



MBA Resume Guide

Career and Professional Development
Summer 2019

An Introduction to Resumes

Resumes, alongside your cover letter, are key components of the job search process. Your resume is one of the first documents that an employer will see and is an extension of your personal brand. As such, you will want to make a strong first impression and showcase your experiences and relevant transferable skills.

Stand out as a candidate by sharing an easy-to-read, error-free, and well-designed resume.

The **goal of your resume** is to clearly present your skills and experiences and to align these with the employer's needs. An effective resume is developed with the job description in mind and demonstrates skills, experiences, and qualifications to be effective in the role for which you are applying.

Employers spend **6 seconds** or less to read a resume on first review. This guide will help you present and market your experiences and qualifications in a style and format that is well received by our employer partners.

Resume Formats

Resumes typically follow one of three formats: reverse chronological, functional, or a combination of both. As an MBA student, we recommend that you use the **reverse chronological resume format** as it is preferred format of recruiters and hiring managers.

Reverse chronological resumes present your experiences in an easy-to-follow manner. It lists your experiences in reverse order, starting with your most recent experiences and ending with your earlier work experiences. Most of our employer partners prefer this resume format as it provides a simple layout to easily review your education, work experience, and other skills. It is important to include all recent (within the past 5-6 years) and relevant experiences on your resume. Do not list any experiences from high school.

Resume Length

Resumes can be one or two-pages in length. As an incoming MBA student, you will start by developing a two-page resume which can be used across all industries. For students exploring capital markets and consulting, you will develop a one-page resume once your experiences and skills are aligned to those industries.

Note – when developing a two-page resume, your content should cover at least 50% of the second page. Include your name, email address, and Page 2 as the header on the second page of your resume

A one-page resume should include a minimum of five sections:

1. Contact Information
2. Education
3. Work Experience
4. Career Related Skills
5. Activities and Interests
(combination of extracurricular activities and interests)

A two-page resume should include a minimum of six sections:

1. Contact Information
2. Education
3. Work Experience
4. Career Related Skills
5. Volunteer and Community Activities
6. Interests

Resume Font

Use an easy to read, professional looking font. Sans Serif fonts are recommended for your resume as they are the easiest to read. Recommended fonts for your resume include Arial, Calibri, and Tahoma. Resume Section titles should be 1-2 points larger than the other text on your resume. The body text of your resume should be 10-point or 11-point with section names being 12-point or 13-point.

Recommended resume fonts:

- Arial
- Calibri
- Tahoma

Resume Text Formatting

Use consistent formatting throughout your resume. Use the same font for both your cover letter and your resume. Single space the text in each section of your resume. Margins on your resume should be no less than 0.5" and no greater than 1.0" – it is important to adequately use white space on your resume to make it an easy to read document. It is your responsibility to make your resume easy to read for the hiring manager. Consistently use small round bullets throughout your resume.

Other Formatting Tips

- Use the same contact information header on your resume and cover letter
- All dates must be right justified
- Do not use any pronouns (“I”, “Me”, “My”) on your resume
- Write out the full name of the month for all dates. For example, Jan – Oct 2019 should be January – October 2019 on your resume
- The year is only required in your date once if the dates are within the same calendar year. If your dates cross calendar years include both years. For example, January 2019 – October 2019 should be January – October 2019 on your resume while it is fine to have January 2018 – October 2019
- When writing the location of employment within Canada, list the city then the province abbreviation (ex: Hamilton, ON)
- When writing the location of employment outside of Canada, list the city then the country (ex: Mumbai, India)
- Do not split accomplishment statements for one role across two pages of your resume
- Numbers one to ten are written in full (one, two, three, and four...) and numbers greater than ten are written numerically (11, 12, 13, 14...)
- Job titles should be bolded, employer or organization and location should be italicized

Sections of the Resume:

Contact Information

Your resume should always begin with your contact information (name, mailing address, telephone number, and email address). It is important that this information is displayed clearly and is easily identifiable by employers.

- Contact information should be right-aligned
- Your name should be bolded and the font size should be slightly larger than other text (maximum: 16 point font)
- When applying for summer or co-op roles use your McMaster email address
- Do not include +1 or a country code in your phone number if applying to roles in North America
- Ensure you have a professional voicemail greeting for the phone number listed on your resume
- Include the web address to your LinkedIn profile (customize your LinkedIn profile URL to your name before listing on your resume)
- When you are participating in full-time recruitment (new grad or just-in-time roles) use your personal email address
- If your resume is two-pages, include your full name, email address, and Page 2 in the header of the second page

Contact Information Example:

Marauder McMaster
4350 South Service Road, Burlington, ON
905.333.4567 | m.mcmaster@mcmaster.ca
www.linkedin.com/in/M-McMaster

Education

Start this section with your most recent education, your MBA at the DeGroote School of Business. Include your degree, specialization (once declared), university attended and graduation or expected graduation dates. Begin with the name of your degree on the first line with completion date followed by the name of the school and location on the next line.

