

Business Resume Tips

NAME (include common name or English name eg., Robert (Bob) Smith)

Ottawa, Ontario (no need for street address), cell phone, email

LinkedIn, other social media if applicable (website, link to blog)

PROFILE

- Tailor your profile to the position/company/industry for which you are applying, based upon research and job posting details
- Create 4-6 bullets which identify the relevant skills, knowledge and experience you possess that make you an ideal candidate
Common **'keywords'** include **communication, customer service, technical and analytical strengths, languages, creativity (esp in Marketing), time management, leadership, organization, teamwork, attention to detail.**
- When highlighting transferable skills, point to evidence that provides context and supports your claim: "Excellent communication skills demonstrated through tutoring roles and extensive public speaking opportunities"
- Reference academic, work, volunteer/extra-curricular experience that have prepared you for the work you will be doing
- Lead with the most significant items that most closely "fit" the target position

EDUCATION

Bachelor of Commerce/International Business, Honours; concentration xx, minor xx, co-op 20xx-Present

Sprott School of Business, Carleton University, Ottawa, Ontario (include Country if applying outside Canada)

- CGPA – academic standing x/12 (only list if 9 or higher)
- Awards/Scholarships; note renewable scholarships if applicable
- Exchange or BIB year abroad: "Studying intensive Spanish in preparation for mandatory third year abroad in Madrid."

WORK EXPERIENCE

Job Title, Company Name, Location Month/Year – Month/Year

- Provide concrete examples of projects/initiatives focusing on the contributions and positive impact you brought to the role; an employer wants to know what was your role and how well you did it
- Lead statements with action verbs and use keywords that describe the transferable skills and knowledge developed
- Validate your accomplishments using quantitative measures of performance whenever possible (#, \$, %)
- Include qualitative outcomes as well, including awards, recognition, promotions, special projects
- Entries should be in reverse chronological order – most recent going backwards.

(Please note: The number of bullets will depend on relevance to the job you're applying for; 1-2 bullets for less relevant jobs)

EXTRACURRICULAR AND VOLUNTEER EXPERIENCE

Job Title, Company Name, Location Month/Year – Month/Year

- Use the same format as "Work Experience" section

ADDITIONAL INTERESTS, ACTIVITIES, HOBBIES

Recreational Activities: Organized sports, music training, arts, volunteer programs (not listed elsewhere in resume)

General Interests: List specific hobbies that communicate your personality and interests (avoid political or religious affiliations unless relevant to the job or organization)

Writing and Formatting Guidelines

- **Reverse Chronological Order** – Education, Work Experience and Extracurricular/Volunteer Experience should be listed in reverse chronological order, meaning most recent or current activity going backwards.
- **Length:** One or two pages; relevant information should be captured on first page; avoid half or partial pages; preference is for a 1-page resume.
- **Page Margins:** Set minimum of 0.5 to 1-inch margins on all four sides. Provide ample white space to facilitate a one-minute scan. Cramming text on a page makes it difficult read.
- **Font Size:** Name 16-18 point; major titles 12-14; body text 10-12.
- **Font Style:** Select a clear, easy-to-read font such as Calibri, Arial, Verdana, Helvetica. Match your font style to your cover letter and use consistently throughout your resume.
- **Section Headings:** Use formatting selectively to create clear headings (choose one heading style: UPPER CASE, **bold**, underline).
- **Special Formatting:** Use “bullets” for key points; add line spaces between sections; use Tab Settings within sections to make sure everything lines up.
- **Widows/Orphans:** Avoid sentences that spill only one or two words onto the next line or the top of the next page. Either shorten the statement or use the space for more detail.
- **Grammar/Tone:** Write in first person, omitting personal pronouns (I, my, me, our.) Adjust verb tense for current and prior experience.
- **Proofread, Proofread, Proofread:** Spelling/grammar errors will land your resume in the “No” pile. Read it out loud and sound out words phonetically to help catch mistakes.
- **Action Verbs:** Begin statements with action words to describe skills and knowledge learned/applied, as well as accomplishments.
- **Jargon/Acronyms:** Explain skills and experience with universal terminology that a non-technical audience can understand.
- **References:** Do not list references on your resume. Create a separate document listing three (3) professional, academic and/or character references. Include your referees’ name, company, telephone and email, as well as their affiliation to you (i.e. Supervisor, Professor, Mentor, etc.). Be sure to request permission from your referee and advise them of your job search goals.

Creating Resume Accomplishment Statements

Have you....

- Led a work group, committee, or department? (Who? How many? Results?)
- Supervised, managed or trained staff/employees? (Who? How many? Outcome?)
- Co-ordinated special projects? (What? Skills developed? Results?)
- Identified and solved difficult problems? (What? Results?)

- Developed a new system or procedure? (What was it? What were the benefits?)
- Increased efficiency or productivity? (How? By how much?)
- Accomplished something for the first time? (What? Outcome?)

- Saved or made the company/organization money (How? How much?)
- Received awards, honours, special recognition, etc. (For what? Why?)
- Been promoted or upgraded? (When? Why is this important?)
- Authored original papers, reports, and articles? (What were they? Why are they important?)

Examples of Resume Accomplishment Statements

- Appointed by senior student executives to manage a club events committee of 5 students; spearheaded a new fundraiser with the Carleton Food Bank which raised \$750 in 2 months.
- Demonstrated excellent time management skills through working 15 hours/week part-time, maintaining a full academic course load and volunteering upwards of 7 hours per month as a Sprott Student Ambassador.
- Promoted from cashier to barista after 4 months; quickly memorized full menu of 50 items and provided friendly service to 300+ customers per shift resulting in several positive commendations from manager and customers.
- Initiated a targeted sales approach which resulted in consistently exceeding sales targets by 10% within first 6 months.
- Selected by management to provide customer service training to three newly hired associates, contributing to structured and consistent onboarding process.