



PROFESSIONAL BUSINESS RESUMES

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PURPOSE OF THE RESUME

Your resume is a one or two page, clear and concise document that highlights relevant experiences and skills that you want to showcase to a firm representative when applying to a specific job. It differs from a cover letter as it itemizes your employment history and provides employers with a detailed list of your work, volunteer, extracurricular, and academic experiences.

An effective resume demonstrates your ability to meet an employer's needs and stimulates their desire to meet you. Compose your resume using information that you generate through the following:

- **Analysis of each job you have held** (identify what you accomplished, what skills you developed, and what kind of tasks you enjoyed most).
- Incorporating the **key competencies** (specific skills, strengths and abilities) recruiters are looking for in each particular posting, such as: initiative, adaptability, team player, analytical ability, leadership, decision making, relationship management, time management and communication skills. Describe how you have developed these skills through your work experience.
- **Research you've conducted** to identify the skills that are required for the job you are targeting. Where applicable, note these transferable skills under your work experience or education section. More information about transferable skills can be found in the next few pages in the section 'Identify Your Transferable Skills'.

LENGTH OF RESUMES

Business resumes should be either one or two full pages in length – not anywhere in between. Resumes for investment banking applications must be kept to one page.

TYPES OF RESUMES

There are three standard types of resumes: chronological, functional and combination. Most employers prefer the combination format because it highlights your career progress and your accomplishments.

CHRONOLOGICAL

This type of resume places your skills within the context of your employment history. Guidelines for composing this type of resume include:

- Information or job duties are presented in reverse chronological order (most recent dates first) demonstrating your career progress.
- Each work experience is noted including job title, name of employer, dates of employment, and a brief job description.

FUNCTIONAL

This resume style is useful for highlighting key groups of skills that may not necessarily stand out in your work experience on their own. Guidelines for composing this type of resume include:

- Information is grouped according to area of expertise, industry, or skills and is not linked to specific positions.
- Dates are not included because skills are presented from a variety of work experience in any given section.
- On the second page is a section that summarizes your work experience listing company name, job title and employment dates.

Note: employers least prefer this format as they like to see the linkage of your skills within the context of your work history.

COMBINATION (MOST PREFERRED)

This type of resume combines important elements from both the chronological and functional styles of resumes and is most recommended by career professionals. Work experience is listed in reverse chronological order (like the chronological format) and key skills (like the functional format) along with adding accomplishments are demonstrated in each work experience. Guidelines for composing this type of resume include:

- Relevant skills are summarized in an introductory section called 'Highlights of Qualifications' or 'Profile' which focuses attention on your qualifications related to the job you are applying for.
- While in school, your education is generally noted prior to your work experience, as it is an important hiring feature and is what you are most currently working on.
- Employers and positions are listed in reverse chronological order following the 'Education' section with dates showing for each job held.
- Accomplishments are listed as accomplishment statements under each position held which appear in reverse chronological order (most recent experience first).

COMBINATION resumes highlight relevant accomplishments and skills within each position held.

This style is recommended by the CMC and is the most widely accepted format within the business community.

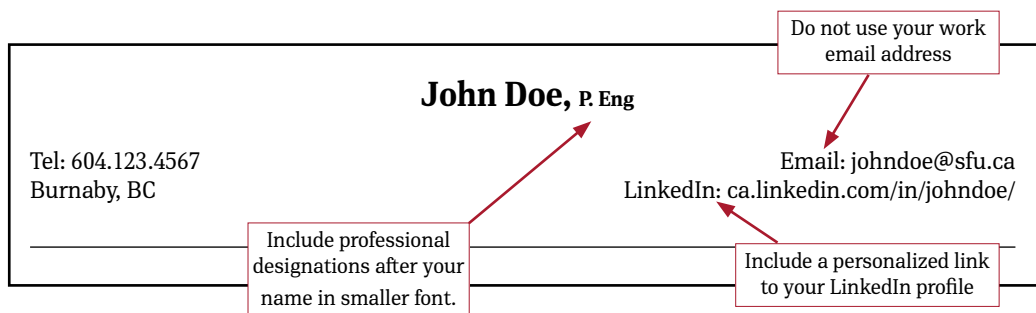
BUILDING A "BUSINESS RESUME"

The following is a suggested format for the layout of a resume. Much of this information has been gathered from direct employer feedback. Please note that this information is to be used as a guideline for creating your resume.

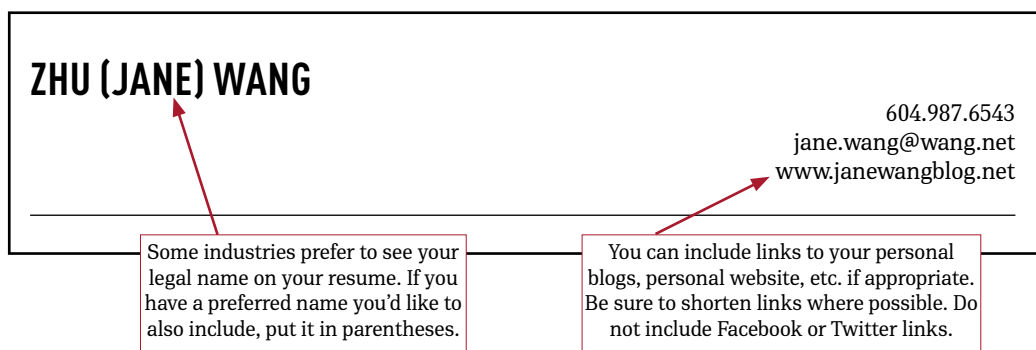
HEADER (CONTACT INFORMATION)

Choose a header that you like and will use on all your career management documents (i.e. resumes, cover letters, reference lists, etc.). This is your form of branding and will serve as your own personal letterhead. While it is becoming more popular to use colour, monograms, etc. as a way to stand out, be careful how you use these. It should still have a very professional look & feel otherwise using these creative methods may make your resume appear less professional and could take emphasis away from your experience and skills. The same contact information and format should appear on any subsequent pages (ie: page two of your resume or your accompanying cover letter).

We recommend that you include only one telephone number and one email address on your application documents – why make the recruiter guess which contact information is best to reach you? Make sure the telephone number you provide has a professional voicemail message, and that you check your messages regularly. Your email address must be professional and the account should be checked on a regular basis. If you are going to be unavailable (i.e. on vacation) for a period of time during your job search, it is advised that you use an email notification to inform potential employers of your absence.



Including your address on your resume is no longer required, although some job seekers include it to let recruiters know that they are a local applicant. If you wish to omit your address, your header may look like the following:



INTRODUCTION

Every resume needs to begin with an introduction, which is a section at the top of the resume (after the header) typically titled “Highlights of Qualifications”. One should also never include an objective in their resume.

Because the “Highlights of Qualifications” section pulls together common themes throughout your resume, consider working on the rest of the resume first, and come back to this section at the end. This will ensure that you are better able to identify your key strengths and skills that you want to include in your this section. This will ensure a more accurate representation of your experience and qualifications.

HIGHLIGHTS OF QUALIFICATIONS

This section should be customized for each position you are applying to, as this is where you identify your key qualifications as they relate to the position or industry. It is here that you should differentiate yourself from others by highlighting what is unique about you.

There are two areas to consider when drafting this section. First, think about your career interests (the job or industry you are applying to) and the skills that would be most sought after in a candidate. Next, look over your experiences and accomplishments in your past work, academic and community involvement. What are some of the highlights and accomplishments? Match a relevant skill with an accomplishment for each bullet point.

Some questions/areas to consider: industries in which you have experience, how long you have been working, level of seniority you have attained, and your relevant key strengths or skills.

To understand your strengths, think about what comes naturally. What do others compliment you on? Where and when are you most yourself? What do you enjoy doing? What do you do well?

No more than 1/4 page (4 - 6 bullets) and most bullets are not longer than 2 lines.

HIGHLIGHT OF QUALIFICATIONS

- Over four years of industry experience, including stakeholder management, project management, business analysis, process design and risk management
- Ability to deal with extraordinary situations demonstrated through leading a company out of financial crisis
- Extensive knowledge of project management methodologies having successfully led the implementation of over 10 complex systems projects in business areas including: transportation logistics, security, marine operations, enterprise resource planning, real estate and customer services
- Excellent communication and presentation skills developed from consulting with hundreds of individual and business clients and offering over 50 presentations to private and public audiences
- Proficient in Microsoft Office Suite, Visual Basic, MATLAB and Oracle
- Languages: fluent English, Mandarin and Cantonese; basic Spanish

EDUCATION

This section is where you list your relevant education in chronological order. If you are currently in school, it should precede your professional experience until you find your next job; it signifies what you are currently doing or have done most recently. If you have other education or training that is not relevant, then include these details in its own section (i.e. 'Additional Training').

If you have an outstanding GPA, and it's relevant to the position for which you are applying, you may include it in this section.

The diagram shows a resume section titled "EDUCATION". The entry is for a Bachelor of Business Administration (Marketing and Finance Majors) from the Beedie School of Business at Simon Fraser University, Burnaby, BC, completed in 20XX. The entry includes a list of awards and achievements: Dean's Honour Roll (20XX, 20XX), SFU Entrance Scholarship (20XX), Golden Key Society Member (top 15% campus wide), Southern Cross University exchange term (20XX), and transfer from Camosun College (20XX-20XX). Three callout boxes provide instructions: 1. "Only include the year of program completion, not the range." points to "Completion: 20XX". 2. "Add a brief explanation of what the award/scholarship was for." points to the list of awards. 3. "Exchange programs may be included either within the degree or as a separate entry." points to the exchange term entry.

EDUCATION

Bachelor of Business Administration (Marketing and Finance Majors),
Beedie School of Business, Simon Fraser University, Burnaby, BC

- Dean's Honour Roll: 20XX, 20XX
- SFU Entrance Scholarship, 20XX – awarded for academic excellence
- Golden Key Society, Member – awarded for academic excellence, top 15% campus wide
- Southern Cross University, Sydney, Australia (Exchange term), 20XX
- Transfer from Camosun College, Vancouver, BC, 20XX – 20XX

Completion: 20XX

Only include the year of program completion, not the range.

Add a brief explanation of what the award/scholarship was for.

Exchange programs may be included either within the degree or as a separate entry.

PROFESSIONAL EXPERIENCE

List your professional experience (paid and unpaid) chronologically using accomplishment statements. Including "Scope statements" and bulleted "accomplishment statements" will outline your achievements so that:

- employers understand what you have accomplished in the past and what you can do for their organization in the future
- the scope of your experience is quantified
- employers understand your level of involvement
- employers have concrete evidence proving that you can do what it is you say you can do

FORMAT

- List experience in reverse chronological order – most recent first
- Name of employer and location (location is recommended if your experience was outside British Columbia)
- Descriptive paragraph (see below)
- Position title
- Dates of employment (right-aligned). If you've been in the position for more than a year, you do not need to include months. If months are used, they can be written out or abbreviated – just be consistent throughout your resume
- Scope Statement to describe level and overall description of the responsibilities of the job (see below)
- Accomplishment statements demonstrating your relevant skills and how they benefited the employer
- Concise and specific phrases instead of complete sentences. Do not use first person (e.g. "I")
- Use Action Verbs in the past tense to start each point. For current employment, use present tense
- Use business and technical terms, volumes, or dollar amounts that describe your work. Quantify your experiences by noting %, # and \$. If you increased profitability, note it in dollars (\$) or by percentages (%). If you led a project team, note the number of team members
- Do not include company logos or web site

Where applicable, use industry related terms to describe your work experience. Avoid company specific terms.

DO NOT include company logos! Logos hold copyrights and you do not have permission to use them for your own personal use.