- While in-course, list expected completion dates of your MBA program (i.e. Expected Completion: April 2021 or Expected Completion: December 2021).
- MBA specializations can only be included on your resume once you have declared your specialization in your second year of the program.
- Include all completed degrees (undergrad or grad) and include the month of convocation (ex: June 2019).
- Include any completed or in progress designations (i.e. 2019 Level I Candidate in the CFA Program).
- Include any study abroad/exchange experiences.
- If relevant to the role, include coursework or special projects. Do not list courses unless they are specifically requested in the job description.
- Only include recognition awards (ex: Dean's Honour List) under each degree; do not include the monetary value of any awards or scholarships.
- Include your GPA if requested or if you feel confident that it strengthens your application.
- Include your GMAT score if it is 700 or greater and you feel it will strengthen your application.
- Do NOT include any high school education.
- Double check that DeGroote is spelled correctly – don't forget the capital "G"!

Work Experience

The Work Experience section of your resume will begin with your most recent work experience. All experiences included under this title should be paid work experience. If there are volunteer or unpaid experiences you would like to include in this section, rename this section Career-Related Experience. If you choose to use Career-Related Experience add an additional section called Other Work Experience. Other Work Experience includes roles not directly related to the role you are applying to.

- List experiences in reverse chronological order with dates right-aligned
- Include 3-5 accomplishment statements per work experience
- Focus on using a variety of action-verbs and avoid repeating words
- Only include work experiences from the past five years; do not include work experience from high school
- If you have held more than one role at an organization, list the organization first and then each role with the duration to the right and accomplishment statements below

Career Related Skills

Skills included in this section must be measurable. It is important to note your proficiency or knowledge level of each skill. Do not overstate your competency level as an employer may test this skill during an interview or while on the job. Examples of career related skills include languages (do not include English if you are applying to a role in an English speaking country), computer related skills (Microsoft Office, design software, coding languages, Tableau, Visio, Cognos TM1, PeopleSoft, Power BI, etc.), technical certifications (Google Certifications, SAP, etc.) and professional development courses (Marquee Group, Lynda.com, etc.).

- List achievements that directly enhance your personal brand if it relates to the role
- Do not simply list words or soft skills as these should be demonstrated and incorporated within the accomplishments in your work experience
- Include proficiency level with each skill. For example, you show beginner proficiency in Excel if you are able to use basic functions like SUM, you show intermediate proficiency if you have mastered basic functions and are comfortable using lookup functions, advanced filters, and pivot tables, and you show advanced proficiency if you are comfortable working with macros and VBA.

Volunteer and Community Activities

This section of your resume will present your volunteer experience in the community and on-campus and extracurricular activities. Treat activities in this section of your resume the same way as your work experience. Ensure that you are highlighting transferable skills and accomplishments.

- Reverse chronological order, including dates
- Include two to three accomplishment statements per activity
- Include leadership roles within clubs, organizations, committees, and sports teams
- Participation in Case Competitions can be included in this section (or alternatively within Activities & Interests section); include the result of the Case Competition.

Activities and Interests

The final section of your resume is intended to be an ice-breaker. It is your opportunity to showcase your personal interests and activities to build a connection with the person reading your resume. Employers want to know something that is interesting, fun, and unique about you that is outside of your work and school experiences. It is important to share interests that are appropriate to discuss in the work place. It is possible for a candidate to be selected for an interview based on a common interest with a hiring manager.

- Include a MAXIMUM of 3 bullet points
- Case Competitions can be included in this section
- Include specific details (What, When, Where, Why)

Crafting Accomplishment Statements for Your Resume using STAR

Each bullet you include under your Work Experience and Volunteer and Community Activities sections of your resume should be written as an accomplishment statement.

An accomplishment statement is used to communicate relevant transferable skills that you developed and demonstrated in past roles. It is helpful to use the STAR framework when writing your accomplishment statements. Each statement included on your resume as a bullet should be at maximum three lines of text. Most statements will be one to two lines of text. Maximize the use of each line and avoid having a hanging word trail onto an additional line of text.

S: Explain the **situation** of a task, deliverable, report, or project that you completed. Include the people involved and any deadlines.

T: Outline the specific **task** that you completed.

A: Clarify the **actions** taken to specifically manage the situation or task successfully.

