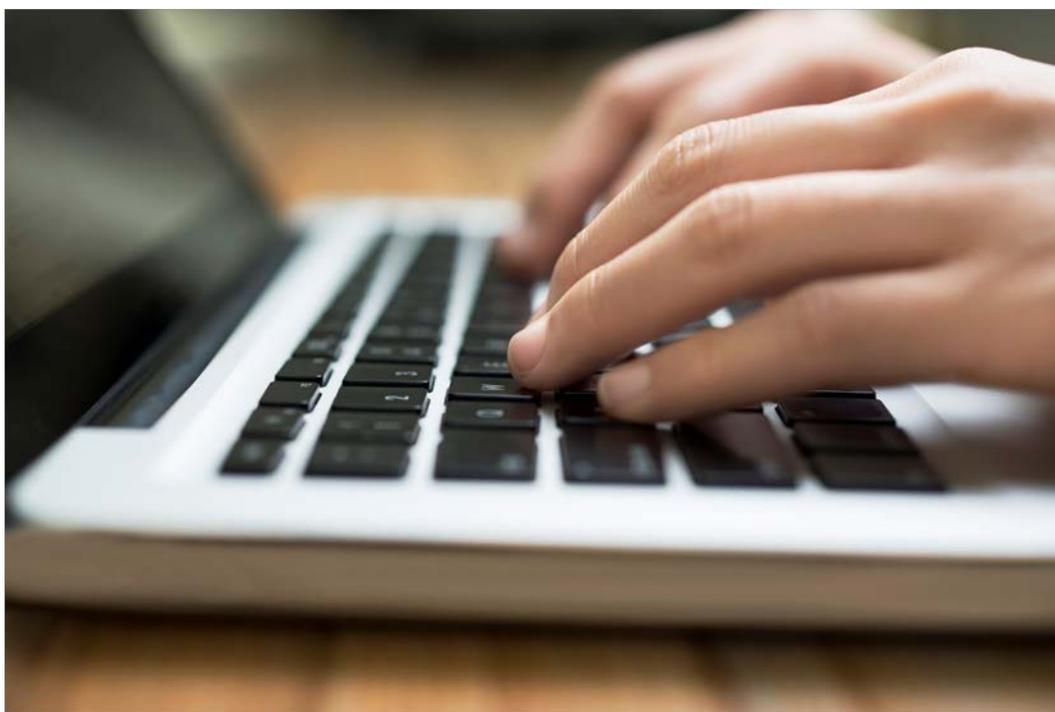




Writing Winning Resumes



Consistency in formatting and layout throughout document is critical, including spacing, font size and type, use of bold, italics, etc. Content should be clear, concise and easy to read quickly.

Include professional email and LinkedIn vanity URL in contact information.

Margins should be 1" on all sides. If more space needed, may adjust to 0.5" on top and bottom only.

123 Main Street
University of Massachusetts
Amherst, MA 01003

Maxfield Jones

mjones@umass.edu

(508)123-1234

[Linkedin.com/in/Maxfield-Jones1234](https://www.linkedin.com/in/Maxfield-Jones1234)

Woodburn, MA 01810

EDUCATION

University of Massachusetts Amherst Isenberg School of Management

Bachelor of Business Administration in Operations & Information Management

- Cumulative GPA: 3.73; Dean's List All Semesters
- Recipient of Isenberg School of Management Scholarship

Amherst, MA

Candidate, May 2018

Universidad of Innsbruck Study Abroad Program

Innsbruck, Austria
Spring 2016

Right-justify locations (city, state) and dates to right margin.

Write out full degree; include GPA if above 3.0; list any awards or scholarships. List prior degrees if applicable.

EXPERIENCE

Massachusetts Small Business Development Center (MSBDC)

Small Business Consultant Intern

Springfield, MA
2017 - Present

- Advise small furniture business owner on development of website that increased traffic by 27% in 2 months
- Lead two interns in orientation meetings with small business owners
- Increase participants' awareness of services by answering any questions, and highlighting services oriented to their concerns
- Collaborate with clients one-on-one to develop cash flow strategies and determine loan eligibility

Utilize action verbs to demonstrate your experience and skills. Quantify achievements wherever possible.

University of Massachusetts Amherst

Resident Assistant

Fall 20XX - Present

- Develop a safe community for residents; earned highest "five star" safety environment rating for the dorm
- Enhance residential community by coordinating at least ten social and educational events each semester
- Enforce code of student conduct and university policies consistently without bias
- Provide role-model ethical leadership for community members

LP Simmons Construction

Assistant Office Manager

Woburn, MA
Summer 20XX

- Supported Project Managers and Supervisors by facilitating project communication
- Prepared project specific documentation, including binders, monthly statement materials, and labor expenses

Citizens Bank

Document Handling Analyst

Marlboro, MA
Summer 20XX

- Sorted and checked outgoing mail with 99% accuracy rate
- Acquired correct customer information to process mail accurately

ACTIVITIES

UMass Chapter of the Association of Operations Management (APICS)

Fundraising Chair

Fall 20XX - Present

- Raised a total of \$3,700 through the planning and execution of three targeted, fall fundraising events
- Mentor and advise underclassmen on networking and interview skills

Institute for Operations Research and the Management Sciences (INFORMS)

Spring 20XX - Present

- Attend speaker series, field trips, and networking events to develop interest and knowledge in the field
- Presented about (insert topic) to a panel of peers and faculty on the (about your topic)

SKILLS

Computer: Microsoft Excel, Word, PowerPoint, Access; Minitab; HTML; CSS; Fluent in JavaScript; SAP

Language: Fluent in French

Get involved in clubs, competitions and organizations on campus to highlight leadership skills. This can include volunteer work.

Be sure to include any computer skills or software relevant to your field, and indicate proficiency as applicable (i.e. high proficiency in Excel).

Limit your resume to one page. Include only relevant information, and reflect the remainder of your experience within LinkedIn profile.