See the sample 'Professional Experience' section for an example of how this looks all put together.

DESCRIPTIVE PARAGRAPH OF COMPANY (OPTIONAL)

In some cases, if you worked for a small start-up company or worked abroad, it may not be recognizable or evident from the company name what the company is involved in. In this case, you may include, immediately below the company's name, a brief 1-2 sentence description of the organization.

SCOPE STATEMENTS (OPTIONAL)

Scope statements are brief statements that explain the overall mandate of a particular position held. If you reported to someone of a more senior level within the organization and this is not evident by your position title, this is an ideal place to make note of that. The scope statement should only be 2-3 sentences long. It should encapsulate your overall mandate or responsibilities for that role. In most cases a scope statement will sound like the following: Reported to (insert position title of who you reported to; not their name); responsible for (insert overall mandate of role).

PROFESSIONAL EXPERIENCE BULLETS

STEP 1: IDENTIFY YOUR TRANSFERABLE SKILLS

Before you can write an accomplishment statement, you first need to understand what skills you have attained that are transferable to the role to which you plan to pursue. Developing an awareness of your skills will not only help you to articulate them during your networking opportunities or in interviews, but will also help you with creating accomplishment statements in your resume and cover letters. Many people intuitively know what they are good at, but have difficulty communicating or putting this self-knowledge into words. Your goal is to not just communicate this effectively, but to make a positive first impression.

Transferable skills are those skills that can be applied in a range of positions in a variety of settings. Unlike specific skills, such as knowing a particular software program, transferable skills are determined by past experience, interests and abilities.

Examples of Transferable Skills

The transferable skills indicated below are shown in the form of action verbs with ‘ing’ endings to be used in your accomplishment statements. Refer to the ‘Accomplishment Statements’ section of this guide for information on how to build these statements.

1. Read through the lists of transferable skills (action verbs) and underline all of the skills you have used during your previous career, volunteer positions, in school, or in other areas of your life.
2. Review the list again, and place a check mark next to all the skills that you enjoy using the most. Think back and decide if it was the task or action itself that made you enjoy the work or if it was the work environment, culture, or people you worked with. List these factors when doing your self-assessment.
3. List your top ten transferable action verbs and include them in your resume if they are relevant to your area of interest.

Communication Skills (listening, verbal, written)

| | | | |
|---------------|--------------|-----------------|-------------|
| Addressing | Discussing | Mediating | Reconciling |
| Arbitrating | Editing | Moderating | Reporting |
| Arranging | Following up | Negotiating | Resolving |
| Authoring | Formulating | Persuading | Satisfying |
| Collaborating | Fostering | Presenting | Sparking |
| Communicating | Influencing | Problem solving | Speaking |
| Conferring | Interpreting | Promoting | Summarizing |
| Debating | Lecturing | Proposing | Translating |
| Directing | Listening | Publicizing | Writing |

Accomplish Statement Example:

- Ensured effective communication of learning objectives by delivering numerous presentations, clearly disseminating key messages to project teams, compiling and interpreting data, and drafting several technical reports
- Decreased the number of late deliveries by over 10% by improving communication with production department and overseas branches of the company in order to improve and tailor production process to operate on a just in time model for high value corporate clients

Problem-Solving / Reasoning / Creativity

Involves the ability to find solutions to problems using your creativity, reasoning, and past experiences along with the available information and resources.

| | | | |
|---------------|--------------|-----------------|-------------|
| Adjusting | Generating | Introducing | Releasing |
| Building | Guiding | Inventing | Sparking |
| Composing | Illustrating | Launching | Stressing |
| Creating | Implementing | Motivating | Recruiting |
| Establishing | Improving | Persuading | Summarizing |
| Explaining | Informing | Presenting | Translating |
| Facilitating | Initiating | Problem solving | Writing |
| Familiarizing | Innovating | Proposing | |
| Fashioning | Instructing | Providing | |
| Founding | Integrating | Reconciling | |

Accomplishment Statement Example:

- Enhanced productivity of the department by creating a system that allowed for more efficient tracking of outstanding accounts and quicker invoicing that reduced overall outstanding accounts by 50%

Analytical / Research / Financial Skills

Deals with your ability to assess a situation, seek multiple perspectives, gather more information if necessary, and identify key issues that need to be addressed.

| | | | |
|---------------|-------------|---------------|--------------|
| Accumulating | Balancing | Gathering | Revitalizing |
| Adjusting | Calculating | Identifying | Shaping |
| Administering | Cataloguing | Investigating | Simplifying |
| Allocating | Comparing | Manipulating | Stipulating |
| Analyzing | Compiling | Performing | Streamlining |
| Appraising | Computing | Planning | Succeeding |
| Auditing | Developing | Preparing | Transforming |
| Budgeting | Estimating | Projecting | Unifying |

Accomplishment Statement Example:

- Expanded clients' investment opportunities by carefully analyzing investment alternatives, preparing feasibility reports, and making recommendations based on clients' specific needs
- Analyzed company's financials, researched annual reports of competitors and created a financial forecast for a \$300M operating expenditure, which was uploaded into SAP and consolidated into financial reports for vice president of finance for monthly reporting to the executive team

Management Skills

Deals with your ability to manage multiple assignments and tasks, set priorities, and adapt to changing conditions and work assignments.

| | | | |
|---------------|---------------|-----------------|---------------|
| Accelerating | Delegating | Increasing | Recognizing |
| Accomplishing | Demonstrating | Instituting | Recommending |
| Achieving | Developing | Interviewing | Regulating |
| Administering | Directing | Justifying | Reorganizing |
| Analyzing | Eliminating | Leading | Resolving |
| Approving | Enforcing | Managing | Responding |
| Assigning | Ensuring | Organizing | Reviewing |
| Attaining | Evaluating | Overseeing | Revising |
| Authorizing | Expanding | Planning | Scheduling |
| Completing | Forecasting | Presiding | Selecting |
| Consolidating | Foreseeing | Prioritizing | Strengthening |
| Contracting | Heading | Problem solving | Supervising |
| Controlling | Hiring | Producing | Viewing |
| Coordinating | Improving | Purchasing | |

Accomplishment Statement Example:

- Increased team effectiveness by training and managing co-op students throughout their work terms to ensure quality customer service
- Managed three cross-functional units to develop a scoring model, and design and deliver an online marketing survey to 2500 prospects which yielded 45 new donors that led to a total of \$1.5M increased revenues

Mentoring / Leadership Skills

Focuses on your ability to take charge and manage your co-workers. It also measures your ability to relate to your peers, subordinates and even supervisors. The ability to inspire others to participate and mitigate conflict with co-workers is essential given the amount of time spent at work each day.

| | | | |
|------------|---------------|-------------|------------|
| Adapting | Delivering | Influencing | Referring |
| Advising | Developing | Informing | Responding |
| Amending | Encouraging | Instructing | Settling |
| Clarifying | Evaluating | Introducing | Teaching |
| Coaching | Explaining | Motivating | Training |
| Conducting | Facilitating | Persuading | |
| Consulting | Familiarizing | Providing | |
| Convincing | Guiding | Recognizing | |

Accomplishment Statement Example:

- Increased productivity of department by proposing and implementing improved training methods while providing mentoring to four new staff members on order management
- Enhanced employee motivation by developing strong working relationships, tailoring management style to individual circumstances, and providing constructive feedback to direct reports

Operational Planning / Organizing Skills

Involves the ability to design, plan, organize, and implement projects and tasks within an allotted timeframe. Also involves goal-setting.

| | | | |
|---------------|--------------|---------------|--------------|
| Achieving | Dispatching | Operating | Tabulating |
| Acquiring | Establishing | Organizing | Tending |
| Activating | Executing | Preparing | Tracing |
| Amending | Expediting | Projecting | Tracking |
| Applying | Forecasting | Purchasing | Trading |
| Approving | Foreseeing | Rectifying | Transferring |
| Arranging | Gathering | Renovating | Uncovering |
| Classifying | Improvising | Solving | Unearthing |
| Collecting | Indexing | Sorting | Unravelling |
| Compiling | Inspecting | Spearheading | Utilizing |
| Constructing | Merging | Specifying | Validating |
| Coordinating | Modulating | Supporting | Verifying |
| Corresponding | Monitoring | Systematizing | Withdrawing |

Accomplishment Statement Example:

- Improved efficiency of daily operations and increased customer satisfaction rating from 40% to 95% by developing office-wide procedures and protocol, coordinating administrative tasks, and delegating ownership of various responsibilities to individual team members based on strengths
- Expanded consumer awareness of company by creating and implementing a marketing campaign and plan which increased public's attendance at promotional events within the community by over 150%

Technical / Computer Skills

| | | | |
|--------------|-------------|-------------|------------|
| Activating | Converting | Launching | Renovating |
| Applying | Designing | Maintaining | Repairing |
| Assembling | Devising | Mechanizing | Servicing |
| Building | Diagnosing | Operating | Solving |
| Calculating | Engineering | Overhauling | Upgrading |
| Computing | Fabricating | Programming | Widening |
| Constructing | Installing | Remodelling | |

Accomplishment Statement Example:

- Increased productivity of department by proposing and implementing improved training methods while providing mentoring to four new staff members on order management
- Enhanced employee motivation by developing strong working relationships, tailoring management style to individual circumstances, and providing constructive feedback to direct reports

Other Skills

Defining
Examining
Extracting
Finalizing
Gathering
Investigating

Judging
Learning
Observing
Participating
Perceiving
Questioning

Recognizing
Rendering
Researching
Satisfying
Settling
Stimulating

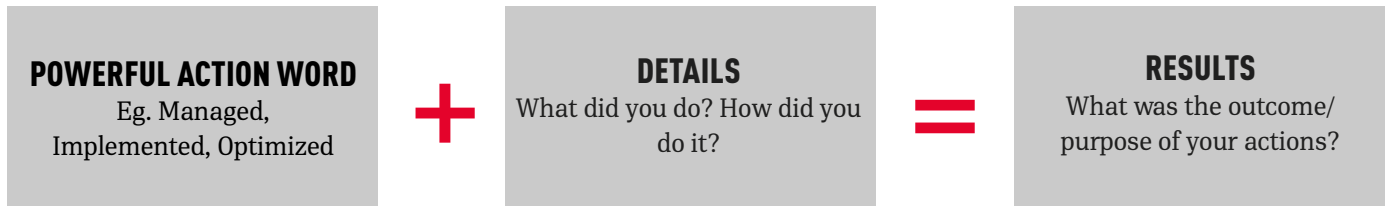
Studying
Synthesizing
Tending
Troubleshooting
Viewing

STEP 2: BUILD YOUR ACCOMPLISHMENT STATEMENTS

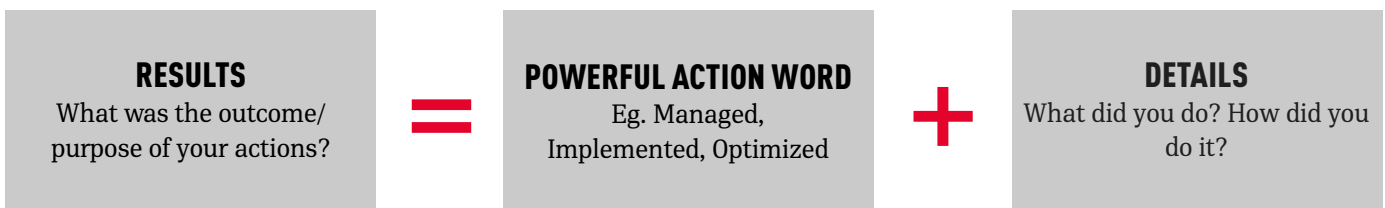
Now that you have identified your transferable skills, you are ready to begin putting together your accomplishment statements. Accomplishment statements should start with either a powerful verb or the result. Key verbs to express your accomplishments are:

| | | | |
|------------|-----------|-----------|-------------|
| Attained | Improved | Reduced | Enhanced |
| Exceeded | Decreased | Saved | Helped |
| Eliminated | Maximized | Surpassed | Contributed |
| Increased | Minimized | Ensured | |

Formula for creating accomplishment statements:



You can also start your accomplishment statements by highlighting the results/outcome.