R: Explain the **results** accomplished. Share the impact your action had on your team. Always include a measurable result, if possible. Examples of results could include a 10% reduction in time to run a report, automating a process saving the team 1 hour of daily work, completing 10 reviews of client files in a week, reducing an expense, or creating a training manual that is used to on-board the next new hire.

The STAR approach to accomplishment statements is an effective framework to clearly and effectively articulate the transferable skills you have developed in past roles. Your accomplishment statement should clearly articulate the action you took and the result you achieved. Refer to the Action Word Bank for examples of action words to include in your accomplishment statements. Each role on your resume must include 3-5 accomplishment statements.

An employer will list the skills and qualifications necessary for each role within the job description. Incorporate as many of these skills and qualifications in your resume to demonstrate that you have the skills necessary for success in the role. Ensure that your most related skills for each role are included in your first or second accomplishment statements.

Common Transferable Skills Include:		
Adaptability	Influencing or Persuading	Presenting
Communication	Initiative	Prioritizing
Conflict Management	Innovation	Problem Solving/Analytical Skills
Creativity	Integrity	Professional Judgement
Critical Thinking	Interpersonal Skills	Project Management
Customer Focus	Leadership	Teamwork/Collaboration
Decision Making	Managing Others	Technical & Professional Knowledge
Facilitating	Managing Relationships	Time Management
Flexibility	Planning and Organizing	Work Ethic

Additional examples of results:

- ...built relationships with internal and external stakeholders
- ...presented to senior leadership team
- ...improved process
- ...increased speed and service to clients
- ...ensured all customer questions were answered and problems resolved
- ...resulting in awareness of products and profitability for the store
- ...enhanced customer satisfaction and retention
- ...developed team cohesion and efficiency

Action Word Bank

Action words help convey how you have achieved results in your past roles. They capture the attention of the hiring manager when reviewing your resume. Use a variety of action words to begin your accomplishment statements. Additionally, by mimicking action words from the job description in your resume you clearly demonstrate the transferable skills you will bring to the new role and show how you will be successful in the role.

General Verbs and Descriptors		
Affected	Automated	Copied
Accelerated	Collected	Created
Accepted	Completed	Debated
Achieved	Composed	Delegated
Acted	Comprehend	Delivered
Adapted	Conceived	Demonstrated
Administered	Concentrated on	Designed
Approved	Conducted	Developed
Assisted	Conferred	Directed
Displayed	Mediated	Revamped
Distributed	Modified	Reviewed
Edited	Monitored	Revised
Effected	Motivated	Scheduled
Eliminated	Observed	Served
Encouraged	Obtained	Set priorities
Enjoyed	Organized	Set up
Established	Participated	Shaped
Evaluated	Performed	Significantly
Examined	Persuaded	Simplified
Excelled	Pinpointed	Solved
Expanded	Planned	Sparked
Facilitated	Practiced	Strategize
Followed through	Predicted	Streamlined
Found	Prepared	Strengthened
Generated	Presented	Structured
Guided	Prioritized	Studied
Handled	Produced	Successfully
Helped	Programmed	Supplied
Identified	Proposed	Synthesized
Improved	Provided	Taught
Increased	Purchased	Tended
Influenced	Recommended	Tested
Interpreted	Recorded	Translated
Investigated	Reduced	Trimmed
Involved	Reinforced	Tutored
Launched	Reorganized	Upgraded
Led	Reported	Utilized
Maintained	Represented	Wrote
Manipulated	Researched	

Accounting and Financial Skills			
Administered	Balanced	Developed	Programmed
Adjusted	Budgeted	Estimated	Prepared
Allocated	Calculated	Forecasted	Projected
Analyzed	Computed	Managed	Qualified
Appraised	Conserved	Measured	Reconciled
Assessed	Corrected	Netted	Researched
Audited	Determined	Planned	Retrieved

Analytical and Problem-Solving Skills			
Administered	Compared	Identified	Proposed
Adjusted	Computed	Interpreted	Recommended
Allocated	Detected	Investigated	Reorganized
Analyzed	Determined	Managed	Researched
Answered	Developed	Measured	Retrieved
Appraised	Diagnosed	Observed	Resolved
Assessed	Estimated	Organized	Simplified
Audited	Evaluated	Planned	Streamlined
Balanced	Examined	Predicted	Synthesized
Budgeted	Forecasted	Prepared	Trained
Calculated	Gathered	Prioritized	Translated

