

FOSTER CAREER SERVICES: RESUME QUICK GUIDE

GUIDELINES

- The purpose of a resume is to show skills, experiences and attributes that make you the best candidate for a particular position. A resume needs to concisely and efficiently convey all of your relevant information.
- Resumes should be no longer than one page. Margins should not be less than 0.5 inches.
- The purpose of formatting a resume is three-fold: (1) to make it easy to read; (2) to make specific items stand out (i.e. name, headers); and (3) to differentiate aspects of a resume (e.g. employer vs. title vs. accomplishments).
- If you are asked to submit your resume online, you should convert your Word document to a PDF (unless otherwise noted by the employer). A PDF ensures the formatting of a document remains intact, regardless of the type of software the employer is using.

AVOID

- Pronouns (I, you, they)
- Helping verbs (have, had, may, might) say "managed" instead of "have managed"
- Being verbs (am, is, are, was, were)
- Exaggerations or lies
- Personal statistics (age, sex, race, etc.)
- Graphics, photos or logos
- Any salary information
- Relying on only one person to edit your resume and/or relying on only computer editing

MAGNIFY YOUR EXPERIENCE

Your experiences can include work, internships, volunteer experience, class work/projects and students clubs/activities. Be sure to focus on accomplishments, skills gained/utilized and results for each bullet point. A typical format for building a bullet point is starting with an action verb, then stating your responsibility/role/type of event or document you worked with, and finishing by explaining the outcome, quantifying your experience, describing how your task added value, or who you were completing the task for (e.g. senior manager, a specific team). Below are examples of ways to enhance a resume. By following this format or adding details you can show the extent of your experience.

EXAMPLE 1

BEFORE: Answered phone calls at front desk
AFTER: Answered 50-100 phone calls per shift, while maintaining hotel's new membership database

EXAMPLE 2

BEFORE: Led a team to revamp an internal customer satisfaction data website
AFTER: Led a 4 person IT contractor team in upgrading a \$200,000 internal customer satisfaction data website, affecting over 1,500 employees

EXAMPLE 3

BEFORE: Increased communication skills through leadership position
AFTER: Delivered bi-weekly presentations to groups of 10 - 30 students, which contributed to an increase in membership by 20%

EXAMPLE 4

BEFORE: In charge of fundraising events throughout the year
AFTER: Organized and executed 4 fundraising events that raised over \$1,200 in additional donations, exceeding fundraising goals by 15%

RESUME SECTIONS

Contact Information

Name, Phone Number, E-mail, Address, LinkedIn address

Objective

Objectives are often used by professionals with decades of experience to help focus their search. Because of this, Foster Career Services usually does not recommend using an objective for a one page, undergraduate student resume.

Education

The name of the school is the "Michael G. Foster School of Business, not "Foster School of Business."

- The concept of an "Option" is not widely understood, insert "Major" instead.
- GPA: Include if 3.0 or above, or if requested by the employer. You can report your Foster GPA, major GPA, cumulative GPA or combination.
- You may list relevant coursework if applicable to the position or if you have no work/internship experience.
- High School: Leave off resume, unless you are a first/second year college student applying for an internship.
- You may want to include SAT/ACT scores if you are above the 75% percentile for UW students, otherwise, only include these scores if specifically requested by employer (more common in finance and consulting).

Content entries are the most important part of a resume. Entries show what you can do and show employers the skills you could bring to their company. Focus on accomplishments and results. Typically, the listings should be in reverse chronological order, listing most recent activity first.

Leadership Experience, Extracurricular Activities, or Volunteer Experience

This section should mirror your work experience (i.e. listed in reverse chronological order starting with your most recent activity). If your leadership and extracurricular activities are more substantial than your work experience, you'll want to include this section before "Work Experience."

Honors & Awards

- If you have little work/internship experience, this section can be critical to show employers your past achievements, skills, knowledge and abilities gained through academic or extracurricular activities.
- Outstanding scholarship recognition or multiple academic awards can be moved under the "Education" section of a resume.