Although there is a formula to creating these statements, make sure they don't sound the same throughout your resume. For example, you may want to begin one bullet point indicating your results first followed by your action, and then reverse that for your next bullet point. Below are some examples of accomplishment statements:

Created targeted email campaigns through Pardot, resulting in a 85% increase in event attendance compared to the previous year.

Implemented automated reporting features through Hootsuite and Mailchimp, resulting in 5 hours saved each week.

Recorded insights and consumer feedback for Google to better position themselves within the retail hardware market

Achieved annual cost savings of \$75,000 by reorganizing and consolidating accounting and forecasting activities.

Increased annual sales by 53% through proactively engaging with staff and customers via training sessions and product demonstrations.

Provided efficient, friendly, and informative customer service through self-directed product research and collaboration with teammates.

Fostered a sense of community among first-year students by organizing weekly events and workshops.

Use the bold font feature for either the company name or job title, not both. Bold whichever is more relevant. Do not capitalize or italicize.

Only add country if you're applying to jobs and/or your work experience is outside of North America.

PROFESSIONAL EXPERIENCE

ABC Company, Vancouver, BC 20XX – 20XX

Summer Intern, Enterprise Risk Management (Internal Audit)

- Led the quantitative analysis of a legal make vs. buy project including research, survey design, KPI development and detailed cost analysis on Excel, working with top management to reduce annual legal spend by up to 20% and improve SAP data quality
- Specifically selected for a complicated process audit at a mine in Quebec to conduct solo interviews with staff in French, of which the analysis ultimately led to finding control deficiencies and improved process flows (strong emphasis on Visio & Excel)
- Facilitated an eight hour risk workshop with senior management at an Ontario mine, deemed as the most successful workshop for ensuring collaborative communication and meticulous data collection, this will serve as the basis for all future risk workshops
- Offered a full time job by the VP of Internal Audit for displaying exceptional analytical ability and results-driven performance

PROFESSIONAL EXPERIENCE (CON'T)

If your professional experience flows over to page two of your resume, include a title (Professional Experience Continued) to indicate this.

PROFESSIONAL EXPERIENCE (CON'T)

ABC Company, Frankfurt, Germany 20XX – 20XX
Largest company in Germany providing management & marketing expertise on an independent consultancy basis; focused on international business exchanges in large business organizations.

Summer Business Analyst

- Eliminated a three week payroll delay by analyzing and tracking errors in hundreds of payroll entries and created a detailed spreadsheet that generated reports to each department indicating where the errors were occurring
- Resolved travel logistic problems in the middle of the night by being responsible for a 24-hour emergency travel phone, often ensuring that crews of 20+ workers were able to make it to their shifts on time so that production was not delayed
- Created weekly new hire orientation presentations that reduced the Payroll department's administrative rework by 90%

OPTIONAL SECTIONS

The following headings are optional and whether you include them or not will depend on your own personal experience and how relevant they are to the job posting.

ACADEMIC PROJECTS

This section gives you an opportunity to present your newly acquired academic skills in a practical way. You would use this section if you have very little related work experience and you have applied the relevant skill-set in practical settings throughout projects or other practical components during your studies.

Specific details and description of the project should be included – do not simply list the project title. It is also important not to overstate the depth of the project or your level of involvement, as these projects may be discussed during an interview.

ACADEMIC PROJECTS

Marketing Project: As part of a team of three, conducted a market expansion plan for a winery exploring the ice-wine market exporting potential to Japan. Responsible for researching the ice-wine industry and conducting a SWOT analysis. Presented recommendations to shareholders and professor. Received an 'A' grade and company is currently considering recommendations.

Strategy Project: compiled a best practices study and surveyed the customer centricity of eight ESL schools in the Lower Mainland as part of a team of six MBA candidates.

COMPUTER SKILLS

A 'Computer Skills' section should not appear under its own heading UNLESS you have extensive skills and believe it will help market yourself in your targeted position (i.e. you plan to work in the IT industry). Don't overwhelm your resume with "techie" skills if you are trying to change careers (i.e. switching out from a tech/engineering position).

For example, if you are applying to a Business Analyst type position, you may want to include your computer skills in a table format as follows:

COMPUTER SKILLS

| Technical Skills | Proficiency Level | Years Experience |
|----------------------|-------------------|------------------|
| Microsoft SQL server | Expert | 5 |
| Visual Basic .Net | Intermediate | 3 |
| T-SQL / SQL | Expert | 3 |
| Oracle / PeopleSoft | Advanced | 2 |
| MS Excel | Advanced | 8 |
| MX Flash | Basic | 1 |

Another option is to include your computer skills in list format, as indicated below:

COMPUTER SKILLS

Programming Languages: VB.Net, C#, ASP.NET (Expert); C / C++, SQL, DHTML, JScript, CSS, XML (Advanced)

Databases: Oracle / PeopleSoft, MS SQL Service (Advanced)

Connectivity: SOAP, ODBC, OLEDB, OPC (Intermediate)

ERP Systems: MS Navision (Basic); SAP (Intermediate)

SPECIALIZED TRAINING

Relevant professional certifications or training that you have completed or are currently working on should go under this heading. Do not include your company's internal training courses, unless they are relevant and add value to your candidacy. If appropriate, make sure to include the organization that provided the training.

| SPECIALIZED TRAINING | |
|---|------|
| R.I. (B.C.) Professional Member , Real Estate Institute of British Columbia, Vancouver, BC | 20XX |
| Fellow , Society of Actuaries | 20XX |
| Project Management Professional , Project Management Institute (PMI) | 20XX |

ACTIVITIES AND COMMUNITY INVOLVEMENT

Current activities that you are involved in that are relevant to the position or industry you are applying to, and that demonstrate key competencies such as leadership, teamwork, and time management should go under this heading. Some items you may want to include are:

- Volunteer activities
- Membership in student or business clubs, board of directors, and professional associations (include any leadership roles held)
- Participation in team sports (including the level of competition and your role)

You may include your involvement in religious and/or political activities in this section if they are important to your values or relevant to the position, however be aware that unfortunately this may lead to possible discrimination.

If relevant, use accomplishment statements in this section as well, in order to focus the recruiter's attention on your results.

List activities that are within the last few years.

| ACTIVITIES AND COMMUNITY INVOLVEMENT | |
|---|-----------------------|
| President , Business Administration Student Society, SFU, Vancouver, BC | Present |
| <ul style="list-style-type: none"> • Built and maintained corporate relationships with five local Vancouver accounting firms that led to a \$2,500 increase of club annual sponsorship | |
| Member , BC HRMA, Vancouver, BC | 20XX - Present |
| Mentor , The Minerva Foundation "Learning to Lead" & "Follow a Leader" Programs | 20XX |
| Project Manager , SFU Beedie Association, Burnaby, BC | Spring 20XX |
| <ul style="list-style-type: none"> • Developed leadership and coordination skills by leading a team of eight volunteers in planning the logistics and promotion campaign of a week-long speaker series | |

INTERESTS AND ADDITIONAL SKILLS

This section serves the purpose of providing more details around your personality as well as illustrating you are a balanced and well-rounded individual. While this is not a mandatory section, we have heard of employers who have based their hiring decision between two competitive candidates on this particular section.

| INTERESTS AND LANGUAGES | |
|-------------------------|---|
| Interests: | self-taught guitarist, elected Captain of hockey team and led team to provincial standing, passion for exploring different cultures (visited six European countries and hiked the Machu Picchu trail) |
| Languages: | Fluent in French; basic Spanish; conversational Portuguese |

Don't list too many interests as it indicates you have no time for work! Try to include a variety of interests including team activities, especially if you are interested in external roles such as consulting and business development.

PAGE NUMBERING

Always remember to number any multiple paged documents as some recruiters will still print hard copies. If your pages become detached and they have not been numbered, you run the risk of your pages getting lost.

EXAMPLE OF BOTTOM OF PAGE 1

| PROFESSIONAL EXPERIENCE | |
|--|-------------|
| ABC Company, Surrey, BC | 20XX – 20XX |
| Financial Analyst | |
| <ul style="list-style-type: none">Developed and implemented a spreadsheet model to track guest statistics and profitability figures on a daily, weekly, monthly, quarterly and yearly basisLiaised between the corporate office and the ABC Corporation resorts, fostering relationships with each of the management teams to create efficiencies in information transfer and to share best practices | |

Page 1 of 2

It is clearly indicated that this document continues onto page 2!

EXAMPLE OF BOTTOM OF PAGE 2

| INTERESTS AND ADDITIONAL SKILLS | |
|---------------------------------|---|
| Interests: | self-taught guitarist, elected Captain of hockey team and led team to provincial standing, passion for exploring different cultures (visited six European countries and hiked the Machu Picchu trail) |
| Languages: | Fluent in French; basic Spanish; conversational Portuguese |
| Computer: | Adobe Photoshop, AutoCAD, MATLAB |

This indicates that this is the final page of a 2 page document!

Page 2 of 2

CREATING A PROFESSIONAL IMAGE

Your resume needs to create a positive first impression. Here are some of the “Do’s” and “Don’ts” to think of when creating your resume.

DO:

- Use a standard resume format (CMC recommends the combination style resume).
- Ensure there are no typing, spelling or grammar mistakes.
- Have a well-organized layout; headings and text properly aligned; formatting consistent throughout (hint: use the right tab feature to align your dates on the right-hand side of the page).
- Use a professional font that is easy to read and no smaller than 11 point.
- When using bullets, ensure the text is aligned following the bullet and that the font size is the same throughout that section
- Have sufficient white space around the edges so recruiters can write comments. Margins of 0.75” – 1.0” are preferred.
- Include page numbers in the footer section of your resume (if it flows onto two pages).
- Avoid using attention-getting gimmicks. Your abilities and presentation should sell themselves.
- Save your resume as “Lastname_Firstname_resume.doc”.
- Save your resume as a PDF file, then print and also email it to yourself or a friend to ensure there are no abnormalities or conversion issues.

Edit carefully for SPELLING and GRAMMAR ERRORS! Even one error can eliminate your application!

DO NOT:

- Have any partial pages – your document should be one or two full pages
- Use too many font sizes or font styles throughout your resume
- Use unusual bullet points
- Include information regarding age, race, marital status
- Include salary history or requirements
- Include reasons for termination
- Include “References Available Upon Request” or any reference details on your resume
- Use superlatives or exaggerations to describe your skills, such as “exceptional” or “superior”

We have included a useful checklist to assist you in building your resume. It can be found on the next page of this document.

RESUME CHECKLIST

FORMATTING

- Document length meets industry standards (no longer than 2 pages; investment banking and management consulting - 1 page)
- A professional, simple and easy to read font size and style is used (size 11 or 12; using only 1-2 sizes throughout document)
- Use of bolding, underlining, and colours is effective and not distracting
- Resume is easy to scan and uses white space appropriately and consistently between sections and at margins
- Style is original, yet professional and appropriate for target audience
- Headings, bullets, dates, etc. are aligned and consistent throughout the resume
- Spacing and margins are consistent throughout the resume
- Sections are appropriately named; ordering of the sections emphasizes your strengths
- Reverse chronological order (most recent first) is used for education, work/volunteer experience, and extra-curricular roles, etc.

