

# Sample Application Guide

## MANAGEMENT STUDENTS



WAYNE STATE UNIVERSITY  
**MIKE ILITCH**  
SCHOOL OF BUSINESS  
Career Services

## Your Guide to Crafting a Competitive Application

This packet will help you confidently create documents to apply for internships, part-time/full-time jobs, or other professional opportunities. Customize the content to create your own strong, tailored application packet. A strong application packet will include a cover letter, resume, and reference page showcasing your skills, experience, and potential for a specific job posting.

### What's Inside

- ▶ **Sample Cover Letter**  
A sample letter that introduces you to employers and highlights why you're a great match for the role.
- ▶ **Sample Internship Resume**  
For students seeking internships. Highlights academics, coursework, and early experience.
- ▶ **Sample Entry-Level Resume**  
Ideal for students or recent grads entering the workforce. Emphasizes transferable skills and accomplishments.
- ▶ **Sample Graduate School Resume**  
For students applying to grad school. Balances academic and professional experience for a strong application.
- ▶ **Sample Reference Page**  
A clean, professional sample format for listing references. Always ask permission first before listing someone.

### Why a Cover Letter Matters

A cover letter gives you the chance to tell your story, something a resume alone can't do. It shows employers why you're interested in their opportunity, how you fit, and what you bring beyond the bullet points on your resume.

#### Top Cover Letter Tips:

- **Personalize it.** Address the hiring manager by name if possible.
- **Show your fit.** Connect your experience directly to the job and company.
- **Keep it focused.** Stick to one page—three strong paragraphs are enough.
- **Be genuine.** Let your enthusiasm and professionalism come through.
- **Proofread.** Spelling or grammar errors can cost you the interview.

### Why Your Resume Matters

Your resume is often your first impression with an employer. It should clearly communicate your qualifications, align with the role, and make you stand out.

#### Top Resume Tips:

- **Tailor it.** Customize your resume to match the job description.
- **Lead with action.** Use strong action verbs and highlight your results.
- **Quantify achievements.** Numbers make an impact (e.g., "Increased sales by 20%").
- **Keep it clean.** Use clear formatting (margins all the same, between .5" and 1"), consistent fonts (Arial, Aptos, Calibri, and no smaller than 10 pts), and avoid errors. Use the **tab** key to move dates to the right (already preset).
- **Be concise.** Limit to one page if you're early in your career. No more than two pages.

### Why References Matter

References are essential when completing online applications and when employers request them. References provide employers with trusted insights about your skills, work ethic, and character from people who've seen you in action.

*Pro Tip*

Personalize the following document to reflect your unique strengths, experiences, and goals.

**Need help? Contact Ilitch School Career Services—we're here to help you succeed—[ilitchcareers@wayne.edu](mailto:ilitchcareers@wayne.edu).**

# COVER LETTER GUIDE



## FIRST AND LAST NAME

City, State & Zip Code | Email Address | Phone Number | Your LinkedIn URL

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Date

Employer's Name  
Employer's Address  
City, State Zip Code

Dear Recruiting Team,

I'm writing to express my interest in the Management Trainee position at Cintas. As a recent graduate with a degree in Business Administration from the Mike Ilitch School of Business at Wayne State University, I'm eager to begin my career with a company known for its strong culture, commitment to employee development, and focus on service excellence.

At Wayne State, I built a solid foundation in management and leadership through both coursework and extracurricular involvement. As Vice President of the Management and Organization Development Society, I organized events, led peer mentoring efforts, and collaborated with other student leaders to drive engagement. These experiences strengthened my ability to lead, communicate effectively, and work as part of a high-performing team.

My internship at Rocket Companies gave me hands-on experience in client services and business operations. I supported the sales team by managing CRM systems, coordinating outreach efforts, and streamlining internal processes to boost team efficiency. These responsibilities helped sharpen my problem-solving and organizational skills—skills I'm excited to apply in the rotational structure of the Cintas Management Trainee program.

I'm particularly drawn to Cintas because of its reputation for promoting from within and investing in employee growth. I'm enthusiastic about the opportunity to learn, lead, and contribute to a team that helps businesses get ready for the workday. I'm open to relocation and excited about the chance to grow my career with Cintas.

Thank you for considering my application. I would welcome the opportunity to discuss how I can contribute to Cintas' commitment to excellence and leadership development through the Management Trainee program. I would appreciate the chance to interview at your convenience and look forward to connecting soon.

