

Toolkit: Management

Sample Resume

LU Rambler

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PROFILE

Interpersonally intuitive, bilingual business student able to adapt quickly in environments of change. A globally minded leader, experienced working on multi-cultural teams to leverage the strengths of all team members. Solutions-minded and practiced in de-escalation and conflict management with external clients. Excels in team communication, process improvement and operations management.

CORE COMPETENCIES & SKILLS

Database Administration | Client Presentation and Public Speaking | Project Management | Data Analysis
Marketing Campaign Tools (MailChimp) | Tableau | Social Media Platform Tools (Hootsuite) | Spanish - Fluent
Microsoft Office Suite: Excel - Pivot Tables, VLOOKUP, Index/Match

EDUCATION

Loyola University Chicago, Quinlan School of Business Chicago, IL
Bachelor of Business Administration in Management Expected May 2022, GPA, 3.85

Relevant Coursework: Strategic Management, Business Statistics, Financial Accounting, Portfolio Management, Operations Management

PROFESSIONAL EXPERIENCE

Business 123 Chicago, IL
Onboarding Intern October 2020 – Present

- Assist new employees with initial application and questions, troubleshoot any system glitches
- Represent company brand to internal and external employees, ensuring all personnel files are to date

Management Systems, Inc. New City, IL
Business Development Intern June 2019 – September 2019

- Engaged over 200 potential clients through emails, calls, and in-person communication resulting in a 20% increase in client conversion rate
- Analyzed Excel data sheets to determine trends in client needs to better communicate the organization strategy, reconciled data sheets with errors or inconsistencies

Windy City Grill Chicago, IL
Server May 2016 – May 2018 (seasonal)

- Served an average of 50 customers a day, delivered orders while maintaining strong customer service and quick table turnover to increase business revenue
- Managed daily cash receipts averaging approximately \$1,000 in gratuities, determined appropriate share levels with other staff members and divided gratuities equitably

LEADERSHIP & VOLUNTEER EXPERIENCE

Loyola University Chicago Chicago, IL
Ignite Labs, Team Member October 2018 – Present

- Project managed group events for over 200 people with a team of 5 volunteers
- Managed budget to ensure all expenses were categorized and that all expenses were within the scope of the project

PROFESSIONAL ASSOCIATIONS

American Management Association (AMMA), Member October 2019 – Present

Pro Tips

- Best fonts: Ariel, Calibri, Helvetica, Garamond, Georgia
- Your physical address is no longer needed, city and state is sufficient
- Avoid using first person pronouns
- Send as a PDF unless requested in another format saved "Your Name - Resume"
- One page is considered appropriate for 1-10 years of experience

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Sample Interview Questions

- Please share how your management degree will enhance your performance as an employee.
- What is your leadership style like with colleagues and teammates?
- Have you ever tracked multi-year projects? If so, please elaborate.
- Tell me about a time when you had to overcome a setback that caused you to deliver a project late. How did you communicate with your team and colleagues?
- What do you think is one of the greatest challenges facing remote teams today? Have you worked with a remote team before and how did you ensure positive communication?
- What does organizational culture mean to you and why is it important to a company?
- Can you share about what kind of work culture you thrive in?
- If you had one month and a \$50,000 budget to tackle any project, what would it be and why?
- Tell me about a time when you had to deal with a team member who constantly opposed your ideas. How did you handle?
- Describe a time when your team managed to achieve ambitious goals you set. How did you support and motivate them?
- Describe a project you successfully managed end-to-end. What challenges did you face, and what did you do overcome them?
- What is your approach to delegating work to employees? How do you ensure that tasks are completed?
- Describe a time you mentored someone. How did they grow? What were they doing initially, and what are they doing now?
- Talk about the time you led an important meeting. How did you prepare for it? Are there any meeting tools or structures you like to use?
- Please share about your approach to customer service and client management. Please share an example from your experience to exemplify your approach.
- Please share a time when you had to lead yourself and your colleagues through a change management process? What steps did you take and how did you ensure a positive team culture amidst the change?
- How do you hope to grow as a professional in the next 2-5 years?

Professional Associations and Resources

- American Management Association (AMMA)
- American Production and Inventory Control Society (APICS)
- DECA
- Entrepreneurs' Organization (EO)
- Association of Management Training
- National Association of Women Business Owners
- American Business Women's Association

Skills

- Monitoring and Evaluation and Project Performance Metrics
- Budgeting and Scheduling
- Project Control
- Risk Management
- Key Performance Indicators (KPIs)
- Basic proficiency with Microsoft Office, Adobe, Google Drive, and any relevant industry-specific programs
- Business Recruiting
- Performance Management
- Team Development
- Design Thinking
- Reporting and Data Analysis
- Strategic Decision Making
- Conflict Resolution and Mediation
- Team Communication Tools such as Slack, Trello, Asana
- Cross-Cultural Competency
- Client Presentation and Public Speaking
- Project Management
- Social Media Platform Tools (Hootsuite)
- Marketing Campaign Tools (MailChimp)
- VLOOKUP
- Index/Match
- Pivot Tables
- Program Management