WRITING STYLE

- Personal pronouns (I, me, or my) are omitted
- Resume has no spelling errors; proper grammar and punctuation are used
- Use of present and past tenses are consistent and accurate

CONTENT

- Use 2-5 bullets for each job/volunteer experience that focus on results or accomplishments and which unique skills were used to produce those results
- Use of accomplishment statements: statements should begin with an action verb, lead with results, and quantify them to emphasize scale/scope of successes
- Results are clear and concise, yet provide sufficient detail to highlight accomplishments
- Skill-sets are articulated clearly and precise/unique enough to help differentiate you from other candidates
- Acronyms are spelled out the first time they are used and no company-specific jargon is included. Use of industry-specific jargon is used when appropriate
- Write out numbers one through nine; use numerals for 10 and above
- Avoid lengthy sentences and descriptions; maximum 2 lines for bullets

FOCUS / TARGET AUDIENCE

- Tailor 'Profile' or 'Highlights' to career paths of interest and employer's requirements
- Focus is on the "match" between your key skills and strengths and those which the employer is seeking
- Content communicates clear theme(s) related to your career goals (e.g., if you're pursuing a career that places a high priority or emphasis on analytical skills, then you should ensure these are highlighted/emphasized)

SAMPLE 'SCOPE' & 'ACCOMPLISHMENT' STATEMENTS

RETAIL

Sales Associate

Reported to Store Manager; provided personal attention and product knowledge to a diverse clientele, encouraging customer loyalty.

- Regularly exceeded sales quotas by up to 50% through providing tailored one-on-one customer service and making suggestions based on product knowledge
- Achieved "Top Part-time Salesperson" in the second month of employment by exceeding performance expectations
- Increased new client base and customer loyalty by creating and maintaining eye-catching merchandise displays

FOOD SERVICES

Assistant Supervisor

Reported to the Owner; opened store, initiated food preparation, supervised staff and provided customer service.

- Trained and supervised seven new employees ensuring consistency and quality of services and products offered to customers
- Maintained smooth flow of business by assuming responsibility for store's operation in the absence of supervisor and manager, overseeing a shift of up to 10 staff members
- Recognized by management for excellent customer and staff relations

Hostess

Reported to Restaurant Manager; welcomed guests and organized a balanced seating arrangement within the restaurant.

- Increased efficient food service by assisting servers, handling cash, settling transactions and completing take-out orders in a professional and courteous manner while working in a high-volume and fast-paced team environment
- Consistently balanced end of day cash-out by ensuring accuracy of money exchange

OFFICE WORK

Administrative Assistant

Reported to Vice President and Management Team; provided administrative support to eight staff, including data entry, correspondence and handling telephone inquiries.

- Increased market penetration potential by identifying potential buyers for company publications through conducting extensive online research in targeted industries
- Improved office work-flow by reformatting MS Outlook phone directory, creating invoice templates and summarizing weekly sales statistics

ACCOUNTING

Junior Accountant

- Helped the company save approximately \$30,000 per year in transportation expenses through analyzing transportation procedures, identifying areas of efficiencies, and providing recommendations
- Developed and maintained excellent relationships with suppliers by communicating over the phone and through email to solve various payment issues
- Assisted CFO in the preparation of documents and presentations by facilitating due diligence and other financial and legal processes

SELF-EMPLOYMENT

Manager

Managed all aspects of a painting franchise in North Burnaby including staffing, estimating, marketing and providing services.

- Increased sales opportunities through cold calling, telemarketing and scheduling home shows - prepared and delivered over 100 estimates
- Interviewed, hired and supervised 12 painters to provide quality painting services delivered on time and within budget
- Fostered positive client relations by resolving customer concerns and answering all inquiries

MARKETING/SALES

Market Researcher

Reported to Field Supervisor; interviewed people of various backgrounds, ages and expertise to compile market information and opinions.

- Conducted over 100 successful door-to-door market interviews through the use of effective communication skills
- Ensured integrity of data by following up on research results to ensure accuracy

Telemarketer

Reported to Marketing Assistant; prospected clients and answered customer questions regarding products and services, working 2 hours per week.

- Increased number of potential new investors by researching and sourcing an average of 70 new people an hour resulting in generating an average of 6 – 8 quality leads per week

Sales Associate

Reported to the Team Leader; managed a portfolio of qualified leads, up-sold services and installed cable equipment.

- Exceeded sales quotas by over 50% through providing courteous customer service and disseminating product information resulting in \$5,000 commission within six weeks
- Increased product awareness and sales through utilizing various methods of outreach, generating 30 – 45 calls per hour
- Received “Employee of the Month” award for three consecutive months, based on outstanding customer feedback on quality of attention and care

BANKING

Customer Service Representative

Reported to the Supervisor; performed various financial transactions including deposits, withdrawals, fund transfers, currency exchange, money orders and bank drafts.

- Processed large volumes of transactions with exceptional accuracy and speed while maintaining customer confidentiality
- Ensured that customers received accurate information and that procedural and legal guidelines were followed by collaborating with teammates, service representatives and supervisors

Financial Advisor

- Advised clients on how to maximize financial wealth through a tailored blend of registered and non-registered financial instruments and credit products
- Consistently ranked top performer in the district for volume growth and ensured branch profitability through achieving sales revenue goals, and engaging new business

WAREHOUSE/LABOUR

Warehouse Assistant

Reported to the Warehouse Manager; assisted in work-shift assignments and daily operations of an importing/exporting company including loading, unloading and organizing cargo, and receiving and processing customer orders.

- Maximized warehouse capacity and improved retrieval efficiency by analyzing areas of deficiencies and implementing a new system to organize incoming and outgoing cargo
- Increased customer base by creating and distributing marketing flyers to neighbouring businesses

TUTOR/MARKER

Private Tutor

Developed a steady clientele of high school students, assisting in their studies and understanding of Mathematics.

- Increased students' marks by a minimum of one letter grade through assessing individual needs and providing personalized instruction
- Ensured availability of sessions to all income levels by negotiating and managing pricing issues with individual clients based on their individual financial situation

Teaching Assistant and Marker

Reported to Business course coordinators; invigilated examinations, graded assignments and examinations and assisted in devising marking schemes.

- Accelerated the grades posting process by accurately marking assignments and examinations within tight time deadlines

COMMUNITY EXPERIENCE

Scout Leader

Led a team of 15 scouts, aged 9 – 13, organized indoor and outdoor activities, and planned budgets for camps and special events.

- Created a positive, fun and safe environment for the children with emphasis on both mental and physical development
- Integrated children with behavioural problems into the group and provided ongoing support and communication to their families

CLUB EXECUTIVE

Chairperson

- Strengthened leadership skills through recruiting and leading a team of 10 students to organize and execute SFU Beedie School of Business' largest networking gala with over 15 sponsors and 250 delegates

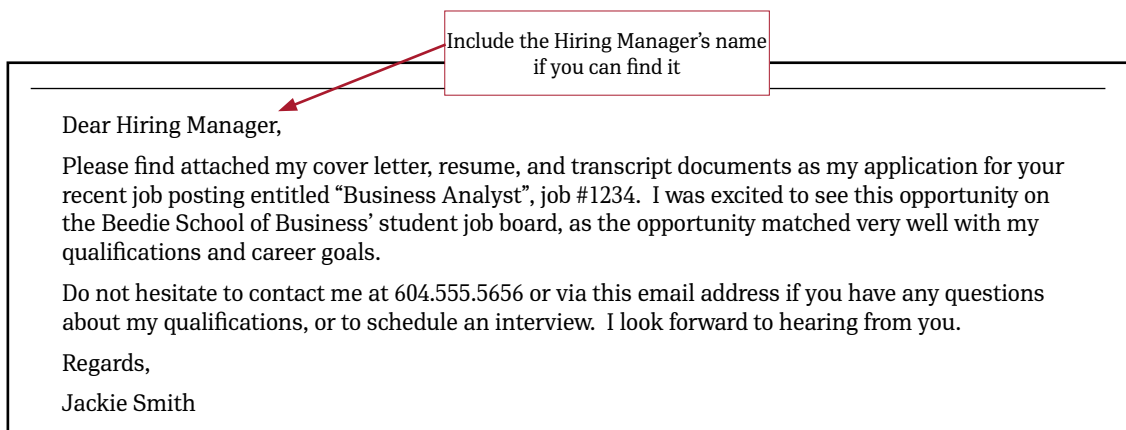
ELECTRONIC RESUME SUBMISSIONS

You will usually submit your application documents (cover letter, resume, transcripts, etc.) in some electronic form – either through email or a company’s applicant tracking system.

RESUMES SUBMITTED VIA EMAIL

When applying via email, be sure to do the following:

- Create a professional, brief email message following professional business writing etiquette (i.e. address the email to someone specific, use proper sentence structure, do not include emoticons, do not capitalize any words unless absolutely necessary)
- In the “Subject” line of your email, note the job posting (job title and competition number) you are applying
- Watch your tone. Do not assume a directive, demanding tone, or be too casual.
- Be concise. Long, rambling messages are ineffective and do not present a good first impression.
- Proofread, proofread, proofread! Avoid spelling and grammar errors (a word of advice – do not rely on your email system’s spell check capabilities).
- Sign your cover letter (either with your scanned signature or using a cursive font)
- Attach your application documents to the email in either MS Word or PDF format. Make sure the title of the document is professional (we suggest LastName_FirstName_resume.doc)
- Do not bombard the receiver with emails; if they haven’t responded within 1-2 weeks, send a follow-up email



Include the Hiring Manager’s name if you can find it

Dear Hiring Manager,

Please find attached my cover letter, resume, and transcript documents as my application for your recent job posting entitled “Business Analyst”, job #1234. I was excited to see this opportunity on the Beedie School of Business’ student job board, as the opportunity matched very well with my qualifications and career goals.

Do not hesitate to contact me at 604.555.5656 or via this email address if you have any questions about my qualifications, or to schedule an interview. I look forward to hearing from you.

Regards,

Jackie Smith

RESUMES SUBMITTED VIA ONLINE APPLICATIONS

Many organizations use an “applicant tracking system” as part of their hiring process. This system is a large database where companies post their job openings and can store and retrieve candidates’ application documents. Typically, you will be requested to complete an online profile in this system before being able to apply to any job openings. When uploading your resume to apply for a job through this type of system, make sure to include key words and industry jargon as related to the job you are applying for since many recruiters conduct searches through the resume database for candidates using these key words.

RESUMES POSTED ON THE WEB

RESUME DATABASES

Resumes can be posted on the web in a resume database such as these Canadian sites: jobtrak.ca, monster.ca, and workopolis.ca. These sites draw the attention of recruiters who are searching for candidates with specific skills.

Jobtrak.ca suggests you consider the following when posting a resume on a web database:

- Overall reputation of the site
- Cost to post (most are free for applicants looking for work)
- Ability to update and delete your resume
- How long your resume will be stored on the site before it is automatically deleted

ELECTRONIC / SCANNABLE RESUMES

This is another version of your paper resume, reconfigured for electronic transmission. Electronic resumes can be scanned, converted to code, summarized, stored in a data bank, searched by key words, extracted, viewed on screen, replicated and electronically transmitted within and between companies. If a recruiter requests an electronic text resume it must be formatted as noted below.

There are many possible problems that can occur with this system. AVOID the following when preparing an electronic resume:

- Graphics, including bullets – create distortion and make the page unreadable
- Fancy Fonts – cause letters to run together
- Small Fonts – compressed fonts that are too small
- Underlining – text will create a blur or smudge
- Italics or Shading – words become indecipherable
- The first words on the resume should be Your Name – as these first words appear as your name on the database
- Using Coloured Paper – lack of contrast (coloured paper, light print) will reduce scanning quality

You can increase the chance of your resume being selected in a key word search by using specific nouns and action verbs.