Communication, Customer Service, Marketing & People Skills			
Addressed	Condensed	Formulated	Observed
Advertised	Consulted	Incorporated	Participated
Arbitrated	Conveyed	Influenced	Recruited
Arranged	Corresponded	Interacted	Referred
Articulated	Debated	Interviewed	Reinforced
Authored	Developed	Involved	Reported
Clarified	Discussed	Joined	Responded
Collaborated	Edited	Marked	Specified
Communicated	Explained	Moderated	Suggested
Composed	Expressed	Negotiated	Wrote

Innovation Skills			
Acted	Designed	Initiated	Performed
Adapted	Developed	Instituted	Planned
Combined	Established	Integrated	Revised
Composed	Facilitated	Introduced	Revitalized
Conceptualized	Formulated	Modeled	Socialized
Created	Gathered	Modified	Shaped
Customized	Illustrated	Originated	Solved

Management and Leadership Skills			
Administered	Coached	Ensured	Incorporated
Advocated	Collaborated	Established	Increased
Aided	Consolidated	Evaluated	Initiated
Analyzed	Contracted	Expedited	Instituted
Answered	Contributed	Facilitated	Intervened
Appointed	Controlled	Familiarized	Led
Approved	Cooperated	Furthered	Managed
Arranged	Delegated	Generated	Merged
Assessed	Demonstrated	Guided	Motivated
Assigned	Diagnosed	Headed	Strategized

Organizational Skills			
Approved	Executed	Processed	Streamlined
Arranged	Generated	Provided	Structured
Categorized	Implemented	Recorded	Supplied
Classified	Incorporated	Registered	Systematized
Coded	Maintained	Responded	Trained
Collected	Monitored	Retrieved	Tabulated
Complied	Obtained	Reviewed	Updated
Corresponded	Operated	Scheduled	Validated
Distributed	Organized	Specified	Verified
Documented	Prepared	Standardized	

Project Management and Planning Skills			
Accelerated	Created	Handled	Matched
Administered	Cultivated	Illustrated	Originated
Allocated	Delegated	Imagined	Planned
Approved	Designed	Implemented	Prepared
Arranged	Developed	Initiated	Prioritized
Assembled	Devised	Innovated	Produced
Composed	Engineered	Instituted	Reported
Conceived	Established	Introduced	Reviewed
Conceptualized	Formed	Launched	Revitalized
Conducted	Generated	Located	Simplified

Teamwork and Collaboration Skills			
Advocated	Contracted	Evaluated	Led
Aided	Contributed	Expedited	Mediated
Arranged	Cooperated	Facilitated	Motivated
Assessed	Counseled	Familiarized	Negotiated
Assisted	Demonstrated	Guided	Participated
Clarified	Diagnosed	Helped	Persuaded
Coached	Educated	Influenced	Provided
Collaborated	Encouraged	Intervened	Reasoned
Consulted	Ensured	Interviewed	

Industry Specific Resume Guidelines

Healthcare

It is recommended to use a two-page resume when applying to healthcare roles. Roles in healthcare can include positions at hospitals, healthcare agencies, pharmaceutical companies, and medical device companies. Storytelling is very important for healthcare employers because they want to hear your story and how you fit within their organization. It is important to share your motivations for wanting to work within a healthcare setting.

Healthcare employers are looking for candidates with a well-rounded background. It is important to share a variety of experiences on your resume. Employers are not only looking at work experience but also any research work or volunteering and community activities that demonstrate your passion for healthcare and giving back to the community.

If you have published research relating to the life sciences or healthcare fields, you may want to include an additional section on your resume called Research and Publications. Conversely, a detailed list of your publications and research can be shared on your LinkedIn profile.

Keywords that resonate with healthcare recruiters can include:

- Clinical experience
- Competitive scan
- Compliance with regulations
- Cost of treatment
- Data analysis
- Project Management
- Quality Control
- Stakeholder communications

Healthcare trends

- Healthcare issues
- Patient care
- Process improvement
- Treatment plans
- Treatment services

Consulting

Roles in consulting generally prefer a one-page resume, if you have relevant experience. If you do not have relevant experience yet, keep a two-page resume. Securing a consulting role is a very competitive process as recruiters can see hundreds of applications. It is important to have a clear message and story that it is easy and interesting for the recruiters to read. Make sure to include any case competitions or consulting projects in which you have participated. Ensure that you include any technical training that you have completed such as the Marquee Group, any software, or visualization tools. However, soft skills are VERY important in consulting, so show your eagerness to learn, your proven ability to go above and beyond, and your personal impact and your client focus.