Your resume is your professional marketing tool that highlights what you offer a potential employer and shows why you are a strong fit for the position. In order to look for an internship or a post-graduate position, you must have a clear, concise resume that highlights your education, accomplishments, transferable skills, related projects, experience, skills, clubs, activities and work. Follow these easy guidelines below and the samples at the end of this Guide and you will avoid some common mistakes. You may also download Sample Resumes by Major templates from the For Students section of the Chase Career Center website. Remember, when writing your resume; always keep the *reader* in mind. Make it easy for a potential employer to find your skills, and see your relevant experience and accomplishments.

OVERALL PRESENTATION

- **Paper:** When presenting your resume in person or mailing hard copies, print your resume using a good printer and on high-quality paper. Look for specifically marked “resume paper” in neutral colors - white, ivory or eggshell. Pay attention to the watermark and print your resume in a consistent direction.
- **Online:** Always send your resume as a .pdf when possible, so your formatting does not change.
- **Proofread:** Make sure your resume is **error free, both in spelling and grammar**. Spell check will not catch everything, so re-read it yourself. Ask others to read it looking specifically for spelling and grammatical errors. One effective way to do this is to read the resume backwards, aloud, starting at the bottom of the page. Because you are focusing only on the words, you are more likely to catch the errors.
- **Clear and concise:** Always use the minimum number of words to convey your meaning. Eliminate unnecessary words such as “a”, “an”, and “the” from your bullets. Use short, concise bullets that begin with strong action verbs. Ensure consistency of tenses and that tenses correspond with time of experience. If the experience is in the past, use past tense verbs. For your reference, a list of action verbs is included at the end of this Guide.
- **Avoid acronyms and abbreviations:** Spell out names, especially those related to campus specific activities. In some cases, the use of an acronym to spell a professional organization is accepted, as it is an industry norm (ex: APICS is an industry recognized professional organization for operations management professionals).
- **Avoid personal pronouns:** Do not use “I”, “me”, “my”, or other personal pronouns. Write in third person.
- **Use keywords and industry jargon:** To ensure your resume is captured and selected when scanned electronically, be sure to include keywords from your desired job posting or industry. Industry jargon ensures you are aligning your skills with what the employer is seeking, and reflects your preparedness for your career.

FORMATTING BASICS

- **Create your resume with software that is universally compatible:** It is important you are comfortable with the software you choose, as you will frequently edit and update your resume. Be sure to select software that can be opened and accessed by the reader regardless of their system (Microsoft Word continues to be industry standard). Resume samples for each major are included at the end of this Guide, and provide a suggested format. We suggest you do not use a resume template which can limit what you can include and force you to use font sizes and styles. If you choose to create your resume with Google Docs or Pages (Mac), **be sure to download and save your file as a Word document or PDF to ensure the reader can open and view your document**. Microsoft Office 365 Education for Students is available at no cost to UMass students here: www.umass.edu/it/software/microsoft-office-365-education. It allows students to install Word, Excel, PowerPoint, Outlook, Publisher, Access and OneNote on up to five devices (Windows or Mac).
- **Use bullets instead of writing paragraphs:** When describing your jobs, internships, club activities, etc., use action verbs and bullet points to describe your experience. This directs the reader to key actions words and phrases, and your accomplishments. Bullets also make your content easier to read and understand at a quick glance.
- **Quantify:** Add numbers or percentages wherever you can to demonstrate value.
- **Limit to one page:** While this can pose a challenge for those with significant experience and requires careful editing, **a one-page resume is what employers expect from a current student or recent graduate**.
- **Leave some white space:** The standard margin is 1 inch. However, a smaller margin (no less than .5) can be used if white space is used effectively in other areas of the resume.
- **Be consistent with format:** Use the same consistent font style, sizes, placement of headers, use of **bold**, *italics*, underline and CAPITAL LETTERS throughout the document. Do not use too many of these elements. The simpler the better. Use an easy-to-read font style, such as Times New Roman, Calibri, Arial or Tahoma, and the size

should be between 10-12pt. If you choose to use larger font sizes on your headers, be certain to do so consistently. Also, be consistent in the *spacing* between bullets, jobs and experiences. Note: Sometimes it is tempting to cut and paste information from a previous document into a new resume. Be careful when doing this as you will transfer the old formatting, which may not be consistent with the new document.

RESUME SECTIONS

Resumes consist of the following sections:

- **Contact Information** (Name, address, phone number, email, LinkedIn URL)
- **Education** – include Study Abroad in this section
 - Honors and Awards
- **Experience**
- **Activities**
- **Skills**
- **Interests** (relevant to industry or career only – hobbies, personal interests, etc. should be excluded)

CONTACT INFORMATION

The top of your resume should include your full name, your home (permanent) and school address, one phone number and one email address. Including your home address can signal the location of the position you will be seeking. Some employers only hire “local” candidates. Make sure:

- Your name is one/two font sizes bigger and in bold than all other content
- Your email address is professional and current (AOL, Hotmail and Yahoo are considered outdated)
 - Example of a GOOD email: first.last@gmail.com or MJones@umass.edu
 - Example of a POOR email: partyanimal@hotmail.com
- You have a professional voice mail message (without distracting ring back tones)
- You update your LinkedIn profile and include your hyperlinked vanity URL for ease in recruiter accessibility

EDUCATION

Education should be presented in reverse chronological order and include:

Name of the College or University

We recommend the following format to emphasize the national reputations of BOTH the University and the Isenberg School of Management:

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management

Below are examples of different educational situations including: Commonwealth Honors College, Double Major, Dual Degree, Minors, Study Abroad and Transfer:

Commonwealth Honors College:

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Accounting Candidate, May 2020

- Cumulative GPA: 3.73; Dean's List All Semesters
- Commonwealth Honors College; Isenberg School of Management Scholarship

Double Major OUTSIDE of Isenberg:

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Accounting Candidate, May 2019

- Additional Major in *Psychology*
- Cumulative GPA: 3.8; Dean's List All Semesters, Golden Key International Honour Society