Keep in mind...

If you send your resume to a news group or general data bank on the Internet, you have no privacy; anyone can contact you. Confidentiality is more certain when you send your documents to a company or professional recruitment firm by email.

REFERENCES

During interviews, recruiters may request a Reference List. Do NOT include your references on the resume or within your application when applying for jobs in North America. Create a separate Reference List to bring to an interview.

References should be presented in a consistent format, which includes:

- Your name, address and contact information at the top of the page (use the same header you used on your resume and cover letter)
- Name, title and contact information of your references (the minimum standard is three)
- A brief note under each name explaining their relationship to you (i.e. supervisor)

Your references can be your former managers, supervisors, and senior managers. References must be aware of your work and accomplishments while in their employment. If none of the above mentioned are available, a senior co-worker, trainer, a supplier or customer you worked with could also be a reference.

If you do not have paid work experience, consider asking for a reference from the leader of the student club you are part of, or professors who know you well and can comment on your classroom performance. It is preferable that you have at least one local (Canadian) reference.

If your work experience is from a country where English is not a first language, ensure that the references you have listed are comfortable in giving their reference in English. Always include the necessary country and area codes when listing telephone numbers.

Always ask your references beforehand if they are willing to act as your reference.

DO NOT put “References Available Upon Request” on your resume.

PREPARING YOUR REFERENCES

Always call your prospective references to ask their permission to use their names. Take the opportunity to renew your contact with them and review your key accomplishments so they will be able to speak favourably of you. Let them know what position you are applying for, and forward them the job description if possible. Remember to thank your references after a prospective employer has contacted them. Also, be sure you update them on the outcome of your interview.

SAMPLE REFERENCE LIST

JOHN DOE

Tel: 604.123.4567
Burnaby, BC

Email: johndoe@sfu.ca
LinkedIn: ca.linkedin.com/in/johndoe/

List of References

Professional References

| | |
|---|--|
| Mr. Peter Pan President Colour Your World Company Vancouver, BC | ppan@cywc.com 604-669-1777 |
| Ms. Sally Smith Manager Simon's Distributors (former Manager at Xerox Business Systems) Vancouver, BC | salsmith@simonsltd.com 406-765-9080 |
| Mr. Michael Chong Managing Partner Jonathan Bing & Associates London, UK | 011-44-2-847-6580 |

Academic References

| | |
|--|-----------------------------|
| Professor James Hook (Internship Supervisor) Beedie School of Business, SFU Vancouver, BC | hook@sfu.ca 604-822-8321 |
|--|-----------------------------|

Community References

| | |
|---|------------------------------------|
| Mr. Bob Barker Director, Community Relations (Supervisor for volunteer work) BC Cancer Agency Vancouver, BC | barker@bccancer.ca 604-123-4567 |
|---|------------------------------------|

If it is unclear from your resume why you are including a particular reference, add a note indicating the reason.

SAMPLE RESUMES

Browse the next few pages to view sample resumes modeling different resume styles.

***Note: Do not copy these examples. Employers are familiar with these samples and will know that you have plagiarized. A unique resume is the best way that you distinguish yourself from others.

OPRAH WINFREY

PROFESSIONAL SKILLS

- Adobe Creative Suite
- Final Cut Pro
- HTML/CSS
- Market Research
- Microsoft Office
- Photo Editing
- Project Management
- Social Media Strategy
- Wordpress

PERSONAL SKILLS

- Creative
- Motivated
- Organized
- Professional
- Reliable
- Team Player

CONTACT

Phone: 604-0000-000

Email: OrpahWinfrey@sfu.ca

Website: www.oprahw.com

SOCIAL

Facebook: /fb.OprahWinfrey

Twitter: @Owinfrey

Linkedin: /Owinfrey

PROFILE

Ambitious and hard-working individual with over five years of marketing and sales experience. Passionate about technology and making a difference in the community. Gained leadership skills through student organizations and work experience. Proficient in Microsoft Office, Adobe Creative Suite, HTML/CSS and Social Media.

MARKETING EXPERIENCE

Hootsuite - Vancouver, BC Sept 20XX - Apr 20XX
Social Media Marketing Intern

- Help identify and engage target influencers
- Generated content for; Facebook, Instagram, Snapchat
- Tracked metrics to determine reach or changes

SFU SMA - Burnaby, BC May 20XX - Apr 20XX
Vice President of External Relations

- Developed outreach strategy for sponsorship
- Created sponsorship packages
- Managed relations of 15+ external partners

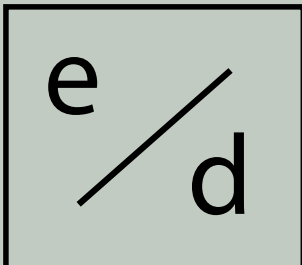
Best Buy - Coquitlam, BC Feb 20XX - Sept 20XX
Sales Specialist

- Provided excellent customer service
- Reached Top 15 for sales goal in the region
- Set up and maintained product demos

EDUCATION

Bachelor of Business Administration Sept 20XX - May 20XX
Simon Fraser University, Beedie School of Business

- Business Communications (A+)
- Introduction to Marketing (A)
- Consumer Behaviour (A-)
- Product and Brand Management (A)



ELLEN
DEGENERES

CONTACT

604-000-0000

42 Wallaby Way, Burnaby BC

edegeneres@sfu.ca

PROFILE

- Ambitious BBA Graduate specializing in Human Resources
- Comprehensive understanding of labor laws and recruitment through work experience and self-led research
- Teaching Assistant for Intro to Human Resource Management
- Over 5 years of customer service experience
- Passionate about helping others and volunteering

EXPERIENCE

Traction On Demand, HR Intern Jan - Dec 20XX

- Screened and shortlisted over 300 resumes
- Assisted with recruitment and onboarding of successor
- Created 3 training guides with step-by-step instructions
- Managed rewards and recognition program

Earls, Server 20XX - 20XX

- Memorized menu entree to provide guidance for customers
- Tasked to close the restaurant and complete duties
- Successfully served large sections and large parties

SFU, Teaching Assistant - Intro to HR Jan - Aug 20XX

- Evaluated assignments, projects, and exams by using specific performance measures
- Held weekly office hours to assist students
- Facilitated conflict resolution meeting for students in a group project

EDUCATION

Simon Fraser University (SFU) 20XX - 20XX

Beedie School of Business

- Human Resource Concentration
- UDGPA: 3.40

SKILLS/LANGUAGES/INTERESTS

Skills

- Microsoft: Word/Excel/PowerPoint/Outlook
- Social Media: Facebook/Twitter/Instagram/LinkedIn
- Technical: WordPress/Google Analytics

Languages

- Fluent in English and French

Interests

- Sports: Table Tennis/Running/Quidditch
- Animal Lover and BC SPCA Volunteer
- Pottery Enthusiast

BILL GATES

604-123-3456
BillGates@sfu.ca
/in/billgates/
Burnaby, BC

Highlights

- Excellent analytical skills in business and technology developed through representing Simon Fraser University at four international business competitions
- Proven communication skills demonstrated by chairing professional meetings, mentoring undergraduate students and presenting in front of industry expert panels
- Managed SFU's 20XX CaseIT team training and led the team to a third place finish out of sixteen undergraduate universities from across the world
- Coordinated several small projects as a business analyst at Safeway and ensured they were running within scope, time, and budget

Technical Skills

Systems Analysis and Design - Supported the implementation of an enterprise IT system, BMC Remedy, at Research in Motion (RIM) by reviewing and developing processes and procedures

Data Analysis - Proficient in data analysis with experience in SAS, SPSS, SQL and VBA which was applied to generate information for strategic decision making in work environments and senior MIS courses

Quality Assurance - Wrote test cases and completed testing for enterprise systems implementation at Safeway and RIM requiring in-depth technical knowledge and comprehensive business understanding

Microsoft Office Expertise - Advance understanding and utilization of Microsoft Office applications including Access, Project, and Visio

Work Experience

Business Process Performance Coordinator (Co-op)

Sept - Dec 20XX

Research in Motion (RIM), Waterloo, ON

Member of the Change Management team which was responsible for creating and reviewing processes used to maintain critical BlackBerry Operations by aligning RIM processes with the Information Technology Infrastructure Library (ITIL) concepts and practices.

- Developed training materials which was distributed to the entire BlackBerry Operations department for a new enterprise ticketing system
- Drafted new procedures to ensure worldwide BlackBerry user services in the event of natural disasters

Business Analyst (Co-op)

Sept 20XX - Apr 20XX

Safeway Inc., Vancouver, BC

Responsibilities included supporting various project teams with documentation, information gathering, data analysis and quality assurance testing. Understanding the needs of business and transforming them into tangible requirements for the technical teams.

- Achieved an annual cost savings of \$14 million by supporting the implementation of a new inventory management system
- Contributed to higher inventory standards at over 1,700 Safeway stores by working with executives and store managers by identifying and resolving issues with handheld inventory scanning system

BILL GATES

Education

- Simon Fraser University Graduation Date: June 20XX
Bachelor of Business Administration
Majors: Management Science and Management Information Systems (MIS)
- Completed Honors BBA degree with 133 credits, 3 co-op semesters and finishing in the top 25%
 - Nominated for the Vancouver ISACA student scholarship award
 - Fulfilled education component to become a Certified Associate in Project Management (CAPM)
 - Received excellent feedback from professors for being hard-working, perceptive and dedicated

Case Competitions

- Caselt May 20XX - Apr 20XX
Third place finalist out of sixteen universities
- An annual Management Information Systems and Strategy undergraduate case competition designed to find the best and brightest in case analysis from around the world
- Inter-Collegiate Business Competition Jan 20XX - Dec 20XX
Third place winner for the Management Information Systems category
- Canada's premier undergraduate business case competition held annually at Queen's University that received 150 applications from 28 universities across eight business categories
 - Participant in the CUTC 20XX Google Case Challenge, University of Washington's Global Business Case Competition and Singapore Management University's APEX
 - Coach and Advisor for SFU's Peak Performance and Elite Case Competition and Langara's Case Competition Club

Volunteer Experience

- Canadian Undergraduate Technology Conference (CUTC) Apr - Aug 20XX
SFU Campus Ambassador
- Recruited and encouraged 11 SFU Students to attend one of Canada's largest student technology conferences held in Ontario by securing school sponsorship and supporting travel and accommodation
- Management Information Systems Association (MISA) May 20XX - Apr 20XX
Director of Technology
- Managed MISA's web content and online strategy by keeping information up to date, archiving files and items and adding new enhancements to the website

Professional Affiliations

- Information Systems Audit and Control Association (ISACA) Feb 20XX - Present
Student Membership
- Personal interest in becoming a Certified Information Systems Auditor (CISA) with plans of completing the CISA exam in 20XX
- Project Management Institute (PMI) May 20XX - Present
Student Membership
- Access to various Project Management related resources such as the Project Management Body of Knowledge (PMBOK) Guide and PMI Online Library

Jack Black

jackblk@sfu.ca | 555-000-0000 | Vancouver, B.C.

HIGHLIGHTS

- Demonstrate an ability to combine exceptional problem-solving and adaptability skills from direct customer service experience.
- Strong organizational and administrative skills by being a Project Coordinator at the Simon Fraser University (SFU) Business Administration Student Society (BASS).
- Proven communication skills and interpersonal skills as shown through engagement in team collaboration environments.
- Proficient with the MS Office Suite, with emphasis on Word, PowerPoint, Excel and Outlook.