Keywords to consider using on your consulting resume include:

Innovation	Insights
Solutions	Client engagement
Strategic initiatives	Change management
Implementation	Research and analysis
Data analysis and modelling	Proposals and presentations
Advisory services	Professional services
Business outcomes	Problem solving
Roadmap	Project management
Stakeholder management	Requirements gathering
Process improvement	Organizational transformation
Technology deployment	Technology enablement
Business strategy	Program delivery
Organizational design	Workforce strategies
Organizational change	Operational efficiency
Risk management	Cost-improvement
Growth strategy	Operating models
High-impact solutions	

Finance – Capital Markets and Investment Banking

Roles in Capital Markets and Investment Banking require a one-page resume. Entering into these roles is very competitive and recruiters can see hundreds of applications. It is important to use a concise, one-page and easy to read resume to allow for easy review by the recruiter and to demonstrate that your communication style aligns with the nature of these roles.

When creating a one-page resume it is important to be critical of each detail you include. Space on your page is limited and you must include the accomplishments that most closely align with the skills required in the role. Ensure that you include any technical training that you have completed such as the Marquee Group training in Excel, model building, DCF, or merger modelling. It is also important to list any CFA exams that you have successfully completed or any CFA exams that you are registered to write.

Keywords to consider using:

Business valuations

Cash flow management

Financial modeling

Financial statement analysis

Financial projections

Forecasting

Operating and working capital

Mergers and acquisitions

Risk management

Credit review

Finance – Corporate Finance

Common roles in corporate finance include Financial Analyst and Business Analyst. These roles operate within the finance function of a bank or any other organization and can be found in departments such as Reporting, Risk, Tax, Audit, Compliance, Financial Planning and Analysis, Expense Management, Treasury, Projects, Board Reporting, Asset Management, Finance Strategy, or Investor Relations.

Use a two-page resume when applying to roles in finance as recruiters are interested in reviewing your transferable skills and assessing your extracurricular activities. It can be useful to tailor the extracurricular activities on your resume to experiences that demonstrate your interest in finance. It is also important to quantify your results when writing a finance resume. Also include any successfully completed CFA or CPA exams or any CFA or CPA exams that you are registered to write.

Finance recruiters scan through resumes looking for keywords such as:

Auditing and compliance	General ledger
Business process re-engineering	P&L analysis
Budget management	Process improvement
Expense analysis	Risk management
Variance analysis	Tax reporting
Financial statement analysis	Trial balance
Financial projections	Monthly or quarterly reporting
Fixed asset accounting	Requirement gathering
Forecasting	

Data Analysis and Data Science

Common data roles include Data Analyst, Data Specialist and Data Manager. These can be found in a variety of industries including banking, healthcare and consumer packaged goods. They can be located within the finance, operations, marketing, or information technology functions.

A two-page resume should be used for data roles. Include all relevant work experiences and emphasize the transferable skills that you will bring to the role. List any software programs that you have used or learned, including your proficiency level. This includes Excel and any statistics programs. In addition, highlight any technical, financial or number-oriented work from previous roles, extracurricular and volunteer work.

Recruiters for data roles look for key words such as:

Requirements gathering

Predictive modelling

Business intelligence

Deep analytics

Data warehouse

Data-driven decision-making

Data sources

Data management

Advanced analytics

Data visualization

Data mining

Data modelling

Validation

Reporting

Frameworks

Strategic decision making

Meaningful insights

Risk management

Data science

Business insights

Dashboards and scorecards

Marketing

A two-page resume should be used for marketing. Include all relevant work experiences to demonstrate the transferable skills that you will bring to the role – think of the 4 P's of Marketing (Product, Price, Place, and Promotion). List any technical training you have completed related to key competencies in marketing. Training may include Google Analytics and SEO or training on specific marketing software such as Nielsen, HubSpot, or Salesforce. It is also common to see marketing roles that require strong proficiency in Microsoft Office programs such as Power Point and Excel.

Key words to include in a marketing resume can include:

Consumer research

Marketing communications

Consumer behavior

Target marketing

Drive sales

Advertising

Campaign

Commercialization

Market trends

Social media

Product positioning

Market research

Consumer insights

Strategy development

Competitive intelligence

Brand strategy

Marketing programs

Product launch

Collateral

Digital Marketing

Marketing automation

Program metrics/analytics

Operations

A two-page resume is recommended for operations roles to highlight all transferable skills. It is good practice to share quantifiable results in your accomplishment statements for operations roles. A result could include things such as time-savings from a more efficient process, cost savings from a better use of inputs, effective gathering of requirements, improved customer satisfaction or NPV rating due to an improved customer experience. Focus on who your stakeholders are when discussing your experiences in operations. Common software in operations can include R, Python, SQL, Microsoft Access, Excel and PowerPoint. Experience with other databases can be an asset.