Anticipated 150 Hour Completion: Will complete 150 hours for CPA compliancy Month 2020

Dual Degree INSIDE Isenberg:

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Marketing Candidate, May 2018
Bachelor of Science in Hospitality Tourism Management
• Cumulative GPA: 3.73; Dean's List All Semesters; Isenberg School of Management Scholarship

Dual Degree OUTSIDE Isenberg:

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Finance Candidate, May 2019
College of Natural Sciences
Bachelor of Science in Mathematics Candidate, May 2019
• Cumulative GPA: 3.73; Dean's List

Example with an Academic Minor:

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Marketing Candidate, May 2018
Minor: *Psychology*
• Cumulative GPA: 3.73; Dean's List All Semesters; Recipient of John & Abigail Adams Scholarship
• Citizens First Program Candidate

Study Abroad:

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Operations & Information Management Candidate, May 2018
• Cumulative GPA: 3.73; Dean's List All Semesters

Universidad of Innsbruck Innsbruck, Austria
Study Abroad Program Spring 2016

Transfer Student:

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Accounting Candidate, May 2018
• GPA: N/A due to recent transfer (if have GPA, configure as normally seen)

Bunker Hill Community College Boston, MA
Associate of Science in Business Administration May 2016
• GPA: 3.75

GPA. The standard rule is that a GPA of 3.0 or above should be included. If your major-specific GPA is higher, you may want to use that one instead. You can include both if each are impressive. You may use two decimal points but do not round up. Ex: Cumulative GPA: 3.18, Major GPA: 3.63

EXPERIENCE

This section of your resume provides the best opportunity to market skills and attributes through strategic content organization and the use of concisely written, accomplishment-oriented bullets. Organizing your content by listing the MOST RELEVANT (to the job or industry) experience first highlights content readers are most interested in seeing.

Experience can include the following:

- Paid work experience – off-campus/summer jobs and on-campus jobs
- Unpaid experience – internships, volunteer work, club/organization-sponsored activities
- Leadership experience – especially if in an industry-related activity (ex: leadership in a student/campus organization directly related to an industry)

For many students, experience may not always be directly related to an industry and presents an opportunity to demonstrate *transferable skills*. These are skills used in a variety of experiences that can be applied to many different opportunities. A careful review of the job description will help you identify what those skills may be.

Helpful tips:

- **Use strong action verbs and active voice.** Avoid “responsible for” and “assisted with.” A list of *action verbs* is provided at the end of this Guide.
- **Indicate progressive increases in responsibility.** You can show increased responsibility over a one-time experience or multiple experiences with the same employer.

ACTIVITIES

This section encompasses any extracurricular activities outside of the classroom, including clubs, sports, volunteerism, community or civic engagement, etc. HOWEVER, if you already listed the organization/activity elsewhere, **do not repeat** information in this section. If you held a leadership position, be sure to indicate this. In some instances, an activity may be worthy of 1 – 2 bullets depending on the level of responsibility held and type of impact. If you have several activities (more than 4 or 5), you may want to avoid listing *all* of them. Recruiters want to see clubs/orgs because it shows contribution, time management, dedication to your major/industry of interest, and can offer an opportunity to utilize skills that you may not be illustrating elsewhere.

Some clubs are college chapters of nationally recognized organizations. Your affiliation with them is important to recruiters and demonstrates strong industry interest and likely involvement in conferences and other valuable activities. Leadership in these organizations is highly desirable.

SKILLS

This section is for computer (technical, software, programming, licenses, certifications, etc.) and language skills only. **You should never list things like “good communication skills” or “customer service” in this section.** Those are soft skills, and should be reflected in the achievement statements within your Experience section.

Computer Skills: College students typically have a good grasp of Microsoft Word, Excel, PowerPoint and to some degree, Access. If you are highly proficient in one type of software (especially if relevant to the position), be sure to indicate this (ex: Computer Skills: Microsoft Word, PowerPoint and Access. Highly proficient in Excel (pivot tables and v-lookups).

There may be additional software you are familiar with that you can include.

You DO NOT need to indicate “internet proficient”. Unless you utilize a very specific internet research or analytics tool, employers expect you can use the internet.

Language Skills: Being proficient or fluent in a second language is highly desirable. Make sure to indicate your level of proficiency. *Fluency in English is assumed and therefore unnecessary to include.*

Ex: Language Skills: Fluent in Spanish and Portuguese. Conversational in Mandarin.

INTERESTS

This section should only be included if interests listed are *relevant to career pursuits*. For example, the fact that you manage your own stock portfolio would be very interesting to some employers in the financial industry. If you do include this section, make sure it is compelling and related to your career - movies, reading, television shows, etc. *are not relevant* and should not be included.