Additional (Languages, Computer Programs, Interests)

- Language Proficiency: Fluent implies written and oral language skills. You know exactly the right word to use in any situation. Conversant implies you could get along in a conversation, but need to improve oral and/or written skills.
- If listing interests, be specific. While these may not be pertinent to the job, they are a great opportunity to connect with your interviewer about shared interests.



SO WHERE DO I START?

STEP 1: LIST EDUCATION, HONORS,/AWARDS, & SKILLS

In addition to listing your Foster degree, your education section can include the following:

- Study Abroad: Exploration Seminar, Alternative Spring Break, Direct Exchange, etc.
- Class Projects: Include class name – i.e. "Business Communications 301, Strategic Management 430"
- Foster Excel Credential Certificate: Available on Canvas for all Foster students.

Honors & Awards can vary depending on your personal preference. This section can include:

- Honors Program, Foster Honors, and/or Dean's List
- Scholarships: List scholarships and year awarded, exclude amount awarded
- Work-Related Awards: Associate of the Year, Employee of the Month, etc.
- Case Competitions: Winner or Participant

If relevant to a particular position, you can highlight certain skills including:

- Technical Skills: Microsoft Office suite (Excel, PowerPoint, Access), QuickBooks, Tableau, etc.
- Language Skills: Remember to state your level of competency – beginner, conversational, fluent

STEP 2: BRAINSTORM EXPERIENCES

Start by listing all of your past experiences that include:

- **Paid work experience:**
- Part-Time/Summer/Seasonal Jobs (Barista, Sales Associate, Office Assistant, etc.)
- Note: If you worked to fund college, an example explanation is "Worked 20 hours/week financing 50% of college expenses"
- **Internships**
- Mention parts of your internship that are beyond the job description!
- Note: Include any final projects, presentations, or deliverable from your experience
- **Volunteer Experience**
- Unpaid Work and/or Community Involvement
- Note: Highlight dollars fundraised, hours volunteered, events participated in, etc.
- **Clubs/Extracurricular Activities**
- Examples: Business Related Clubs, Community Service, Fraternities/Sororities
- Note: All roles (member, volunteer, officer) count as experience!
- **Class Projects or Case Competitions**
- Strategy, team, size, length of time, role and responsibility
- Note: Write about your specific contributions to the team project or case competition

STEP 3: DEVELOP BULLET POINTS

A good format to use when creating bullet points for your resume is:

ACTION VERB + WHAT YOU DID + VALUE-ADD

The value-add section can include the outcome, why the task was significant, who the task was for, or a quantified metric. See "Magnify Your Experience" for tips on making your bullet points stand out!

STEP 4: FORMAT, CATEGORIZE, & ORGANIZE

Remember, a recruiter may take less than 30 seconds to look at your resume. Be sure to highlight your most relevant experience FIRST.

An Easy Trick: Group your most relevant experiences to the job/internship you're applying to by renaming your header sections. For example, by creating a section called "relevant Experience" you can move previous/current jobs, volunteer experience, internships, or leadership experience to the top of your resume.

ACTION VERBS

Clerical or Detailed Skills

Approved
Catalogued
Collected
Executed
Generated
Implemented
Monitored
Operated
Organized
Prepared
Processed
Screened
Specified
Tabulated

Communication/ People Skills

Advertised
Arranged
Articulated
Authored
Collaborated
Communicated
Composed
Condensed
Consulted
Contacted
Debated
Developed
Directed
Discussed
Drafted
Expressed
Formulated
Incorporated
Interviewed
Involved
Joined
Lectured
Marketed
Mediated
Motivated
Negotiated
Participated
Presented
Promoted
Publicized
Recruited
Reported
Responded
Suggested
Summarized
Translated
Wrote

Creative Skills

Acted
Adapted
Combined

Composed
Conceptualized
Created
Customized
Designed
Developed
Directed
Entertained
Established
Formulated
Founded
Initiated
Integrated
Introduced
Invented
Modified
Originated
Performed
Planned
Revised
Solved