Key words for operation roles include:

Streamline processes	Process improvement
Efficiency	Forecasting
Workflow analysis	Compliance
Data analysis	Analytics and metrics
Key Performance Indicator (KPI)	Budget management
Productivity	Quality performance
Cost/Benefit analysis	Continuous improvement
Business intelligence	Commercial planning
Business case	Ad-hoc analysis
Continuous improvement initiatives	Process mapping
Process analysis	Data collection and analysis
Cost management	Regulatory compliance
Strategic recommendations	Commercial strategy
Modelling	Governance
Internal reporting	Strategic business decisions
Strategic analysis	Project management
Corporate intelligence	Trend analysis

Supply Chain

Use a two-page resume for roles in supply chain. Similar to operations, it is important to highlight all of your transferable skills from past employment, volunteer, and extracurricular activities. It is common to focus on quantifiable results when writing a resume for supply chain roles. The ability to work with, manage, and analyze large sets of data can be helpful in supply chain. It is important to highlight your ability to use a top-down and bottom-up approach when problem solving and creating solutions. Experience using databases software such as SQL and SAS or mainframe applications can be required in some supply chain roles.

Keys words on a supply chain resume include:

Demand forecasting

Transportation

Logistics

Supplier relationships

Sourcing initiatives

Vendor performance

Demand planning

Distribution

Supply partners

Inventory management

Supply chain metrics

Supply planning

Order management

Procurement

Supply market analysis

Vendor management

Supply planning

Purchasing

Warehousing

Supply continuity

Procurement technology

Healthcare Resume Example

Jane Nurse

2241 Hospital Way, Hamilton, ON
(289) 289-2892 | nursej@mcmaster.ca
www.linkedin.com/in/Jane-Nurse

EDUCATION

Master of Business Administration, Co-op

DeGroot School of Business, McMaster University, Burlington, ON

Expected Completion: December 2021

Bachelor of Science, Honours Life Sciences

Queen's University, Kingston, ON

June 2017

WORK EXPERIENCE

Research Coordinator

Cancer Care Ontario, Toronto, ON

May 2017 – August 2019

- Coordinated project control activities including documentation and deliverables tracking for clinical trial ensuring adherence to Health Canada requirements and guidelines
- Evaluated and analyzed clinical research data to ensure accuracy and consistency between source documents and met all required reporting timelines for critical study milestones and project gates
- Managed regulatory documents and clinical trials manuals; designed patient tracking charts using spreadsheets and formulated source documents and data collection charts
- Engaged with patients and recruited 6-8 patients for clinical trial, exceeding the enrollment goals by 10% in two weeks

Laboratory Assistant

Hamilton Health Sciences, Hamilton, ON

May – August 2016

- Prioritized a high volume of test requests in a timely fashion, with adherence to quality protocols
- Completed a project that significantly improved the tracking of media inventory, chemical inventory, and operations inventory
- Engaged with clients by telephone in answering any questions regarding lab testing and results
- Attended lab meetings to gain familiarity with research tools and strategies and to discuss current research

Sales Associate

American Eagle, Kingston, ON

May 2014 – April 2016

- Engaged with customers, consistently providing them exceptional customer service
- Acted as a resource for new associates by providing training and answering questions during onboarding; mentored new employees on the floor to help develop successful sales strategies
- Recommended improvements to in-store displays to best promote new items

CAREER RELATED SKILLS

- Advanced Proficiency in Microsoft Word and PowerPoint
- Intermediate Proficiency in Microsoft Project and Excel (Lookup Functions, Pivot Tables)
- Basic proficiency in SQL and SAS
- Fluent in French both oral and written communication

RESEARCH AND PUBLICATIONS

Author: Last Name, First Name. **Title of Paper.** *Name of Publication (for example, name of journal paper published in).* Year; Publication Volume: First Page # - Last Page #.

Presentation: **Name of presentation.** *Name of Conference.* Year; Location

VOLUNTEER AND COMMUNITY ACTIVITIES

Volunteer, *Canadian Blood Services, Hamilton, ON* July 2018 – Present

- Assist with check-in and donor support at donor center
- Participate in community events with a focus on recruiting new donors and promoting upcoming donation events

VP Marketing, *Queen's Students Association, Kingston, ON* September 2016 – May 2017

- Managed and delivered marketing and communications of all association events
- Worked with the rest of the executive team to support event planning and coordination

Writing Mentor, *Queen's University, Kingston, ON* January 2016 – April 2016

- Worked with undergraduate students to coach them on proper formatting and logic of scientific writing to help them improve their writing processes and output