BY MAJOR: CLUBS, CERTIFICATIONS AND SOFTWARE RELEVANT TO YOUR FIELD

Major	Club/Organization	Certifications/Licensure	Software
Accounting	<ul style="list-style-type: none"> Beta Alpha Psi Accounting Association National Association of Black Accountants (NABA) Association of Latino Professionals For America (ALPFA) 		<ul style="list-style-type: none"> Intuit Checkbook PeopleSoft ACCUCert Software
Finance	<ul style="list-style-type: none"> Finance Society Investment Club Minutemen Equity Fund Minutemen Fixed Income Fund Minutemen Alternative Investment Careers Program (ICP) 	<ul style="list-style-type: none"> Series 6/7 CFP/CFA (level 1) NASD Registration Trade Tools Financial Bloomberg Certified (if all 4 parts taken) 	<ul style="list-style-type: none"> Microsoft Excel ACTI Business Contact Manager (BCM) STATA
HTM	<ul style="list-style-type: none"> American Hotel and Lodging Association (AH&LA) Food and Beverage Management Association (FBMA) Meeting and Event Managers Association (MEMA) Club Management Association of America (CMAA) National Society of Minorities in Hospitality (NSMH) Eta Sigma Delta 	<ul style="list-style-type: none"> TIPPS Certified 	<ul style="list-style-type: none"> Agilysys RMS Hotel Hotelogix Frontdesk Anywhere Maestro PMS Jolt Simple Order
Management	<ul style="list-style-type: none"> Isenberg Management Association (IMA) Isenberg Business and Law UMass Entrepreneurs Club 	<ul style="list-style-type: none"> SHRM Certification Six Sigma (indicate color of belt, ex: Green Belt) PMP Certification (Project Management Professional) 	<ul style="list-style-type: none"> Sage ACTI Salesforce CRM
Marketing	<ul style="list-style-type: none"> UMass AdLab Isenberg Marketing Club 	<ul style="list-style-type: none"> Google Certification: AdWords Hubspot Inbound Certification 	<ul style="list-style-type: none"> Hootsuite Buffer MailChimp SalesForce Slideshare Adobe Photoshop and Illustrator Canva Piktochart HTML, CSS
OIM	<ul style="list-style-type: none"> Operations and Information Management Club Institute for Operations Research and the Management Sciences (INFORMS) Council of Supply Chain Management (CSCM) 	<ul style="list-style-type: none"> APICS S&OP Certification APICS RMC (Indicate which level, example: RMC1, RMC4, etc.) 	<ul style="list-style-type: none"> SAP, SAP ERP, SAP SCM Microsoft Access Microsoft Excel Tableau Minitab C++ Java SQL

Major	Club/Organization	Certifications/Licensure	Software
Sport Management	<ul style="list-style-type: none"> • Association of Diversity in Sport (ADS) • McCormack Student Leaders Club • UMass Sports Analytics Club • Women in Sport Management (WISM) 		<ul style="list-style-type: none"> • Nacsport • Performa Sports • Dartfish
All Majors	<ul style="list-style-type: none"> • Delta Sigma Pi • Eta Sigma Delta • Isenberg Business and Law • Isenberg Citizens First (ICF) • Isenberg Honors Council (IHC) • Isenberg Real Estate Association • Isenberg Undergraduate Consulting Group (IUCG) • Isenberg Women in Business (WIB) • Jewish Leaders in Business (JLB) • Net Impact • Protect Our Breasts • UMass Entrepreneurs Club 		<ul style="list-style-type: none"> • MS Office (Word, Excel, PowerPoint, Access) • Adobe Illustrator • PC/Mac proficient • Outlook

THE SMART METHOD FOR CREATING ACCOMPLISHMENT STATEMENTS (RESUME BULLETS)

The one thing that separates a so-so resume from a great one is the use of accomplishment statements. The accomplishment statement reveals what someone completed or achieved as opposed to simply what they were responsible for. Most resumes read like job descriptions using phrases beginning with “responsible for”, “experienced at” or “worked on”. That’s fine, but does not communicate how well the job was performed. Job title alone tells the resume reader what someone was responsible for in most cases. For instance, if the title were Customer Service Representative, it’s fairly obvious that someone was responsible for providing service to customers in whatever area the company does business in.

Specific: Specifics make a difference and help to differentiate. In as concise a manner as possible, list the things that you’ve done that made a difference - the things that were most helpful or most important that set you apart. This may include skills that were obtained or used, efforts that went above and beyond or tasks that were especially appreciated and were well received. What were your specific contributions?

Measurable: Numbers, percentages, dollars and symbols draw visual attention and help to focus the reader on the accomplishment being presented. Employers seek people who can provide measured, tangible, and verifiable results and even day-to-day tasks should be presented with some kind of measurement that adds credibility. What value did you add?

Achievements: If you are entry level, your achievements thus far may relate more to your training, education and skills. What actions have you taken to prepare yourself to be a productive employee? How will your training be of benefit to an employer? Things like working while going to school or volunteering for a worthy charity may be framed as achievements. Ask yourself questions like:

- Was I given any added responsibilities, assignments or special projects?
- In what way did I improve things? How did I grow?
- What was I most effective at? Did I exceed goals or expectations?
- Were there any especially challenging problems that I solved?
- Did I contribute to team activities? Was I a sole contributor who works independently?
- What were the challenges? What actions did I take? What result did I get?

Relevant: The hiring manager’s job is to match people with positions and it is often that special combination of activities, qualities or skills they’re looking for that makes the difference. Focusing accomplishment statements on the most relevant knowledge, skills, abilities and work activities of the position being sought can be researched via O*Net. Read through job ads and make an inventory of skills requested. Prioritize and highlight your most relevant accomplishments.

Timeframe: One of the most critical performance indicators is timeframe, and if your accomplishments are completed on or ahead of schedule, noting this on your resume will make a huge difference. Getting projects or tasks done on time is a highly prized quality and when you convey this, it will add a sense of energy and results-orientation.