Data/ Financial Skills

Administered
Allocated
Analyzed
Audited
Balanced
Budgeted
Calculated
Computed
Determined
Developed
Forecasted
Managed
Marketed
Measured
Planned
Prepared
Programmed
Projected
Qualified
Reduced
Set goals
Stimulated

Helping Skills

Advocated
Aided
Answered
Arranged
Assisted
Clarified
Collaborated
Counseled
Devised
Diagnosed
Educated
Encouraged
Facilitated
Furthered

Guided
Motivated
Prevented
Provided
Represented
Resolved
Simplified
Supplied
Volunteered

Management/ Leadership Skills

Administered
Advised
Appointed
Chaired
Communicated
Consolidated
Converted
Coordinated
Delegated
Developed
Eliminated
Emphasized
Enabled
Encouraged
Enhanced
Executed
Facilitated
Generated
Handled
Headed
Incorporated
Increased
Initiated
Instituted
Led
Managed
Overhauled
Planned
Prioritized
Reorganized
Restored
Scheduled
Streamlined
Supervised

Organizational Skills

Arranged
Catalogued
Categorized
Coded
Devised
Executed
Generated
Incorporated
Maintained
Operated
Processed
Provided
Responded

Reviewed
Screened
Supplied
Standardized
Systematized
Validated

Research Skills

Analyzed
Collected
Compared
Critiqued
Diagnosed
Evaluated
Examined
Formulated
Identified
Investigated
Researched
Reviewed
Solved
Surveyed
Systematized

Teaching Skills

Adapted
Advised
Communicated
Coordinated
Critiqued
Enabled
Encouraged
Facilitated
Guided
Individualized
Informed
Instructed
Motivated
Stimulated
Taught
Tested

Technical Skills

Adapted
Applied
Assembled
Calculated
Constructed
Converted
Developed
Engineered
Fortified
Installed
Overhauled
Regulated
Remodeled
Replaced
Solved
Specialized
Standardized

RESUME EXAPLES: 12PT FONT, 0.5" MARGIN ALL AROUND

FIRST (Preffered Name – optional) LAST NAME	
City, State of residence Professional email address Phone Number Unique LinkedIn URL	
EDUCATION	
Michael G. Foster School of Business—University of Washington	Seattle, WA
Bachelor of Arts in Business Administration, Accounting	CPA Eligible Month Year
Certificate, International Studies in Business (CISB), Language Track	
• Utilize knowledge from international business courses with advanced Spanish language training to study and work abroad	
Program Name, University	City, Country
Study Abroad	Term Year
• Gained a global business strategy perspective through semester long international business courses	
RELEVANT EXPERIENCE	
ABC Budgeting Case	Term Year
• Led 4-person team, determined valuation of ABC firm by projecting revenues and expenses, determining cash flows, and conducting sensitivity analysis to estimate depreciation	
• Presented recommendations to a class of 50 students including the firm partners	
ABC Finance Ventures	Seattle, WA
Intern, Finance	Month Year – Month Year
• Performed in-depth analysis of new industries for diversification and created reports on industry environment, potential partners, suppliers, competitors and relevant exhibition opportunities	
• Prepared year-end turnover reports for CEO containing data from all divisions within ABC company	
• Posted accounting journal entries to general ledger system of subsidiary businesses	
• Retrieved payables information from central database by creating nested SQL queries designed for payables-specific data	
• Automated routine manual processes on Excel by creating VBA macros, saving an approximate 7 hours per month	
ABC Accounting Firm	Seattle, WA
Participant, Summer Leadership Program	Month Year
• Obtained robust understanding of public accounting through actively networking with professionals across service lines	
• Led group of 4 in case competition where team successfully presented recommendations in the final round	
LEADERSHIP EXPERIENCE	
University of Washington	Seattle, WA
Freshman Interest Group Leader	Month Year – Month Year
• Led cohort of 30 first-year students to help ease the transition from high school to the University of Washington by exposing students to relevant campus resources	
• Worked with Office of First Year Programs staff to develop weekly curriculum and plan activities	
• Organized a student panel of upperclassmen to highlight several areas of study and career opportunities	
• Planned 4 community building events to encourage student interaction and maintain an inclusive environment conducive to academic success	
Beta Alpha Psi	Seattle, WA
Member	Term Year - Present
• Worked with 8 industry professionals to coordinate panel on summer leadership programs for members	