Sincerely,

Your First and Last Name

# INTERNSHIP RESUME GUIDE



## FIRST AND LAST NAME

City, State & Zip Code | Email Address | Phone Number | Your LinkedIn URL

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## EDUCATION

**Wayne State University, Mike Ilitch School of Business - Detroit, MI**

**Bachelor of Science in Business Administration**

May 20XX

**Major:** Management

GPA: 3.5

**Relevant Coursework:** Marketing, Operations, Employee Relations, Finance, Strategic Management, and Business Policy

**Awards:** Recipient, Mike Ilitch School of Business 25 under 25 Award

Winter 2024

## SKILLS & COMPETENCIES

- Strong leadership, communication, and team collaboration skills
- Problem-solving and analytical thinking
- Proficient in Microsoft Office (Excel, PowerPoint), including Teams, and Google Workspace
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment
- Effective customer service and relationship management abilities

## EXPERIENCE

**Intern Role**

Month Year – Month Year

**Name of Company or Organization – City, State**

- Discuss your responsibilities and accomplishments achieved as they relate to the job duties for the role for which you are applying
- Action-oriented + paraphrased statements (use your current job posting/experience to guide you)
- What you did (action verb) + how (relevant to job duties and quantify where applicable)
- List experiences in reverse chronological order (most recent job listed first)
- Write each bullet point in third person (no personal pronouns or possessives – all current jobs should be written in present tense, and all past jobs should be written in past tense)

**Rotational Analyst Intern**

May 20XX – August 20XX

**Rocket Mortgage – Detroit, MI**

- Rotated through departments including Sales, Operations, and Client Experience to gain a comprehensive understanding of mortgage lending services.
- Supported the Sales team by preparing pitch decks, coordinating client calls, and tracking post-meeting feedback—contributing to a 15% increase in client follow-ups.
- Entered and maintained customer data in internal systems with 99% accuracy, improving efficiency in document processing.
- Collaborated with Operations to identify workflow bottlenecks and helped implement a digital intake form that reduced processing time by 20%.
- Participated in weekly strategy meetings, offering insights from client interactions that informed process improvements across teams.

## ACTIVITIES

**Member, The Society for Human Resource Management (SHRM)**

September 20XX – Present

**Wayne State University, Mike Ilitch School of Business - Detroit, MI**

- Participated in SHRM meetings and workshops, gaining insights into the field of human resources, including talent management, employee relations, and organizational behavior.
- Assisted in organizing campus events, including guest speaker sessions and HR-related discussions, helping to enhance student knowledge of HR best practices.
- Networked with HR professionals, enhancing my understanding of the role HR plays in the success of businesses and organizations.

# ENTRY-LEVEL RESUME GUIDE



## FIRST AND LAST NAME

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## PROFESSIONAL SUMMARY

Highly motivated with a strong analytical background and a passion for strategic decision-making. Seeking a Management Trainee position at Cintas to apply leadership skills, business management knowledge, and operational insight. Eager to contribute to a dynamic team while driving results through effective problem-solving, team collaboration, and data-driven strategies.

## EDUCATION

**Bachelor of Science in Business Administration | Major: Management** May 20XX  
**Wayne State University, Mike Ilitch School of Business, Detroit, MI** 3.7 GPA

### Academic Honors & Awards

- Warrior Award recipient | Wayne State University 20XX
- Born to Be a Warrior Scholarship recipient | Wayne State University 20XX – 20XX

## SKILLS & COMPETENCIES

**Customer Service:** Provide friendly, prompt, and effective service to ensure a positive customer experience.

**Communication:** Effectively share information and perspectives, actively listen, and promote positive interaction.

**Teamwork:** Foster collaborative relationships with colleagues and customers to achieve departmental goals.

**Equity & Inclusion:** Value diverse cultures, races, ages, genders, lifestyles, and viewpoints.

**Critical Thinking:** An Innovative thinker able to analyze issues, make sound decisions, and troubleshoot problems.

**Interpersonal:** Strong people skills, patient and professional, able to relate well with customers and colleagues.

**Technology:** Quick to learn and leverage technology ethically to enhance efficiencies and accomplish goals.

*Knowledge includes proficiency in MS Office 365, Teams, Google Docs, Zoom, and experience with Mac and PC.*

## INTERNSHIP EXPERIENCE

**Management Intern | Rocket Financial, Detroit MI** May 20XX – Aug 20XX

- Analyzed and optimized daily workflows in the customer service department, identifying areas for efficiency improvements.
- Assisted in the implementation of new processes, resulting in a 15% reduction in customer service response time.
- Managed a database of over 500 client contacts, ensuring data accuracy and contributing to a 10% decrease in manual data entry errors.
- Collaborated with a team of 4 colleagues to organize and execute a company-wide event for 100+ attendees, ensuring smooth logistics and positive participant feedback.
- Conducted market research on emerging industry trends, producing reports and presentations that contributed to senior leadership's decision-making process.