Source: OptimalResume.com

Resume Action Verbs

Administrative	Studied	Promoted	Development	Assessed	Headed	Coded
Administered	Substantiated	Proposed	Analyzed	Audited	Hired	Collaborated
Arranged	Summarized	Publicized	Applied	Balanced	Hosted	Collected
Catalogued		Reconciled	Developed	Budgeted	Implemented	Communicated
Compiled	Communication	Recruited	Established	Calculated	Improved	Compiled
Coordinated	Addressed	Referred	Formulated	Computed	Incorporated	Consolidated
Designed	Advertised	Reinforced	Instituted	Conserved	Increased	Controlled
Dispatched	Arbitrated	Reported	Supported	Corrected	Initiated	Coordinated
Established	Arranged	Resolved	Surveyed	Determined	Inspected	Corrected
Evaluated	Articulated	Responded		Developed	Instituted	Corresponded
Interviewed	Authored	Solicited	Helping	Estimated	Led	Cultivated
Managed	Clarified	Specified	Adapted	Forecasted	Managed	Delegated
Monitored	Collaborated	Spoke	Advocated	Managed	Merged	Demonstrated
Operated	Communicated	Suggested	Answered	Marketed	Motivated	Dispatched
Organized	Composed	Summarized	Aided	Measured	Navigated	Distributed
Oversaw	Condensed	Synthesized	Arranged	Netted	Operated	Encouraged
Planned	Conferred	Translated	Assessed	Planned	Organized	Ensured
Prepared	Consulted	Wrote	Assisted	Prepared	Originated	Executed
Processed	Contacted		Clarified	Produced	Overhauled	Expanded
Recorded	Conveyed	Creative	Coached	Programmed	Oversaw	Facilitated
Screened	Convinced	Acted	Collaborated	Projected	Participated	Filed
	Corresponded	Adapted	Contributed	Qualified	Persuaded	Formalized
Analytical	Debated	Began	Cooperated	Reconciled	Planned	Generated
Analyzed	Defined	Combined	Counseled	Reduced	Presided	Guided
Answered	Developed	Composed	Demonstrated	Researched	Prioritized	Handled
Appraised	Directed	Conceptualized	Diagnosed	Retrieved	Promoted	Implemented
Assembled	Discussed	Condensed	Educated		Publicized	Incorporated
Assessed	Drafted	Created	Encouraged	Leadership	Recommended	Inspected
Balanced	Edited	Customized	Ensured	Administered	Recruited	Integrated
Budgeted	Elicited	Designed	Expedited	Assigned	Reorganized	Launched
Clarified	Enlisted	Developed	Facilitated	Analyzed	Replaced	Logged
Classified	Explained	Directed	Familiarized	Appointed	Restored	Maintained
Collected	Expressed	Displayed	Furthered	Approved	Reviewed	Monitored
Compiled	Formulated	Drew	Guided	Assigned	Scheduled	Obtained
Critiqued	Furnished	Entertained	Helped	Attained	Secured	Operated
Diagnosed	Incorporated	Established	Insured	Authorized	Selected	Orchestrated
Engineered	Influenced	Fashioned	Intervened	Chaired	Streamlined	Ordered
Estimated	Interacted	Formulated	Motivated	Considered	Strengthened	Organized
Evaluated	Interpreted	Founded	Prevented	Contracted	Supervised	Overhauled
Expedited	Interviewed	Illustrated	Provided	Consolidated	Terminated	Persuaded
Extrapolated	Involved	Initiated	Referred	Controlled		Planned
Forecasted	Joined	Instituted	Rehabilitated	Converted	Organizational	Prepared
Identified	Judged	Integrated	Represented	Coordinated	Accomplished	Prioritized
Improvised	Lectured	Introduced	Resolved	Decided	Achieved	Processed
Interpreted	Listened	Invented	Simplified	Delegated	Administered	Provided
Investigated	Marketed	Modeled	Supplied	Developed	Applied	Purchased
Processed	Mediated	Modified	Supported	Directed	Approved	Recorded
Recommended	Moderated	Originated	Volunteered	Eliminated	Arranged	Registered
Reconciled	Motivated	Performed		Emphasized	Arranged	Reserved
Recorded	Negotiated	Photographed	Financial	Enforced	Assigned	Reshaped
Researched	Observed	Planned	Adjusted	Enhanced	Attained	Responded
Resolved	Outlined	Revised	Administered	Established	Catalogued	Retrieved
Reviewed	Participated	Revitalized	Allocated	Executed	Categorized	Reviewed
Specified	Persuaded	Shaped	Analyzed	Generated	Chartered	Revitalized
Structured	Presented	Solved	Appraised	Handled	Classified	Routed

Resume Action Verbs

Scheduled	Researched	Tactical	Technical	Time Management
Screened	Reviewed	Accelerated	Applied	Administered
Secured	Searched	Advanced	Assembled	Developed
Specified	Solved	Advised	Built	Directed
Standardized	Studied	Amplified	Calculated	Generated
Streamlined	Summarized	Augmented	Computed	Improved
Submitted	Surveyed	Capitalized	Conserved	Increased
Supplied	Systematized	Charted	Constructed	Initiated
Surpassed	Tested	Conducted	Converted	Reduced
Synchronized		Constructed	Debugged	
Systematized	Strategic	Consulted	Designed	Training
Tabulated	Appointed	Demonstrated	Determined	Adapted
Targeted	Chaired	Earned	Devised	Advised
Transformed	Clarified	Enforced	Developed	Assisted
Updated	Coached	Enriched	Engineered	Communicated
Upgraded	Conceived	Exceeded	Fabricated	Explained
Validated	Conceptualized	Expedited	Fortified	Facilitated
Verified	Convinced	Fashioned	Installed	Informed
	Created	Fostered	Maintained	Instructed
Problem Solving	Delegated	Generated	Operated	
Clarified	Designed	Identified	Overhauled	Teaching Skills
Decided	Developed	Installed	Printed	Adapted
Evaluated	Directed	Interfaced	Programmed	Advised
Investigated	Empowered	Negotiated	Reconciled	Clarified
Recommended	Energized	Operated	Rectified	Coached
Resolved	Envisioned	Originated	Regulated	Communicated
Solved	Established	Performed	Remodeled	Conducted
Surveyed	Executed	Produced	Repaired	Coordinated
	Expanded	Promoted	Replaced	Critiqued
Research	Founded	Reinforced	Restored	Developed
Analyzed	Ignited	Rescued	Solved	Enabled
Clarified	Influenced	Revamped	Specialized	Encouraged
Collected	Initiated	Safeguarded	Standardized	Evaluated
Compared	Innovated	Supplemented	Trained	Explained
Conducted	Inspired	Synthesized	Translated	Facilitated
Critiqued	Introduced	Trained	Upgraded	Focused
Detected	Invented	Transformed	Utilized	Guided
Determined	Mentored	Translated		Individualized
Diagnosed	Modernized	Tutored		Informed
Evaluated	Motivated	Volunteered		Initiated
Examined	Optimized			Instilled
Experimented	Pioneered			Instructed
Explored	Planned			Motivated
Extracted	Revolutionized			Persuaded
Formulated	Spearheaded			Set goals
Gathered	Sponsored			Simulated
Identified	Stimulated			Stimulated
Inspected	Strengthened			Taught
Interpreted	Transformed			Tested
Interviewed				Trained
Invented				Transmitted
Investigated				Tutored
Located				
Measured				
Organized				

