

RESUME GUIDE

WHAT IS A RESUME?

A resume is a document that summarizes your education, relevant job experience, involvement and leadership, and skills for the *purpose of obtaining an interview* when seeking employment.

WHY SHOULD I WRITE A RESUME?

Contrary to popular belief, your resume **DOES NOT** get you the job. Your resume is the key tool to use in order to *get you the interview*. Keep in mind that this is your first chance to make a good impression- a strong resume takes you to the next step, so make sure it's the best it can be.

WHY SHOULD I FOLLOW THIS FORMAT?

These guides detail all aspects and qualities of a resume that employers find easy to read and relevant to their job search. Recruiters spend on average 10-15 seconds initially scanning a resume, so it is important to differentiate yourself through bullets and demonstration of skills with each experience.

HOW DO I START MY RESUME?

There are several options when starting to create your resume. You may utilize this guide and the examples within to create a document using either a Word doc or PDF. Once you have a basic resume on paper you can have it reviewed by personnel in the Career Development Office. You can also make an appointment with this same office if you would prefer to have their assistance from step one. Bring along an old version of a resume, and/or a list of educational and work experiences from the last few years.

WHEN WILL I NEED MY RESUME?

Whether you're applying for an internship, signing up for a networking event, looking for your first full-time position, or sending in an application to study abroad, chances are you are going to need a resume. As time consuming as it may be to put together your first resume, it's worth it! Once you get everything down on paper, updating is easy.

DEVELOPING YOUR BRAND

Creating a resume is your opportunity to highlight your experiences for employers. The variety of experiences you become involved with, including activities, volunteer, and work and professional experiences, will develop your brand and determine whether employers view you as a generic or luxury good.

FAQ's ABOUT YOUR RESUME

Key tips for resume formatting?

- Have your resume reviewed and critiqued by a Pitt Business Career Development Advisor
- Exactly one page
- DO NOT use a resume template
- Professional: there should be no borders, colors, or graphics
- Use font size 10 to 14, with the name being a bit bolder and larger
- Use non-decorative typefaces, using one typeface for the entire resume
- Margins can be 1"-.5" all the way around
- Bullets: add bullets to show the skills that you gained from a certain experience

***Discuss your Resume with a Pitt Business Career Development Advisor**

Schedule a Pitt Business Career Development Advising appointment by clicking "Career Development Advising – Pitt Business" or "Resume Review and Development – Pitt Business."

References on a resume

Employers assume that if they ask for references, the applicant will provide them

- Do not include the phrase “references available upon request”
- Do not include a page with references attached to your resume

GPA

- List only if you have a 3.0 or higher
- If omitted, be prepared with an explanation
- You may list your business or major GPA, especially if that GPA is higher than your cumulative (it is best to include both) However, if your cumulative GPA is below a 3.0, you can elide your cumulative GPA

Listing experiences on a resume

- Experiences should be listed in chronological order by start date
- If your most relevant positions do not land at the top of your section when listing by date, add a separate section called “Relevant Experience” to make it stand out

RESUME SECTIONS

Contact Information

Begin your resume with:

1. Your formal name, centered at the top of the page or at the far left/right margin. Your name should be in capital letters or bold type
2. Address (include your campus or home address)
3. Your personal telephone number
4. Email address (pitt.edu or personal)

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Education

Write your present or most recent educational experience first. Include the following:

1. Name and location (city and state) of the school
2. Degree expected to receive (no abbreviations)
3. Major(s), Minor(s), Certificate(s)
4. Date of expected graduation
5. GPA (3.0 and above)

*include Study Abroad experience, indicated name of school, country, dates, and study concentration if it is relevant.