EXPERIENCE

Community Advisor, SFU Residence and Housing May 20XX - present

- Work collaboratively with internal departments to encourage student participation and community engagement that developed leadership skills and ability to work independently.
- Act as a first point of contact and resource for students living in residence that strengthened critical thinking and problem-solving skills.
- Connect with residents in assigned location, prioritizing the development of personal relationships by performing interpersonal skills.

Project Coordinator, SFU Business Administration Student Society Jan 20XX - Dec 20XX

- Ensured to follow up with collaborating teams and departments to maintain good communication and clear vision.
- Ran reports on a monthly basis to analyze and identify potential improvements and adjustments on project approach.
- Performed multi-tasking and time management skills while having a commitment to school.

Sales Associate, Roots Feb 20XX - Sept 20XX

- Interacted and made connections with customers to enhance their shopping experience with outstanding interpersonal skills in order to help them look for desired products.
- Worked as a team to achieve sales goals.

EDUCATION

Bachelor of Business Administration, Operations Management 20XX - present
Simon Fraser University

Diploma of Commerce and Business Administration, Supply Chain Management 20XX - 20XX
Douglas College

SAMPLE OPERATIONS RESUME

WARREN PEACE

Certified Associate in Project Management (CAPM)

Vancouver, British Columbia, Canada
604-123-4567 | wpeace@gmail.com
linkedin.com/in/warrenpeace

EDUCATION

Bachelor of Business Administration | Operations & Information Systems **Graduation: Spring 2021**

Simon Fraser University – Beedie School of Business

- **UDGPA: 3.61/4.33**; Recipient of Dean’s Honour Roll | Business Technology Management Certificate
- **Highlights:** Business Administration Student Society (BASS) | Enactus | CaseIT | JDC West | Accepted for International Exchange – Nanyang Technological University (Singapore, Spring 2021)
- **Programs:** BASS Mentorship Program (Mentor) | Management Consulting Preparation Program (Participant)
- **Competitions:**
 - 3rd Place – Central European Case Competition | Budapest, Hungary (Virtual) **Apr 2020**
 - 1st Place – JDC West Operations Management | Regina, Canada **Jan 2020**
 - Royal Roads University Design Thinking Challenge | Victoria, Canada **Apr 2019**
 - 2nd Place – Capital One Financial Education Challenge | Calgary, Canada **Mar 2018**

CAPM | Project Management Institute | Vancouver, B.C.

Completion: Aug 2019

- Completed the CAPM exam demonstrating knowledge of waterfall and agile project methodologies

PROFESSIONAL EXPERIENCE

Business Analyst I | TELUS | Vancouver, B.C.

Jan 2020 – Sep 2020

- Developed a monthly analysis report on insights and action plans to reduce executive escalations directed at the CEO, which is communicated to the executive leadership team through the Director
- Collaborated with Home Services operational stakeholders to develop an escalation reduction strategy focused on improving agent readiness that was presented monthly to over 200 leaders, team managers, and agent coaches
- Co-led the creation and execution of a quarterly team-wide newsletter showcasing results and highlights to the Director group, resulting in 70% open rates, expanded distribution, and positive VP feedback

Supply Chain Analyst | BC Housing | Burnaby, B.C.

Jan 2019 – May 2019

- Improved internal natural gas forecasting models leading to a recommendation of switching natural gas suppliers at BC Housing’s Home Office for a potential annual \$20,000 reduction in OPEX
- Performed external analysis on the market rates of bonding fees for construction contractors prompting a departmental contract change to align with in-market rates and increase competitiveness of RFPs
- Supported government procurement contracts by utilizing an ERP system and through direct communication with internal and external stakeholders to manage expectations for key deadlines

LEADERSHIP & COMMUNITY EXPERIENCE

Chair | SFU Business Administration Student Society LAUNCH | Burnaby, B.C.

May 2018 – Oct 2018

- Pitched and secured sponsorship with the Beedie School of Business for SFU’s largest annual faculty orientation event with 180 participants, 48 student leaders, and a \$50,000 budget spanning two weekends
- Established a key stakeholder contract with the Hilton Vancouver Metrotown for 65 rooms and a banquet hall
- Managed a team of 8 peers and encouraged their personal development through one-on-one feedback sessions

Non-Commissioned Officer (NCO) | St. John’s Ambulance | Richmond, B.C.

Jan 2016 – June 2018

- Volunteered as a Youth Mentor in the Youth Program to aid cadets aged 12-17 in personal development
- Led weekly meetings by teaching first aid to a classroom, engaging cadets in military drills & leadership training, and planning & executing fun-night activities for 30+ youths
- Engaged with the local community through volunteering as a trained first aider at events such as hockey games

ADDITIONAL INTERESTS

- **Badminton** – played since youth, captained the high school team, competed on a provincial level
- **Speech Arts & Drama** – passionate about arts and theatre, performed poetry, speeches, and more in front of a large audience 100+, received the highest practical examination mark in BC (Regional Gold Medal) in 2015

Dwayne "The Rock" Johnson

Vancouver, BC

therock@sfu.ca

604.123.4567

EDUCATION

Simon Fraser University – Beedie School of Business

Vancouver, BC

Bachelor of Business Administration; Finance Concentration

Class of 2022

- **Academics:** Cumulative GPA: [3.82/4.33]; Finance GPA: [4.00/4.33]; Business GPA: [4.01/4.33]; President's Honour Roll; Dean's Honour Roll; SFU Open Scholarship Recipient
- **Relevant Coursework:** Macroeconomics (A+); Data and Decisions I & II (A+); Management of Equity and Fixed Income Investments (A); Introduction to Corporate Finance (A); Financial Accounting (A)

PROFESSIONAL EXPERIENCE

Deloitte LLP

Vancouver, BC

Analyst, M&A Advisory (Co-op) – M&A Divestiture Group

June 2020 – Present

- Conducted industry research, comparable companies and precedent transactions analysis, and compiled lists of strategic and financial buyers to assist the M&A Divestiture Group in buy-side and sell-side mandates
- Coordinated with the Restructuring Group to produce research into publicly traded, Canadian-domiciled companies financial positioning in response to changes experienced due to the COVID-19 pandemic
- Worked with a combination of private North American strategic and financial buyers spanning the consumer, energy, financial, health care, and industrial industries

BMO Capital Markets

Calgary, AB

Investment Banking Analyst (Co-op) – Global Energy

January – April 2020

- Assisted the deal team on sell-side mandates by overseeing data room activity and conducting comparable and precedent analysis for the preparation of pitch books regarding live underwriting and M&A deals
- Leveraged platforms such as Bloomberg, FactSet, & S&P Capital IQ to organize and manage the creation of materials aimed at providing clients with valuable insights on current market conditions
- Developed a comprehensive knowledge of the North American energy and power & utilities sectors by conducting company and industry research including analysis on increasingly prevalent ESG related topics

MNP LLP

Vancouver, BC

Accountant, Public Companies (Co-op)

January – April 2019

- Audited public companies' financial statements prepared under IFRS and US GAAP by performing various procedures in the planning, risk response, and completion stages of audit engagements
- Provided comprehensive reviews and analysis on companies' related business records with the goal of mitigating risk of material misstatement of financial statement line items to acceptable levels
- Demonstrated proficiency in navigating financial statements and using Excel by organizing and sorting large amounts of information and data for use in substantive testing working papers

EXTRACURRICULAR ACTIVITIES

Beedie Endowment Asset Management (BEAM) Fund

Vancouver, BC

Equity & ESG Analyst – Power & Utilities

February 2019 – Present

- Selected among 12 students to actively manage the equity portion of one of Canada's largest ESG-focused student-run discretionary funds of ~\$7.2 million invested across Canadian equity and fixed income
- Utilize Bloomberg, PowerPoint, and Excel to research and build financial models to evaluate the attractiveness of companies based on the Fund's three key investment criteria: Value, Quality, and ESG
- Monitor the Fund's carbon footprint relative to the benchmark and formulate strategies to meet the client's goal of reducing the Fund's overall carbon footprint by ~40% through 2030

SKILLS & ADDITIONAL INFORMATION

Case Comps: Placed top three nationally in TMX's Options Trading Simulation (~149% return achieved)

Technical: Financial Modelling, Bloomberg, FactSet, S&P Capital IQ, & Microsoft Office Suite

Training: BMO Investment Banking Co-op Program; Bloomberg Market Concepts (BMC)

John Mayer

johnmayer@gmail.com | 778-000-0000 | linkedin.com/jmay1 | Burnaby, BC

HIGHLIGHTS

- Excellent communication skills developed by leading over 50 students as a Teaching Assistant at SFU through weekly tutorial presentations
- Financial modeling, analytical, and pitching skills gained from competing as a finalist at the Linde Davies Investment Challenge
- Proficient time-management skills by achieving a 3.89/4.33 CGPA while working part-time and volunteering on campus

EDUCATION

Simon Fraser University, Beedie School of Business **Burnaby, B.C.**
Bachelor of Business Administration, Finance *Expected Graduation: August 20XX*

- **GPA:** CGPA of 3.89/4.33, Finance GPA of 4.02/4.33
- **Awards:** Dean's Honour Roll (Fall 20XX); President's Honour Roll (Summer 20XX)
- **Relevant coursework:** Introduction to Finance, Investments, Business Communication

EXPERIENCE

Simon Fraser University, Beedie School of Business **Burnaby, B.C.**
Teaching Assistant, Introduction to Finance *January 20XX - Present*

- Reinforced course concepts for over 50 students by reviewing course materials in a concise yet engaging teaching style
- Maximized the efficiency of grading assignments by employing self-discipline and effective grading methodologies

Bank of Montreal **Vancouver, B.C.**
Summer Analyst *May - August 20XX*

- Successfully contributed to corporate decision making by using Excel to conduct and present analytical findings to the team and other bank members
- Ensured that all documentation is in compliance with corporate standards by effectively following procedures and supervisory direction

Business Administration Student Society Mentorship Program **Burnaby, B.C.**
Mentor *January - June 20XX*

- Engaged with mentees to provide personal accounts describing the methods on how to get involved and become successful within university
- Successfully fostered growth in a mentee by coaching about opportunities for involvement and by increasing their social and professional network

Linde Davies Investment Challenge **Vancouver, B.C.**
Competitor; Finalist *October - November 20XX*

- Successfully analyzed, documented, and pitched 3 cases to a panel of industry professionals with a team of 3 members by being chosen to attend the final rounds of the case competition
- Responsible for performing fundamental analysis and creating financial models to identify opportunities in a given case

OTHER SKILLS & INTERESTS

- Fluent in English and French
- Proficient in Microsoft Excel, PowerPoint, Access, and Word

LUIS FONSI

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EDUCATION

Simon Fraser University, Beedie School of Business

Burnaby, BC

Bachelor of Business Administration (Honours), Finance and Accounting

Graduation: December 2021

- **Upper Division GPA:** 4.03/4.33; **Finance GPA:** 4.02/4.33
- Relevant Courses: Derivative Securities, Investments, Security Analysis, Financial Accounting: Assets, Financial Accounting: Equities, Data & Decisions II, Principles of Macroeconomics

PROFESSIONAL EXPERIENCE

MNP Corporate Finance

Vancouver, BC

Analyst, Corporate Finance

Aug 2020 – Present

- Support the M&A team in preparing pitchbooks, writing CIMs, compiling prospective buyers lists, and creating normalized EBITDA tables to facilitate M&A transactions for companies ranging from \$5mm to \$500mm in EV
- Conduct comparable companies analyses and precedent transactions analyses to derive expected purchase price ranges through relative valuation and provide historical M&A market insights to clients in sell-side mandates
- Perform in-depth industry research for a diverse range of sectors (consumers, industrials, utilities, education, etc.) to provide clients with insights relating to competitor positioning, macroeconomic conditions, and demand appetite