123 Main Street
University of Massachusetts
Amherst, MA 01003

Maxfield Jones
mjones@umass.edu
(508)123-1234
[Linkedin.com/in/Maxfield-Jones1234](https://www.linkedin.com/in/Maxfield-Jones1234)

15 Woodlawn Street
Woodburn, MA 01810

EDUCATION

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Accounting Candidate, May 2018

- GPA: N/A due to recent transfer

Anticipated 150 Hour Completion: Will complete 150 hours for CPA compliancy December 2019

Bunker Hill Community College Boston, MA
Associate of Science in Business Administration May 2016

- GPA: 3.75

EXPERIENCE

LEGO Group Enfield, CT
Market Research Intern Summer 2017

- Produced 140-page research report recommending social media strategies within a team of three
- Collaborated with team for brand strategy assignments, competitive analysis, and prospective client identification
- Conducted research to aid in brand narrative development and market penetration for new product line

Arthur J. Gallagher & Co. Boston, MA
Marketing Intern Summer 20XX

- Developed marketing campaigns, including brochures/handouts in WordPress and Publisher, and focused on new clients in the transportation industry
- Managed information for ten client accounts in Customer Relationship Management (CRM) database
- Researched 100 prospective clients and developed sales leads for department leaders

Target Hadley, MA
Logistics/Inventory Team Manager 20XX - Present

- Managed the stocking of shelves on the sales floor and in the back storage area
- Ensured correct number of items reflected in the stock inventory and alerted managers of items needing reorder
- Worked part time during academic periods and nights during the summer to contribute to educational costs

ACTIVITIES

UMass Marketing Club Spring 20XX
Social Media Committee Member

- Increased event attendance by 15% through new promotion campaigns focused on Facebook, Twitter, and Instagram

Isenberg ExCEL Case Competition March 20XX

- Achieved Finalist in school-wide case event focused specifically on first and second year students
- Developed, researched, and presented a small business proposal in a team of four to potential "investors"

Habitat for Humanity 20XX - 20XX

- Traveled to several locations and assisted with on-site house construction
- Organized school wide fundraiser that resulted in \$3,000 of funds for new home development

SKILLS

Computer: Microsoft Excel, Word, PowerPoint; Proficient in Access; HTML; WordPress; Publisher; Google Analytics
Language: Fluent in Spanish

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Maxfield Jones

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15 Woodlawn Street
Woodburn, MA 01810

EDUCATION

University of Massachusetts Amherst

Amherst, MA

Isenberg School of Management

Bachelor of Business Administration in Finance

Candidate, May 20XX

Track: *Corporate Finance*

- Cumulative GPA 3.73; Dean's List, Alpha Lambda Delta: First year honor society focused on community service
- Golden Key International Honour Society: Honor society focused on academic excellence and leadership
- Recipient of John and Abigail Adams Scholarship (full tuition scholarship)
- Isenberg Fellows Program: Selected for first year living/learning residential program

Relevant Coursework

Topics in Corporate Finance

Fall 20XX

- Devised financial statement models based on 10K research and analysis for Boston Beer Company to make projections for future growth
- Calculated mean return, standard deviation, and correlation coefficients for three stocks: Apple, Chevron, Microsoft
- Utilized advanced corporate finance cases to analyze capital structure of firms
- Calculated ways to add value by finding optimal debt and equity levels to provide firms the lowest cost of capital

EXPERIENCE

IBM

Somers, NY

Financial Analyst (6 Month Co-Op)

January 20XX - July 20XX

- Executed revenue audits, totaling \$398M for IBM's Smarter Planet initiative for first and second quarters of 20XX
- Constructed budgets, forecasts, revenue and expense assessments for software industry products
- Provided robust analysis, modeling and reporting to support executive-level decision making
- Reconciled discrepancies between ledger balances and sales wins during quarterly and monthly closing procedures

UMass Center for Student Run Business

Amherst, MA

Consultant, EarthFoods Café

20XX - 20XX

- Managed financials and educate 23 co-managers on accounting, marketing, financial analysis and operating systems
- Implemented new payroll analysis system that increased transparency and reduced payroll costs by 15%
- Delivered monthly presentations to 35 consultants, administrative coordinators and employees of business explaining current financials and future opportunities
- Devoted minimum of 20 hours weekly during academic periods

ACTIVITIES

UMass Finance Society

President

Fall 20XX - Present

- Lead weekly meetings on current events, financial concepts, career opportunities, and job hunt strategies
- Plan bi-annual networking trips to Boston and New York City, visiting prominent firms and top professionals
- Mentor and advise fellow members on networking and interview skills

American Cancer Society: Amherst Relay for Life

Team Captain

Spring 20XX

- Led team of 17 in raising over \$6,500 towards cancer research; participated in 24-hour relay event

SKILLS

Computer: Microsoft Word, PowerPoint, Access, high proficiency in Excel; QuickBooks

Languages: Fluent in Hebrew; Conversational Italian

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EDUCATION

University of Massachusetts Amherst

Amherst, MA

Isenberg School of Management

Bachelor of Business Administration in Finance

Candidate, May 20XX

Track: *Financial Analyst*

- Cumulative GPA 3.91; Dean's List
- Alpha Lambda Delta: First year honor society focused on community service
- Golden Key International Honour Society: Honor society focused on academic excellence and leadership
- Isenberg Fellows Program: Selected for first year living/learning residential program

EXPERIENCE

Bank of America Merrill Lynch

New York, NY

Investment Banking Summer Analyst

Summer 20XX

- Completed successful internship in Global Technology Group, resulting in extension of a full time offer
- Provided financial analysis, research and comparable company analysis for high-tech companies
- Prepared pitch-books and management presentations for debt issuances and buy-side acquisitions
- Assisted with data room and diligence for sell-side transaction