Option 1:

University of Pittsburgh, College of Business Administration
Bachelor of Science in Business Administration
Majors: Finance and Marketing

Pittsburgh, PA
April 2020
GPA: 3.4

Option 2:

University of Pittsburgh

College of Business Administration, Bachelor of Science in Business Administration

Major: Marketing

Pittsburgh, PA

April 2020

GPA: 3.4

Dietrich School of Arts and Sciences, Bachelor of Science

Major: Psychology

Work/Relevant Experience

This can include, full-time, part-time, co-op, internship, summer, work-study, etc.) Chronologically list your experiences with your present or most recent experience including the following:

1. Name of employer
2. Title of your position
3. City and state where your job/experience was located
4. Beginning and end dates of employment (month & year only)
5. Using bullet points, describe what you do/did; do not just list your responsibilities – include accomplishments

Example:

Yelp, Inc.

NoWait Operations Intern

Pittsburgh, PA

May 2017 – August 2017

- Created the lead qualification procedure during the transition to Yelp’s current Salesforce database
- Qualified and dispersed inbound leads to the sales team via Salesforce
- Tracked the conversion rate of sales-qualified leads across seven marketing channels

Community and Campus Activity

Describe your participation in campus and community activities, highlighting leadership positions. Include the following:

1. Name of employer
2. Title of your position
3. Beginning and end dates of involvement (month & year only)
4. Using bullet points, describe what you do/did; do not just list your responsibilities – include accomplishments

Example:

Delta Sigma Pi, Vice President of Operations

April 2016 – Present

- Oversee our Chapter Management Program and evaluate progress on a weekly basis
- Report all chapter documentation and communication to the Delta Sigma Pi hub

Key Competencies and Skills

These may include foreign language ability, computer skills, certifications, etc.

Relevant Coursework

The courses listed in this section must support the position/industry you are applying for. Do not list a full semester course load

Academic Projects

If you have specific academic projects that qualify you for a position, include them in this second. Be sure to include:

1. Course name
2. University name
3. Project title
4. Semester of course
5. Using bullet points, describe what you do/did; do not just list your responsibilities – include accomplishment

Example:

Projects in Marketing

University of Pittsburgh

Marketing and Research Project (Pepsi)

Spring 2018

- Implemented and conducted focus group of 10 consumers to better understand customer perception of company marketing strategy
- Evaluated marketing metrics to identify effect of marketing activities on financial results
- Employed SWOT inquiry of major competitors to design competitive marketing strategy

International Experience

International Experience is a great way to differentiate yourself from other students. If listing International Experience on your resume remember:

1. It is most effective to put it directly under your education section at the top
2. If completed an internship while abroad, be sure to capture that experience in your bullets

Example:

Pitt Business Honors Program

Prague, CZ; Milan, IT; and Barcelona, ES

International Independent Study

May 2016

- Conducted field research on organizational and economic dynamics of marketplaces in three foreign countries
- Connected field study to academic research across various fields to provide insight on marketplace structure

DEVELOPING STRONG BULLET POINTS

Use Action Verbs

1. Bullet points should begin with a strong action verb
2. Vary your verbs throughout the resume (reference the action verb list in this packet)
3. Try to use a different action verb for each bullet point under a given experience

Quantify

1. Quantifying your bullets allows recruiters to determine the degree of the work you have accomplished

Example:

Trained 7 new employees on restaurant closing procedures

Stand Out

1. Bullets are much more effective when they are focused on any special projects or task that truly set the person apart from the other employees

Example:

“Promoted to lead trainer after training 6 new servers on the Point of Sale system and company customer service standards”

Customizing to the Job Description

Each resume you send out should be customized to the exact job. Although it is very convenient to make mass copies, to be more effective it should highlight what the employer is looking for. When tailoring your resume remember:

1. Use the language of the employer so when they see your resume, they can actually envision your working for their company
2. Tailor your experience and resume to the individual job, so if your past lifeguarding experience doesn't fit with the skills the position requires, leave it off and substitute with another, more relevant section

TRANSFERABLE SKILLS

Interpersonal Skills

Relating well with others	Assisting others
Responding to concerns	Resolving conflicts
Motivating people	Being a team player

Organization Skills

Follow-through	Multitasking
Setting and attaining goals	Meeting deadlines
Planning	Time management

Leadership Skills

Decision-making	Evaluating
Managing	Planning
Delegating	Initiating
Motivating others	Problem-solving
Team-building	