Beedie Endowment Asset Management (BEAM) Fund

Vancouver, BC

Equity Analyst, Power & Utilities

Jan 2020 – Present

- Selected to actively manage one of Canada's largest student-run investment funds, overseeing \$7.2 million in Canadian equities and fixed income as of December 31, 2019
- Monitor and analyze a coverage list of 16 companies in the Power & Utilities sector by reporting weekly updates on company performance, writing quarterly earnings reports, and providing key industry trends
- Present value-driven investment recommendations to the fund by creating valuation models and conducting in-depth analysis of the business and the industry, by leveraging Bloomberg, CapIQ, and EIKON

Royal Bank of Canada

Toronto, ON

Financial Analyst, Corporate Treasury

Sep 2019 – Dec 2019

- Developed financial models to measure RBC's global operational risk exposures and the regulatory capital required for risk mitigation by leveraging Microsoft Excel and IBM database platforms
- Created PowerPoint slide decks to illustrate the regulatory capital changes in Basel 3 Reforms and the total impact on the operational capacities of RBC's business segments
- Analyzed discrepancies between Canadian banks' Pillar 3 reports to support senior management in negotiations with the Office of the Superintendent of Financial Institutions (OSFI)

TD Canada Trust & TD Investment Services

Coquitlam, BC

Financial Services Representative

Feb 2018 – Jan 2019

- Advised clients on a wide array of financial needs, including allocation of invested assets, debt restructuring, retirement planning, and child education planning
- Managed multiple financial application deadlines in collaborative team settings which strengthened organizational and communication abilities in fast-paced environments
- Achieved the highest mutual funds sales (\$640k+) and units per day (6.65) amongst same-level colleagues in the Como Lake location, and received the highest customer service rating (84.67%) in the entire branch

LEADERSHIP EXPERIENCE

Panelist, **Navigate: From Students to Students**

July 2020

Mentor, **SFU Thrive Mentorship**

May 2019 – Present

Director of Finance, **Ascend Leadership SFU**

Sep 2017 – Sep 2018

Assistant Coach, **Heritage Woods Junior Boys Basketball Team**

May 2016 – Aug 2017

ADDITIONAL INFORMATION

Computer: Bloomberg, S&P Capital IQ, Thomson Reuters EIKON, Microsoft Office Suite

Certifications: Investment Funds in Canada, LSG Investment Banking Prep Program, Bloomberg Markets Concept

Achievements: Dean's List (Fall 2018, Spring 2019, Spring 2020), President's List (Spring 2019, Spring 2020)

Interests: Basketball, Music, Travelling, Renewable Energy

Horace Cope

21 Jump Street, Burnaby, BC
604-123-4567

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horacecope@sfu.ca

Qualifications

- 7-months Accounting Co-op experience at Strategex Group CPA and Canada Revenue Agency (CRA)
- 4th-year business student in SFU Beedie School of Business concentrating in Accounting and Finance
- CFA Level I - Passed
- A reliable team player with attention to details, effective communication skill, and strong learning ability
- Technically proficient with: Profile, CaseWare, Python, Microsoft Office (Word, Excel, PowerPoint, Access)

Education

2017-09 – present **Bachelor of Business Administration Student**

Beedie School of Business

- Concentrating in Accounting and Finance
- Member of Case Competition Training Program and SFU Red Cross Club

Work Experience

2020-01 – 2020-03 **Staff Accountant (Co-op)**

Strategex Group CPA

- Prepared personal tax returns and tax slips for individual and corporate
- Created financial statements including note disclosure
- Utilized accounting software including CaseWare and Profile

2019-01 – 2019-04 **Taxpayer Relief Officer (Co-op)**

Canada Revenue Agency (CRA)

- Processed transactions and conducted review related to taxpayer relief
- Examined in public information sessions
- Provided project support

2018-09 – 2018-12 **Sales Associate**

7-Eleven

- Utilized my interpersonal skills to greet customers and improve shopping experience
- Operated cash registers and managed financial transactions
- Complied with inventory control procedures through data entries

Extracurricular Experience

2018-02 – 2018-04 **Community Volunteer for Income Tax Program (CVITP)**

S.U.C.C.E.S.S

- Trained to use UFile tax software for personal income tax
- Helped to prepare and file tax for low-income families

2017-05 – 2017-12 **Mentor & Peer Educator**

Fraser International College

- Offered academic assistance with communication and writing skills to students
- Engaged students to get involved in new community and groups

2017-09 – 2018-12 **Event Assistant**

SFU Red Cross Club

- Participated in planning and organizing events and meetings
- Managed fund-raising for Refugee Claims and Vancouver Native Health Society

SAMPLE ACCOUNTING RESUME

John Cena

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<https://www.linkedin.com/in/johncena/>

PROFILE

Fourth year SFU business student with a passion for tax and accounting. Interested in tax planning for individuals and corporations. Proven leadership and communication skills from military service and client interactions.

EDUCATION

- Bachelor of Business Administration** **Burnaby, BC**
Simon Fraser University – Beedie School of Business *Completion: 2021*
- Cumulative GPA: 3.90/4.33
 - Awards: President's Honour Roll, Dean's Honour Roll, SFU Open Scholarship
 - Coursework: Income Tax for Individuals (A+), Corporate Taxation (A+)

PROFESSIONAL EXPERIENCE

- Teaching Assistant / Marker** **Burnaby, BC**
Simon Fraser University – Beedie School of Business *Sep 2018 – Present*
- Facilitate up to four tutorial sections per semester, helping students to understand key accounting concepts
 - Develop students' overall problem-solving skills by encouraging in-class participation

- Tax Analyst Co-op** **Vancouver, BC**
Deloitte LLP *Jan 2020 – Aug 2020*
- Analyzed cost data to determine amounts eligible for Canadian SR&ED investment tax credits
 - Prepared working papers and documentation to support claim methodologies for potential audits

- Tax Analyst Co-op** **Vancouver, BC**
Grant Thornton LLP *Jan 2019 – Apr 2019*
- Prepared individual, corporate, trust, and partnership tax returns using CaseWare and TaxPrep
 - Performed current tax research and communicated with clients and CRA on various tax issues

- Infantry Battalion Quartermaster – 9th Battalion Singapore Infantry Regiment** **Maju Camp, Singapore**
Singapore Armed Forces – Army *Feb 2015 – Dec 2016*
- Selected for Officer Cadet School after graduating in top 10% of Basic Military Training cohort
 - Directed active battalion logistics by successfully planning and executing over 100 transactions
 - Presented monthly logistics reports to Commanding Officer to account for classified battalion assets

COMMUNITY INVOLVEMENT

- Community Volunteer Income Tax Preparer [Seasonal]** **Burnaby, BC**
Canada Revenue Agency – CVITP *Mar 2018 – Present*
- Prepare and file up to 150 personal tax returns annually for a wide range of individuals in the community

- BASS Mentorship Program – Director of Operations** **Burnaby, BC**
SFU Business Administration Student Society *May 2018 – Feb 2019*
- Collaborated with an organizing committee to plan a mentorship program for 150 mentors and mentees
 - Organized event logistics for four pillar events, each with an average of 125 attendees

ACTIVITIES & INTERESTS

- Activities: Avid distance runner (5 completed marathons) and Casual musician (RCM 8 piano certificate)
- Interests: Volunteering, backpacking, and online learning tutorials

Sue Donym

BBA Candidate

HIGHLIGHT AND QUALIFICATION

- Demonstrates communication and public speaking skills through university club experiences
- Efficient technical skills in Microsoft Office, Visio, CaseWare, QuickBooks, TaxCycle, Rise and Ceridian
- Developed teamwork and collaborative skills in case competitions

CLIENT EXPERIENCES

Accounting Student

Thomas Chimick Ltd.

May 2019 – June 2020

- Drafted Excel working paper to prepare over 100 personal T1 tax returns including T2125, T776 and T777 using TaxCycle
- Drafted over 35 corporate tax returns starting from bookkeeping duties using CaseWare, QuickBooks and Excel spreadsheets
- Prepare monthly payroll and bookkeeping duties for four optometric and five daycare clients following BC Labour law standards
- Demonstrated communication skills by professionally handling clients' calls and emails

External Relations Coordinator

Human Resources Student Association SFU

July -November 2018

- Cold contacted industry professionals via email and telephone and successfully secured attendances of 15 speakers
- Oversaw the four workshops and one pillar event by creating and following logistical plans to ensure smooth event flow
- Demonstrated communication and event planning skills

Tax Return Volunteer

Accounting Student Association SFU / Burnaby

April 2018

- Filed over 20 tax returns for 10 clients in a professional and timely manner within two months
- Received CRA training regarding the professional process of filing a tax return
- Exhibited clear attention to details in complying with CRA Regulations

PRESENTATIONS AND ANALYTIC EXPERIENCES

Case Competitor

Annual Peak Performance Case Competition SFU / Burnaby

July 2018

- Top three finalists of Beedie's internal annual case competition
- Designed and presented a business strategy to COO of TalentMarketplace, an online recruitment platform to potentially scale its marketplace to Toronto


Case Competitor

Smackdown Competition SMA SFU / Burnaby

March 2018

- Developed an in-store marketing advertisement strategy for PepsiCo in a team of three to meet sales objectives
- Learned new perspectives of marketing and demonstrated great critical thinking and researching skills

 suedonym@sfu.ca

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Burnaby BC, V1A 2B3

 [linkedin.com/in/suedonym](https://www.linkedin.com/in/suedonym)

EDUCATION

Simon Fraser University

Bachelor of Business Administration

- CGPA: 3.75/4.33

2017 – Present

Expected Graduation – Summer 2022

AWARDS

Undergraduate Open Scholarship

Simon Fraser University

2018, 2019, 2020

Dean's Honour Roll

Simon Fraser University

Spring, Summer 2019

Summer 2020

LANGUAGES

- English
- Mandarin

INTERESTS

Reading

- The Three-Body Problem

Sal Manella

604-123-4567 • sal@sfu.ca • linkedin.com/in/salmanella/

EDUCATION & ACHIEVEMENTS

Bachelor of Business Administration (Honours w/ Distinction) | Management Information Systems, Operations Management
Beedie School of Business, Simon Fraser University | Burnaby, BC Graduation: Fall 2020

- **UDGPA: 3.80, CGPA: 3.72** (90th percentile of students) – SFU Open Scholarship, President’s & Dean’s Honour Roll Recipient
- **Relevant Coursework:** Management Decision Making (A+), Project Management (A+), Data & Decisions II (A+), Strategy (A), International Supply Chain Management (95%), Process Management for Information Systems (91%), Corporate Finance (88%)
- **Programs:** Management Consulting Career Preparation Program, SFU Mentors in Business, International Exchange (Fall 2019)

Competitions:

- **Rank: 3rd** | Management Consulting Career Preparation Program (selected as 1 of 12 among 60+ applicants) Aug 2020
- **Coach** | SFU Peak Performance Case Competition | Burnaby, BC May 2020
- **1st Place** | JDC West International Business Competition | Burnaby, BC Jan 2019
- **National Finalist** | P&G CEO Challenge | Vancouver, BC Jan 2019
- **2nd Place** | SAP Hackathon | Vancouver, BC Dec 2018

PROFESSIONAL EXPERIENCE

Business Analyst, Strategic Partnerships Intern | *FISPAN | Vancouver, BC* Aug 2020 – Present