INTERESTS

- Played soccer on various competitive and recreational teams for over 15 years; avid Toronto FC fan
- Active member of the Hamilton chapter of Toastmasters
- Enjoy cooking, video games and trivia

Corporate Finance Resume Example

Frankie Finance

2241 Spruce Avenue, Burlington, ON
(289) 289-2899 | ffinance@mcmaster.ca
www.linkedin.com/in/Frankie-Finance

EDUCATION

Master of Business Administration

DeGroot School of Business, McMaster University, Burlington, ON

Expected Completion: April 2021

Bachelor of Arts

University of Waterloo, Waterloo, ON

June 2019

WORK EXPERIENCE

Research Assistant

Dr. John Smith, Department of Economics, University of Waterloo, Waterloo, ON

September 2018 – May 2019

- Completed over 20 detailed literature searches using a variety of databases to source primary literature required for a paper on the stock performance of top Canadian financial services institutions following the Great Recession
- Collaborated with a team of three Research Assistants to compile and maintain a large database of stock prices from 2008 to 2015 and created a VBA macro to identify weekly variances of more than 5% per stock
- Presented biweekly progress reports to the research group to update on status of literature reviews and discussed top priorities to uphold project timelines
- Analyzed Canadian Census data using SAS and SPSS to identify correlations between family income and stock purchasing behaviour during the Great Recession

Finance Assistant

Zeton Inc., Burlington, ON

May – August 2018

- Managed the accounts payable and reimbursement process to vendors and employees and processed 50 accounts payable requests
- Created an Excel spreadsheet to capture vendor discounts and identified \$5K of savings by fulfilling payment at earlier dates within contractual terms
- Compiled invoices and payments from over 20 clients to accurately age receivables and identified \$200K in outstanding invoices requiring immediate payment
- Assembled documents required for audit engagement and frequently liaised with external audit team to ensure all documents received by audit deadlines

Teaching Assistant, Principles of Microeconomics

University of Waterloo, Waterloo, ON

September 2017 – May 2018

- Marked weekly assignments and quizzes for tutorial section of 25 students
- Prepared presentations and conducted weekly tutorials for students
- Communicated directly with students by responding to questions during office hours.

CAREER RELATED SKILLS

- Advanced proficiency in Microsoft Office Suite (Word, PowerPoint, Visio, SharePoint and Outlook)
- Intermediate proficiency in SAS and SPSS

VOLUNTEER AND COMMUNITY ACTIVITIES

Orientation Week Chairperson

January – September 2018

University of Waterloo

- Chaired Orientation Committee responsible for organizing orientation week programming by managing a team of eight executives and 80 student leaders
- Managed a budget of \$100K to provide 40 events over 4 days of programming for 800 incoming undergraduate students

Volunteer Tax Assistant

January - April 2018

University of Waterloo

- Assisted 60 undergraduate students and 20 community members prepare their 2017 tax returns and identify applicable tax credits

ACTIVITIES AND INTERESTS

- Martial arts enthusiast, black belt in karate
- Enjoy music; play piano and guitar
- Enjoy travelling – recent opportunities include Italy, France, Switzerland, Germany, Thailand and Vietnam

EDUCATION

Master of Business Administration, Co-op

DeGroot School of Business, McMaster University, Burlington, ON

Expected Completion: December 2021

Bachelor of Technology, Computer Science and Engineering

Indian Institute of Technology Bombay, Mumbai, India

May 2015

- GPA: 9.5/10

WORK EXPERIENCE

Sales Account Executive

POSist Technologies PVT Ltd, Mumbai, India

November 2018 – August 2019

- Executed strategy to retain business and prospect new accounts with success
- Deployed market research initiatives such as surveys, competitive analysis, and online research (blogging/social media/micro-blogging) to support product positioning with potential customers
- Researched, identified and solicited new business; acquiring 20 new accounts in 2019
- Designed, developed and prepared sales demos and presentations
- Developed pricing strategy for potential customers in conjunction with Marketing

Software Developer

Oracle, Mumbai, India

June 2015 – October 2017

- Collaborated on OBDX (Oracle Banking Digital Experience) – a Digital Channel product for banks
- Worked in an Agile Environment and attended daily Scrum meetings to communicate current project and address any problems we might be encountering.
- Created debugging plans and provided technical estimates for development efforts.
- Researched and resolved issues with the application

Marketing Intern

Compendia BioScience, Mumbai, India

January - May 2014

- Maintained social media presence on Facebook, Twitter, LinkedIn, and Website
- Created and maintained marketing reports detailing market insights
- Led a project to redesign marketing materials targeting existing and potential customers to drive further sales