FIRST (PREFERRED NAME – optional) LAST NAME	
City, State of residence Professional email address Phone Number Unique LinkedIn URL	
EDUCATION	
University of Washington, Michael G. Foster School of Business	Seattle, WA
Bachelor of Arts in Business Administration, Information Systems	Month Year
Cumulative GPA: 3.3/4.0, Major GPA 3.5/4.0	
*Freshman Direct Admit: Early entrance program to the Foster School of Business based on academic achievement and scholastic capability	
Foster Microsoft Excel Credential	Completed Term Year
• Completed a 5-module online course, confirming Microsoft Excel skills in a variety of topics including PivotTables, advanced chart types and mathematical functions	
• Passed online course with a cumulative score of 89%	
Academic Course Work	
Information Systems 300 – Introduction to Information Systems	Term Year
• Created a model in Excel to predict 2018 Super Bowl Champion using 10 years of Football Team statistics; Excel skills used include VLOOKUP, INDEX/MATCH, nested IF statements	
• Programmed in basic HTML and C# in Microsoft Visual Studio to create a website that allows users to submit information and browse services and prices for a plumbing company	
• Analyzed Uber's current industry position to devise a strategic plan to maintain Uber's competitive advantage; developed a working prototype of a new product offering that allows parents to schedule Uber rides / rehire Uber drivers for minors	
Information Systems 320 – Application Programming	Term Year
• Worked in a team of 4 to build an application using Python utilizing concepts of object-oriented programming	
• Coded 10 assignments using C# to build applications and interfaces that performed financial and accounting calculations	
LEADERSHIP EXPERIENCE	
Business Information Technology Society (BITS)	Seattle, WA
President (Member since Term Year)	Month Year – Month Year
• Develop and implement web-based forms to provide efficiency for quarterly budget allocation, archiving meeting minutes and collecting club attendance numbers	
• Lead overall strategy and execution of 10 major employer engagement opportunities in order to develop networking opportunities for over 60 club members	
• Supervise a 5-person executive board team that manages finances, administration and marketing for BITS	
• Recruit new members each fall by conducting outreach to students in person and through email campaigns	
University of Washington	Seattle, WA
Resident Adviser – Housing and Food Services	Month Year – Month Year
• Built strong relationships with over 50 residents to assess and cater to academic and transitional needs	
• Facilitated quarterly one-on-one meetings with residents to strengthen relationships and ensure a positive living experience	
• Participated in on-call duty rotation, monitoring building safety and enforcing policy for 400 undergraduate residents	
• Coordinated quarterly programs in residence hall and managed an events budget of \$1,000 per year	