- Assisted in the development of a new payment functionality within Oracle NetSuite for FISPAN’s largest banking client, JP Morgan, moving the project from development into piloting within my first three weeks of employment
- Created customized product demonstrations through the configuration of various ERP systems and prepared sales proposal demonstrations alongside a JP Morgan Treasury Management Officer (TMO) for prospective clients to increase lead counts

Licensing Analyst & Project Coordinator, Global Licensing Intern | *SAP SE | Vancouver, BC* Sept 2018 – Apr 2019

- Decreased the total development time of SAP products and expedited the development of third-party web service integrations by as much as two weeks through comprehensive analysis of open source software (OSS) governance and compliance policies
- Supported 11 global SAP development teams through OSS legal compliance processes using Black Duck Code Center, JIRA, SAP’s Global Case Management System and GitHub, while driving weekly sprint reviews using aspects of the Scrum framework
- Founded SAP Vancouver’s first-ever Speaking Competition, with participation from 40+ employees, to improve confidence, communication and presentation abilities, leading to an invitation to join SAP Vancouver University Influencers as an SAP ambassador and representative at post-secondary institutions across British Columbia

Teaching Assistant | *Beedie School of Business, Simon Fraser University | Burnaby, BC* May 2018 – Present

- Collaborative Work Environments (BUS 202); Critical Thinking in Business (BUS 217W); Data and Decisions I (BUS 232)
- Mentored 80+ students in problem solving and critical thinking through business statistics and analysis of business problems, resulting in a Beedie statistic course record of a 93% class average
- Achieved a teaching evaluation rating of 100% regarding instructional ability, leadership, communication, preparation and meeting deadlines over three semesters

LEADERSHIP & EXTRACURRICULAR EXPERIENCE

Vice President, Academics | *Jeux du Commerce (JDC) West | Burnaby, BC* Mar 2020 – Present

- Accelerated competitor progress benchmarks by over one month by assisting in the organization and implementation of an intensive workshop curriculum led by industry professionals from Deloitte, McKinsey & Company, PwC, SAP, and TELUS
- Planned, organized and conducted three rounds of case and behavioural interviews for 90+ applicants, including comprehensive documentation and human resource management of both successful and unsuccessful candidates

Vice President, Events | *SFU Student Marketing Association (SMA) | Burnaby, BC* Apr 2018 – Apr 2019

- Organized and executed SFU’s largest marketing competition of over 150+ attendees and \$1000+ in sponsorships by leading a diverse team of 8 students through effective management of logistics, marketing, graphic design, and corporate partnerships
- Developed a comprehensive Agile schedule and effectively managed my organizing committee to successfully execute key events, contributing to the achievement of the Beedie Administration Student Society’s “Association of the Year” Award

International Business (IB) Case Competitor | *Jeux du Commerce (JDC) West | Burnaby, BC* July 2018 – Jan 2019

- Placed 1st overall in the International Business academic category among the top 12 business schools in Western Canada, contributing to SFU’s achievement of Academic School of the Year and Overall School of the Year in 2019

ADDITIONAL SKILLS & INTERESTS

- **Technical Skills:** Proficient in Microsoft Office & G Suite, data mining & analysis using RStudio, JIRA/Confluence, Oracle NetSuite, fundamental knowledge in HTML, JavaScript, CSS, Python, Salesforce
- **Hobbies:** Travelling (23 countries and counting), ice hockey, basketball, golf, fitness, hiking & bouldering, escape rooms

TAYLOR SWIFT

taylorswift@gmail.com | 604.123.4567 | linkedin.com/in/taylorswift

EDUCATION

Bachelor of Business Administration | Simon Fraser University (SFU) **Expected: June 2021**

- **Concentrations:** Management Information Systems and Operations Management
- **CGPA:** 3.80/4.33; **UDGPA:** 4.06/4.33; President's Honour Roll; \$35,000+ in merit-based scholarships

Programs

- Management Consulting Career Preparation (MCCP) | 1st ranked participant | SFU **Jun – Jul 2020**
- International exchange semester | University of Economics, Prague **Feb – Jun 2020**

Competitions

- **1st place** | JDC West – Business Strategy | Regina, Saskatchewan **Jan 2020**
- **1st place** | Elite Case Competition | Burnaby, BC **Jul 2019**
- **1st place** | JDC West – Debate | Burnaby, BC **Jan 2019**

WORK EXPERIENCE

Teaching Assistant and Marker | SFU **Sep 2018 – Present**

- Provide personalized 30-minute coaching sessions weekly to guide students in analyzing and solving real-world business cases
- Evaluate students' writing, critical thinking, and presenting abilities and provided tailored feedback, leading students from C- to A-level grades by the end of each semester
- Teach a wide breadth of courses including Business Technology Management and Business Communication

Business Analyst Co-op | TELUS Communications, Inc. **Apr 2019 – Jan 2020**

- Delegated urgent and highly sensitive customer escalations addressed to the CEO and/or the leadership team to case managers and managed communication between all stakeholders
- Composed weekly verbatim reports that the CEO distributed to 800 team members in leadership positions organization-wide; added a new story-telling element which increased readership from 10% to 30%
- Created monthly and quarterly dashboards analyzing escalation data and team performance using Salesforce, MS Excel, and MS PowerPoint
- Proposed and implemented changes to the organizational scorecard's KPI's to shift administrative metrics to performance metrics

Lead Server | White Spot Restaurants **Mar 2017 – Aug 2018**

- Provided exemplary service to ten tables at a time and consistently sold 120% of the target average guest check
- Promoted to team lead due to excellent work ethic; given additional responsibility to supervise front-of-house staff, delegate tasks to coworkers, and manage the length of servers' hours

LEADERSHIP EXPERIENCE

Co-Captain | SFU JDC West **Feb 2020 – Present**

- Recruit and lead an executive team and 38 competitors for Western Canada's largest business competition
- Introduce new marketing channels, recruitment processes, and an information session, resulting in a record number of academic applicants (33% increase from the prior year)
- Develop curriculum and infrastructure for first-ever online academic and debate team training

Director of Internal Strategy | CaseIT MIS Case Competition **Jun 2018 – Feb 2019**

- Co-ordinated a student-run international case competition in a 42-person organizing committee
- Managed all documentation and took the initiative to transition the organization to GSuite and Slack
- Documented key milestones, risks, and decisions, and consolidated them into monthly formal status updates for all CaseIT stakeholders

SKILLS & INTERESTS

- Bilingual in English and French – previous French immersion student who actively maintains fluency
- Competitive debater – ranked 11th in Canada (2016), competed internationally in Thailand, and coached students to podium finishes at BC Qualifiers and Nationals
- Board game enthusiast – passionate about strategy games including Settlers of Catan and Agricola

SAMPLE CONSULTING RESUME

TOM CRUISE

tomcruise@gmail.com | (604) 123-4567 | linkedin.com/in/tom-cruise/

EDUCATION

Bachelor's Degree | Communications Major | Business Minor **Expected Graduation: Dec 2020**
Simon Fraser University (SFU) | Burnaby, BC

- Upper Division GPA: 3.78/4.33, Presidents Honour Roll, Dean's Honour Roll
- Highlighted Classes:** Finance (A), Microeconomics (A+), International Business Strategy (A+), Marketing Fundamentals (A-)
- Additional Programs:** Management Consulting Career Preparation Program, Marketing Accelerator Program
- Scholarship and Awards:** Surrey Canadian Baseball Association Scholarship, Artona Award, Explore Bursary

Université de Montréal | Montreal, QC **Completed: Aug 2018**

- Explore Program French Immersion Bursary (\$2,800)

PROFESSIONAL EXPERIENCE

Marketing and Product Specialist, Intern | TELUS | Vancouver, BC **May 2020 - Aug 2020**

- Managed various product and packaging assets with the LivingWell Companion devices to enable the national launch
- Developed and presented market research and business cases to Director and Senior Management employees across TELUS
- Selected as 1 of 9 candidates from over 500 applicants for the 2020 Marketing Internship Program (MIP)

Marketing Coordinator and Project Manager (Co-op) | BlackBerry | Ottawa, ON **Sep 2019 - Dec 2019**

- Planned three global events, ranging from 200 to 600 guests through: agile project management methodologies, communication with vendors, sponsors and attendees, creation of marketing content, post-event collateral and analytics
- Exceeded the previous year's attendance by over 100% with more regular and targeted email campaigns through Pardot
- Managed design agencies to create digital collateral for global events and product marketing stakeholders, including curating BlackBerry apparel for our Developer Day event with over 450 attendees at the BlackBerry QNX Headquarters
- Led 38 interns among a 3-person executive team by planning 8 events and effectively meeting budget constraints

Marketing and Communications Coordinator, Intern | Genesis Robotics | Langley, BC **May 2019 - Aug 2019**

- Increased social media click-rate and impressions by 40% in 4 months by utilizing Hootsuite and targeted advertising
- Created a PR strategy and identified key industry publications with the Director of Marketing to generate over 60 earned media articles about Genesis Robotics technology and first joint development agreement in the company's history
- Developed digital marketing reports using Excel and Hootsuite and presented the analytics to the senior leadership team
- Saved 5 hours each week by implementing automated reporting features through Hootsuite and Mailchimp

Google Retail Sales Representative | Mosaic North America | Vancouver, BC **Oct 2018 - Aug 2019**

- Increased Google's previous annual sales by 102% for Best Buy locations in my assigned territory by proactively engaging with staff and customers through effective training sessions and product demonstrations
- Recorded insights and consumer feedback for Google to better position themselves within the retail hardware market

Business Development Representative (Co-op) | HeadCheck Health | Vancouver, BC **Sep 2017 - Dec 2017**

- Initiated the largest deal for the company at the time by securing multiple presentations with executives from the Canadian Junior Hockey League (CJHL). Resulted in all 132 teams across Canada using HeadCheck for the following season
- Increased penetration of HeadCheck's concussion software product through market research and data analysis
- Qualified over 1,500 leads by scheduling sales meetings and analyzing potential accounts through HubSpot CRM and Excel
- Successfully launched into a new market through segmentation and data analysis using HubSpot and Excel

LEADERSHIP & EXTRA-CURRICULAR

Participant | Management Consulting Career Perpetration Program (MCCP) | Burnaby, BC **May 2020 - Present**

- Selected from 90+ applicants to participate in the 9-week intensive program focused on developing necessary skills such as strategic analysis and communication to be successful in a management consulting role
- Completing over 30 management consulting cases, 4 mock interviews and 16+ workshops throughout the program

Participant | Marketing Accelerator Program (MAP) | Burnaby, BC **Jan 2020 - Apr 2020**

- Selected from 70+ applicants to participate in the 9-week intensive program focused on developing various marketing skills
- Presented a new market penetration strategy for Microsoft Teams to the Education Product Lead at Microsoft Canada
- Developed content, branding, social media, SEO and SEM marketing strategies for 7 companies

Corporate Relations Coordinator | SFU Student Marketing Association | Burnaby, BC **Sep 2018 - Apr 2019**

- Secured over \$1,100 in donations & sponsorships, along with guest speakers for a panel event and a case competition
- Cold called and built relationships with Electronic Arts, Canucks Sports and Entertainment and other local businesses

Umpire | BC Minor Baseball | British Columbia **Mar 2008 - Aug 2018**

- Selected for various AAA, AA and A Provincial Championships throughout my 10-year tenure as a baseball umpire

INTERESTS & SKILLS

- **Interests:** Previously played competitive ice hockey and baseball regularly travelling across Canada and the USA. Currently interested in ice hockey, skiing, hiking, travelling, reading, podcasts and a variety of other sports.
- **Technical Skills:** Microsoft Office Suite, G Suite, Salesforce, Pardot, HubSpot CRM, Google Data Studio, SEO, SEM