CAREER RELATED SKILLS

- Advanced Proficiency in Microsoft Word and PowerPoint
- Intermediate Proficiency in Microsoft Excel and Project
- Advanced Proficiency in social media tools and channels (Twitter, Instagram and Facebook)
- Experience with CRM tools – Salesforce and Eloqua
- Fluent in Hindi, both written and verbal

VOLUNTEER AND COMMUNITY ACTIVITIES

Teacher, Akanksha Foundation, Mumbai, India

August 2013 - November 2017

- Educate children who have little or no access to primary education

President, IIT Bombay Mountaineering Club, Mumbai, India

September 2014 – May 2015

- Co-founded club for students with a shared interest in mountaineering
- Marketed the club on campus to promote membership

Volunteer Cricket Coach, Young Mumbai Cricket Club Academy, Mumbai, India January – December 2013

- Assisted with coaching children learning to play cricket, communicating the rules and giving advice to improve skills

INTERESTS

- Avid cricket player and fan
- Hiked across several mountains in the Himalayan, Sahyadri and Aravalli Range in India, Nepal and Bhutan
- Enjoy writing fictional short stories

Operations and Supply Chain Resume Example

Marauder McMaster

4350 South Service Road, Burlington, ON
905 333 4567 | mmcmaster@mcmaster.ca
www.linkedin.com/in/M-McMaster

EDUCATION

Master of Business Administration

Expected Completion: April 2021

DeGroot School of Business, McMaster University, Burlington, ON

- Entrance Scholarship, 2019

Bachelor of Engineering, Electrical Engineering

June 2018

University of Guelph, Guelph, ON

CAREER-RELATED EXPERIENCE

Supply Chain Analyst

July 2018 – September 2019

PepsiCo Canada, Mississauga, ON

- Planned and deployed trucks from two of the largest Pepsi distribution centers to supply and replenish all of Western Canada and reduced out of stocks while maintaining optimal warehouse inventory
- Developed automated Excel model that analyzed and processed daily inventory scorecard used by the supply planning team; increased daily efficiency of scorecard preparation by 20-30 minutes
- Created an automated Excel model to order select US Tropicana SKUs for distribution in Canada
- Planned supply, monitored and analyzed Canada wide aging risk and out of stock risk for Tropicana and Lipton Pure Leaf SKUs

OTHER EXPERIENCE

Engineer Intern

April – September 2017

ABC Limited, Guelph, ON

- Completed conduit wiring and grounding of all electrical equipment in a manufacturing setting to meet all local safety standards and building code
- Prepared feasibility reports and detailed project reports for electrical installations and reported budget and resource allocation requirements for project completion
- Engaged in energy audit and management of a variety of manufacturing units and conducted inspections and verifications of units to ensure cost and energy efficiency of the plant

Senior Academic Leader

September 2017 – April 2018

Student Housing Services, University of Guelph, Guelph, ON

- Led bi-monthly evaluation meetings with eight staff members and advised on program planning and community management strategies resulting in all team members meeting or exceeding community residents' academic programming expectations
- Liaised with other university departments to develop and facilitate training opportunities for Academic Leaders
- Coordinated multiple team social events during the school year to encourage team building and ensured all events aligned with student risk policies

Senior Academic Leader

September 2017 – April 2018

Student Housing Services, University of Guelph, Guelph, ON

- Completed bi-monthly evaluation meetings with eight staff members and advised on program planning and community management strategies resulting in all team members meeting or exceeding community residents' academic programming expectations
- Liaised with other university departments to develop and facilitate training opportunities for Academic Leaders
- Coordinated multiple team social events during the school year to encourage team building and ensured all events aligned with student risk policies

CAREER RELATED SKILLS

- Advanced proficiency in Microsoft Excel (VLookups, HLookups, Pivot Tables, VBA)
- Advanced proficiency in Microsoft Word, PowerPoint, and Access
- Beginner proficiency in MATLAB, C, C++, and SAP
- Fluent in Hindi and French

VOLUNTEER AND COMMUNITY ACTIVITIES

Senior Learning Peer, University of Guelph Peer Helper Program

January 2017 – April 2018

- Facilitated academic growth and development amongst undergraduate student by leading workshops on learning skills and strategies
- Conducted six weekly personal consultations with students to set academic goals and create an action plan for the academic year

Engineering Student Ambassador, University of Guelph

January 2015 – December 2017

- Promoted the University of Guelph by leading campus tours for groups of 20-30 prospective engineering students during Fall Preview Day, March Break, and Spring Open House

ACTIVITIES AND INTERESTS

- Co-founder of a start-up that created custom gaming desktops
- Thrill seeker – skydiving, zip-lining, white water rafting