RESUME EXAPLES: 12PT FONT, 0.5" MARGIN ALL AROUND

FIRST (PREFERRED NAME – optional) LAST NAME	
City, State of residence Professional email address Phone Number Unique LinkedIn URL	
EDUCATION	
University of Washington, Michael G. Foster School of Business <i>Bachelor of Arts in Business Administration, Marketing Analytics Professional Sales Certificate</i>	Seattle, WA Anticipated Graduation: Month Year
<ul style="list-style-type: none">• Increase knowledge in maintaining business relationships, sales, management, and leadership through academic coursework• Participate in hands-on sales experiences and develop strong presentation skills Major GPA: 3.7/4.0; Dean’s List: 3 quarters <i>*Work 20 hours a week, financing 50% of college expenses</i>	
MARKETING PROJECTS	
<i>Marketing Research Project (Pepsi)</i>	Term Year
<ul style="list-style-type: none">• Implemented and conducted focus group of 10 consumers to better understand customer perception of company marketing strategy• Evaluated marketing metrics to identify effect of marketing activities on financial results• Employed SWOT inquiry of major competitors to design competitive marketing strategy	
<i>Consumer Marketing & Brand Management Project (Nordstrom)</i>	Term Year
<ul style="list-style-type: none">• Analyzed consumer in-store data to expand brand awareness and increase store profits• Developed consumer research focus group to gain feedback and generate innovative branding ideas• Led a group of 4 team members to present consumer behavior findings	
<i>Strategic Market Management Project (Proctor & Gamble)</i>	Term Year
<ul style="list-style-type: none">• Utilized ROI analysis for newly implemented marketing campaigns• Conducted analysis of competition’s promotion strategy in order to generate ideas for increased market penetration	
MARKETING EXPERIENCE	
<i>Chi Alpha Psi (CAP)</i>	City, State
Vice President of Public Relations	Month Year – Month Year
<ul style="list-style-type: none">• Publicized CAP philanthropic events by leveraging social media, creating fliers using Microsoft Publisher and distributing fliers in community• Created marketing plan which helped increase attendance for the annual CAP Dance by 20%• Developed and edited monthly CAP Alumni newsletter, distributed to over 200 alumni per month	
WORK EXPERIENCE	
<i>Avenue Steakhouse</i>	City, State
Lead Server	Month Year – Month Year
<ul style="list-style-type: none">• Train, manage and support a team of 5 servers• Establish repeat customers through cultivating strong customer relationships• Collaborate in a team of 9 to ensure seamless customer service from food order to customer payment• Promoted to Lead Server month/year, named Employee of the Month month/year	
<i>YMCA</i>	City, State
Swim Instructor	Month Year – Month Year
<ul style="list-style-type: none">• Instructed and led a group of 8-10 swim students ages 7-10• Provided overview of safety requirements to swim to ensure safe swim environment	

FIRST (PREFERRED NAME – optional) LAST NAME	
City, State of residence Professional email address Phone Number Unique LinkedIn URL	
EDUCATION	
University of Washington, Michael G. Foster School of Business Bachelor of Arts in Business Administration, Major: Finance and Entrepreneurship *First quarter in attendance	Seattle, WA Expected Month Year
Shoreline Community College Associate of Arts: Business Cumulative GPA: 3.9/4.0	Shoreline, WA Completed Month Year
RELEVANT EXPERIENCE	
Consulting and Business Development Center	City, State
Management Consultant Intern	Month Year - Present
<ul style="list-style-type: none">• Establish strong professional relationships with clients resulting in improved cooperation, sharing of sensitive information and an overall increase in quality of projects• Develop a targeted marketing plan with a forecasted return on investment of 1400%• Recommend a functional organizational structure to improve communication and decrease turnover• Collaborate and prepare a 60-page report and 20-minute presentation with team for each client	
Shoreline Community College Tutor, Accounting & Math	City, State Month Year – Month Year
<ul style="list-style-type: none">• Managed all aspects of tutoring session from connecting with faculty about content to working with students one-on-one.• Tutored more than 4 students each quarter and created lesson plans to tailor to specific learning styles• Generated weekly email report using Excel to aid in analysis of the tutoring center’s outreach efforts• Collect, manage, and organize the accounting and math tutoring materials each quarter	
ADDITIONAL WORK EXPERIENCE	
Zara, Seattle, WA	Month Year – Month Year
Sales Lead	
<ul style="list-style-type: none">• Assisted customers in the buying process through suggestion selling and handling concerns and questions, supported approximately 50 customers per shift• Promoted to Sales Lead based on performance and a 10% increase in store revenue• Trained 5 new associates each quarter on store operations, policies, and culture	
Sales Associate	
<ul style="list-style-type: none">• Led efforts to streamline inventory counts at the end of each shift using a high level of attention to detail• Provided excellent customer service to customers during an increase in traffic over the holiday season• Recognized for increased sales by receiving “employee of the month award”	
SKILLS & PROFESSIONAL DEVELOPMENT	
Languages: Business level in Spanish, Intermediate French, Beginning German	
Technical: Level of proficiency in Microsoft Office Suite	
Workshops Attended: Introduction to Tableau	