## WORK EXPERIENCE

**Student Assistant | Mike Ilitch School of Business, Detroit, MI** Aug 20XX– Present

- Deliver exceptional customer service, addressing student inquiries and providing clear guidance on university policies, procedures, and resources.
- Utilize university software and systems to update databases, process paperwork, and generate reports.
- Collaborated with team members to complete special projects and meet tight deadlines in a dynamic environment.

## ACTIVITIES

**Treasurer | Ilitch School Financial Management Association Student Organization** Sept 20XX – Present

- Managed a \$3000 budget, ensuring accurate tracking of expenses and maintaining financial transparency.
- Developed and implemented strategies to increase fundraising efforts, resulting in a 20% increase in revenue.

# GRAD SCHOOL RESUME GUIDE



WAYNE STATE UNIVERSITY  
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SCHOOL OF BUSINESS

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## PROFESSIONAL SUMMARY

Detail-oriented and results-driven professional with 5 years of experience in healthcare consulting and project management. Seeking to contribute expertise in management and strategic planning to support the mission of Prometheus Federal Services as a Management Consultant. Previous experience includes leading cross-functional teams that support federal health agencies in initiatives to improve program performance and operational efficiency. Adept at delivering data-driven solutions, managing stakeholder relationships, and driving process improvements within complex government systems.

## CERTIFICATIONS

- **PMP Certification**, LinkedIn Learning May 20XX

## SKILLS & CORE COMPETENCIES

- **Technology Proficient** - SQL, Sharepoint, Smartsheet, Agile, and MS Office 365
- **Strong written and verbal communication** - Executive-level communication & briefing, report writing and presentation development, and conflict resolution & negotiation
- **Data analysis and modeling** skills using [mention any tools or software you've used, e.g., Excel, Tableau, etc.]
- **Analytical Skills** - Strategic planning, project testing, and performance measurement
- **Consulting and project management** - Client & stakeholder engagement, program evaluation & improvement, project lifecycle management, and change management
- **Team leadership** - Strong organizational skills and ability to manage and lead multiple projects and people in cross-functional collaboration

## EXPERIENCE

### Senior Associate – Healthcare Consulting

*Booz Allen Hamilton, Detroit, MI*

Month Year – Present

- Led project teams supporting federal health agencies, including the Department of Veterans Affairs and HHS, to improve health program performance and operational efficiency.
- Managed cross-functional teams to deliver data-driven solutions, develop strategic roadmaps, and implement performance metrics aligned with agency goals.
- Conducted stakeholder interviews, needs assessments, and policy analysis to inform recommendations on healthcare access, delivery, and outcomes.
- Streamlined reporting processes and enhanced dashboard tools, resulting in a 25% reduction in project cycles.
- Facilitated workshops and briefings for senior federal leadership, translating complex data insights into actionable strategies.
- Mentored junior analysts and contributed to business development efforts, including proposal writing and client presentations.

## AFFILIATIONS

**Member, American Management Association**

June 20XX - Present

**Member, The Project Management Institute (PMI)**

Month Year – Present

## EDUCATION

**Master in Business Administration (MBA)**

May 20XX

*Wayne State University, Mike Ilitch School of Business, Detroit, MI*

**Bachelor of Business Administration | Major: Management**

May 20XX

*Wayne State University, Mike Ilitch School of Business, Detroit, MI*

# REFERENCES GUIDE



WAYNE STATE UNIVERSITY  
**MIKE ILITCH**  
SCHOOL OF BUSINESS

Career Services

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### REFERENCES

**First and Last Name**

**Job Title**

Name of Company or Organization

City, St

Phone Number

Email Address

Relationship:

**Mark Johnson**

**Department Manager**

XYZ Company

[mark.johnson@xyzlogistics.com](mailto:mark.johnson@xyzlogistics.com)

(248) 555-4567

Relationship: Internship Supervisor, Summer 20XX

**Dr. Janet Smith**

**Management Professor**

Wayne State University

[janet.smith@wayne.edu](mailto:janet.smith@wayne.edu)

(313) 555-1234

Relationship: Academic Advisor and Course Instructor

**Tina Patel**

**Manager, Team Lead**

General Motors

[tina.patel@wayne.edu](mailto:tina.patel@wayne.edu)

(313) 555-7890

Relationship: Mentor through ACE Program