Communication

Advising	Explaining
Persuading or selling	Public speaking
Translating	Articulating
Instructing	Presenting
Training	Writing and editing

ATTRIBUTES EMPLOYERS SEEK ON A CANDIDATE'S RESUME

ATTRIBUTE	PERCENTAGE OF RESPONDENTS
Ability to work in a team	78.0%
Problem-solving skills	77.3%
Communication skills (written)	75.0%
Strong work ethic	72.0%
Communication skills (verbal)	70.5%

ATTRIBUTE	PERCENTAGE OF RESPONDENTS
Leadership	68.9%
Initiative	65.9%
Analytical/quantitative skills	64.4%
Flexibility/adaptability	63.6%
Detail-oriented	62.1%
Interpersonal skills (relates well to others)	58.3%
Technical skills	56.8%
Computer skills	49.2%
Organizational ability	47.7%
Strategic planning skills	37.9%
Friendly/outgoing personality	25.8%
Tactfulness	25.8%
Creativity	21.2%
Entrepreneurial skills/risk-taker	19.7%
Fluency in a foreign language	4.5%

<http://www.naceweb.org/talent-acquisition/candidate-selection/the-attributes-employers-look-for-on-a-candidates-resume/>

Action Verbs based on Common Business Job Types

Accounting	Administration	Analysis	Consulting
Record Assess Audit Prepare Maintain Forecast Calculate Estimate Figure Appraise Examine Measure Verify	Monitor Track Assess Coordinate Organize Requisition Access Receive Process Serve Furnish	Assess Observe Review Dissect Interpret Discern Conceptualize Discover Infer Illuminate Clarify Quantify Qualify Conclude	Troubleshoot Problem Solve Assess Assist Arrange Guide Counsel Survey Serve Contribute Initiate Investigate Advise
Design	Editing	Finance	Fundraising
Organize Explore Formulate Sketch Draw Layout Create Plan Style Pattern Build Display	Read Review Analyze Check Compare Comment Correct Rewrite Rework Amend Improve	Analyze Invest Budget Inventory Valuate Appraise Construct Develop Acquire Deploy Manage Project	Research Analyze Strategize Program Develop Contact Inquire Inform Motivate Direct Persuade Monitor Coordinate
Human Resources	Information	Innovating	Language
Assess Analyze Recruit Survey Screen Interview Select Train Mediate Appraise Coordinate Align	Appraise Analyze Inventory Structure Design Categorize Document Process Manage Program Link Coordinate Organize	Create Modify Change Upgrade Improve Design Activate Restructure Establish Stimulate Implement Transform	Translate Interpret Lecture Converse Negotiate Compare Understand Comprehend Proficiency Fluency Teach Tutor

Leadership	Management/Supervision	Marketing	Organizing/Logistics
Create Lead Encourage Manage Organize Compare Inspire Represent Govern Direct Advise	Coordinate Facilitate Plan Schedule Delegate Mediate Evaluate Strategize Develop Listen Consult Monitor	Review Assess Survey Analyze Quantify Identify Develop Announce Boost Improve	Classify Organize Assist Maintain Liaison Support Arrange Systematize Schedule Coordinate Streamline Simplify
Persuading	Program Development	Public Relations	Research & Development
Present Articulate Clarify Challenge Negotiate Inquire Reason Influence Convince Arbitrate Mediate Reconcile	Analyze design Construct Develop Prepare Strategize Coordinate Formulate Recommend Persuade Implement Monitor	Assess Prepare Coordinate Present Negotiate Publicize Strengthen Promote Handle Participate Facilitate Troubleshoot	Identify Evaluate Review Assess Compare Analyze Determine Critique Explain Prepare Recommend Conclude
Selling	Service/Hospitality	Writing	
Inform Educate Persuade Provide Assist Serve Trade Vend Handle Present Sell Convince	Serve Assist Troubleshoot Present Maintain Help Coordinate Prepare Create Welcome Enhance Anticipate	Conceive Construct Craft Integrate Interpret Capture Abstract Express Inform Summarize Conclude	