Knight Capital Americas

Jersey City, NJ

Sales & Trading Intern

Summer 20XX

- Extracted and organized client information from Options agreements to update and expand database
- Contacted current clients to request information regarding SEC Rule 15C3-5
- Collaborated in teams to present weekly market updates as well as sales pitches
- Assisted traders in developing trading strategies to be implemented for short term gains
- Gained exposure to compliance, evaluating clients following disciplinary actions from previous two years

Minutemen Equity Fund

Amherst, MA

Capital Goods Research Analyst

Fall 20XX - Present

- Member of student-managed fund with assets valued at \$140,000 and reliant on members to develop investment strategies
- Utilize complex Excel-based valuation and portfolio allocation to create multiples and discounted cash flow models
- Conveyed findings in weekly meetings and lead discussions based on selected equities identified as best choices for Long-Term (3-5 year fund) investment goals

ACTIVITIES

UMass Finance Society

President

Fall 20XX - Present

- Lead weekly meetings on current events, financial concepts, career opportunities, and job hunt strategies
- Plan bi-annual networking trips to Boston and New York City, visiting prominent firms and top professionals
- Mentor and advise fellow members on networking and interview skills

American Cancer Society: Amherst Relay for Life

Team Captain

Spring 20XX

- Led team of 17 in raising over \$6,500 towards cancer research; participated in 24-hour relay event

SKILLS

Technology: Bloomberg Certified; Capital IQ; Microsoft Word, PowerPoint, Access, high proficiency in Excel; Front Page

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EDUCATION

University of Massachusetts Amherst
Isenberg School of Management

Amherst, MA

Bachelor of Science in Hospitality and Tourism Management

Candidate, May 2018

- Cumulative GPA 3.8; Dean's List All Semesters
- Recipient of Starwood Hotels and Resorts Scholarship
- Golden Key International Honour Society

EXPERIENCE

Starwood Hotels and Resorts

Hilton Head, SC

Guest Service Intern

Summer 20XX

- Completed 10-week training program focused on Front Desk operations with exposure to other managerial areas
- Provided superior guest service while managing check in/out and resolving guest concerns
- Recognized by managers for professionalism when interacting with challenging guests and staff members
- Collaborated on project with interns to develop new social media ideas to increase web traffic and reservations

Fletchers Cafe

Amherst, MA

Co-Manager

20XX - Present

- Coordinate management on a team of three for a cafe; serving breakfast and lunch to up to 200 guests daily
- Lead hiring, training, and supervision of the part-time staff, arranging schedules and ensuring control of labor costs
- Implement new catering initiative bringing Fletcher's "Fresh and Fast" items to on-campus locations
- Collaborate with student clubs to develop logistics to introduce a bicycle delivery team

UMass Residence Life

Amherst, MA

Resident Assistant

Fall 20XX - Present

- Lead ten member Executive Council and manage the welfare of 50 residents in Honors Residential floor
- Develop building rules and administrative procedures based on housing objectives with a team of six managers
- Interviewed students and established the first Judicial Board and Student Government of new building complex

UMass Dining Services

Amherst, MA

Ambassador

Fall 20XX - Spring 20XX

- Developed and implemented weekly concept test surveys on variety and quality of food, resulting in menu expansion
- Managed event logistics for special events such as Guinness Book of World Records "Longest Sushi Roll" and Battle of the Chefs

ACTIVITIES

American Hotel & Lodging Association (AH&LA)

Spring 20XX - Present

- Gain insights into the hospitality industry by creating interactions with industry professionals and conducting site visits to resorts, hotels, and attending industry functions

Club Managers Association of America (CMAA)

Fall 20XX - Present

- Attend speaker events, field trips, Career Day, and New England Club Managers Association meetings

SKILLS

Computer: Microsoft Excel, Word, PowerPoint, and Access; HTML; Publisher; GuestClick; epos Business Solutions

Language: Fluent in Spanish

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EDUCATION

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Management Candidate, May 2018

- Cumulative GPA: 3.73; Dean's List All Semesters; Commonwealth Honors College
- Recipient of Isenberg School of Management Scholarship

EXPERIENCE

Massachusetts Small Business Development Center (MSBDC) Springfield, MA
Small Business Consultant Intern Fall 2017

- Led two interns in orientation meetings with small business owners
- Increased awareness of offerings by answering questions and highlighting offered services
- Collaborated with clients one-on-one to develop cash flow strategies and determine loan eligibility
- Advised small furniture business owner on development of website that increased traffic by 30%

Camp IdleNook Camden, ME
Head Counselor Summers 2015 - 2016

- Managed seven Counselors in Training (CIT), developing staff confidence through individualized training modules and team-building exercises
- Collaborated with management team to organize daily activities for 75 campers in four two-week sessions
- Ensured appropriate communication with parents and family members; responded professionally to safety/crisis situations

LP Simmons Construction Woburn, MA
Assistant Office Manager Summer 2014

- Supported Project Managers and Supervisors by facilitating project communication
- Prepared project specific documentation, including binders, monthly statement materials, and labor expenses
- Processed vendor payments and helped Financial Manager with filing payables and receivables

ACTIVITIES

Isenberg Management Association (IMA)
President Spring 2017 - Present

- Develop and execute club approved marketing campaigns that increased event attendance by 35% in three months
- Strategize yearly agenda and collaborate with leadership board and alumni about networking events

Society for Human Resource Management (SHRM) Fall 2016 - Present

- Attended annual SHRM conference as a Volunteer in Washington, D.C.
- Participate in multiple networking events and meetings to discuss industry trends, issues, and current events

Enlace de Familia
Team Leader Fall 2015

- Led a small team on a project aimed at gathering useful information for region's neediest families

SKILLS

Computer: Microsoft Excel, Word, PowerPoint; Salesforce CRM; Sage ACT!
Language: Fluent in Spanish

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EDUCATION

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Marketing Candidate, May 2019
Minor: *Psychology*

- Cumulative GPA 3.73; Dean's List All Semesters; Recipient of John & Abigail Adams Scholarship (full tuition)
- Citizens First Program Candidate

