND ONLINE NETWORKING IN YOUR JOB SEARCH

LinkedIn is the most professional of the social networking sites. More than 20 million jobs (and counting) are posted on LinkedIn. Create your LinkedIn profile using the following recommendations.

BUILD A GREAT PROFILE

Create an informative profile headline

Tell a little bit about who you are and your goals, such as “Student at the University of Missouri-Kansas City” or “Recent honors graduate seeking marketing position.”

Pick an appropriate photo

LinkedIn is unlike other social media sites. We recommend you choose a photo that reflects your professional style. Make sure it is a headshot of you alone, preferably one in which you are wearing interview attire or professional dress.

Develop a professional summary

It should resemble the first few paragraphs of your best-written cover letter. Keep in mind that bullet points or short blocks of text make this easier to read.

Show off your experiences

Unlike a resume, which is restricted by space, on LinkedIn you have the ability to list all your work experiences, organizations, honors, awards and other accomplishments.

Skills should be relevant to the job market you wish to enter, but can also show off your versatility. People you connect with on LinkedIn can endorse your various skills, which shows the confidence others have in your abilities.

Join groups that relate to your professional interests. These can be a great way to connect with individuals in the LinkedIn network and a great way to display to recruiters that you are “in the know” about your industry.

Collect diverse recommendations

The most impressive LinkedIn profiles have at least one recommendation associated with each position a person has had. Think of requesting recommendations from professors, internship coordinators, employers and professional mentors.

To increase the professional results that appear when people search for your name in a search engine, set your LinkedIn profile to “public” and claim a unique URL for your profile.

Share your work

Consider using LinkedIn as a portfolio by including examples of your writing, design work or other accomplishments by uploading them, displaying URLs or adding LinkedIn Applications. You can also direct people to your website, blog or Twitter feed.



LINKEDIN ETIQUETTE

It's important to make a good first impression when cultivating a professional network.

LinkedIn is an excellent way to build your professional network. Invite classmates, co-workers and others to connect. When reaching out, especially to someone you do not know, it's important to include a personalized message to explain why you'd like to connect.

You can customize this invitation ✕

Include a personal message (optional):

I am a senior at UMKC and learned you are an alum through LinkedIn. I admire your career in human resources and hope to pursue a similar path. Would you be willing to connect with me and possibly offer some advice by email or phone? I would appreciate your time!

15 / 300

CancelSend invitation

Technology in the Job Search

As the job market continues to change, it becomes more important to use multiple tools and resources in a job search. You must make sure your personal brand aligns on paper, in person and online, just in case a recruiter decides to search for you.

To utilize Handshake's "Resources" section to expand your search, visit **umkc.joinhandshake.com**

SERVICES

- » Individual career coaching
- » Resume development
- » Formal writing assistance for prospecting letters and cover letters
- » Mock interviews
- » Workshops
- » On-campus recruiting
- » Handshake
- » Career fairs
- » Career and graduate/professional school resources
- » LinkedIn consultation
- » Networking events

CONTACT US

BLOCH CAREER CENTER

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HANDSHAKE

Handshake is the university's career management database and is free to all students, alumni, faculty, staff and employers.

With Handshake you can:

- » Access thousands of jobs across the country
- » Access resources such as Jobscan, Big Interview, Vault, and more!



The Bloch Career Center logo consists of the word "BLOCH" in a bold, orange, sans-serif font, set against a white rectangular background.

Career Center



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