EXPERIENCE

LEGO Group Enfield, CT
Market Research Intern Summer 2017

- Produced 140-page research report recommending social media strategies within a team of three
- Collaborated with team for brand strategy assignments, competitive analysis, and prospective client identification
- Conducted research to aid in brand narrative development and market penetration for new product line

Arthur J. Gallagher & Co. Boston, MA
Marketing Intern Summer 20XX

- Developed marketing campaigns, including brochures/handouts in WordPress and Publisher, and focused on new clients in the transportation industry
- Managed information for ten client accounts in Customer Relationship Management (CRM) database
- Researched 100 prospective clients and developed sales leads for department leaders

Target Hadley, MA
Logistics/Inventory Team Manager 20XX - Present

- Manage the stocking of shelves on the sales floor and in the back storage area
- Ensure correct number of items reflected in the stock inventory and alert managers of items needing reorder
- Work part-time during academic periods and nights during the summer to contribute to educational costs

ACTIVITIES

UMass Marketing Club Spring 20XX
Social Media Committee Member

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Isenberg ExCEL Case Competition March 20XX

- Achieved Finalist in school-wide case event focused specifically on first and second year students
- Developed, researched, and presented a small business proposal in a team of four to potential "investors"

Habitat for Humanity 20XX - 20XX

- Traveled to several locations and assisted with on-site house construction
- Organized school-wide fundraiser that resulted in \$3,000 of funds to put towards home development

SKILLS

Computer: Microsoft Excel, Word, PowerPoint, Access; HTML; WordPress; Publisher
Analytics: Google; HubSpot
Language: Fluent in Spanish

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EDUCATION

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Bachelor of Business Administration in Operations & Information Management Candidate, May 2018

- Cumulative GPA: 3.73; Dean's List All Semesters; Recipient of Isenberg School of Management Scholarship

Universidad of Innsbruck Innsbruck, Austria
Study Abroad Program Spring 2016

EXPERIENCE

Massachusetts Small Business Development Center (MSBDC) Springfield, MA
Small Business Consultant Intern 2017 - Present

- Advise small furniture business owner on development of website that increased traffic by 27% in 2 months
- Lead two interns in orientation meetings with small business owners
- Increase participants' awareness of services by answering any questions, and highlighting services oriented to their concerns
- Collaborate with clients one-on-one to develop cash flow strategies and determine loan eligibility

University of Massachusetts Amherst Amherst, MA
Resident Assistant Fall 20XX - Present

- Develop a safe community for residents; earned highest "five star" safety environment rating for the dorm
- Enhance residential community by coordinating at least ten social and educational events each semester
- Enforce code of student conduct and university policies consistently without bias
- Provide role-model ethical leadership for community members

LP Simmons Construction Woburn, MA
Assistant Office Manager Summer 20XX

- Supported Project Managers and Supervisors by facilitating project communication
- Prepared project specific documentation, including binders, monthly statement materials, and labor expenses

Citizens Bank Marlboro, MA
Document Handling Analyst Summer 20XX

- Sorted and checked outgoing mail with 99% accuracy rate
- Acquired correct customer information to process mail accurately

ACTIVITIES

UMass Chapter of the Association of Operations Management (APICS) Fall 20XX - Present
Fundraising Chair

- Raised a total of \$3,700 through the planning and execution of three targeted, fall fundraising events
- Mentor and advise underclassmen on networking and interview skills

Institute for Operations Research and the Management Sciences (INFORMS) Spring 20XX - Present

- Attend speaker series, field trips, and networking events to develop interest and knowledge in the field
- Presented about (insert topic) to a panel of peers and faculty on the (about your topic)

SKILLS

Computer: Microsoft Excel, Word, PowerPoint, Access; Minitab; HTML; CSS; Fluent in JavaScript; SAP
Language: Fluent in French

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EDUCATION

University of Massachusetts Amherst Amherst, MA
Isenberg School of Management
Mark H. McCormack Department of Sport Management
Bachelor of Science in Sport Management Candidate, May 2019

- Cumulative GPA 3.6; Dean's List All Semesters; Golden Key International Honour Society

EXPERIENCE

Boston Bruins Boston, MA
Game Day Operations and Promotions Intern Fall/Winter 2016

- Delivered in-game sponsorship presentations with a variety of activities and promotions
- Increased fan satisfaction through close interaction in merchandise sales and fan/team events
- Collaborated with three interns to establish a new protocol for scheduling "fan-friendly" activities

Pioneer Valley Tip-Off Basketball Tournament Amherst, MA
Community Outreach Staff Fall/Winter 20XX

- Outreach to area high schools to register them for tournament
- Built relationships with participating coaches and communities
- Marketed the event through social media (Facebook, Instagram, Twitter), and sold tickets

North Shore Navigators Lynn, MA
Game Operations Intern Summer 20XX

- Created a new game day operations schedule in conjunction with four other interns
- Developed a concessions plan by working closely with the Concessions Manager and other staff
- Suggested new merchandise items to sell based on research of competitor team items and sale percentages
- Decreased wait for fans during pre-game activities through redirecting flow of events

Minutemen Madness Face-Off Tournament Amherst, MA
Founder and Operations Director Fall 20XX

- Created and implemented a new hockey tournament for 15 regional high school teams
- Designed tournament schedule and managed team of 12 to execute the event
- Raised over \$3,000 in sponsorship revenue through solicitation of local organizations

ACTIVITIES

University of Massachusetts Sport Management Association Spring 20XX - Present
Treasurer

- Manage all financial responsibilities, including an annual budget of \$4,500, check signing and reporting
- Collaborate with other executive board members to determine appropriate fund allocation each year

Association of Diversity in Sport (ADS) Fall 20XX - Present

- Assist with Sport Management Career Fair by organizing attendees and answering employer and student inquiries

Habitat for Humanity 20XX

- Assist in the construction of local homes and provide an average of 10 service hours per week

SKILLS

Computer: Microsoft Word (proficient), Excel (intermediate) & PowerPoint (advanced)