



# Resume

# GUIDE



**EASTIN CENTER  
FOR CAREER READINESS**  
Spears School of Business

**Edited 2/27/2020**

This guide is targeted towards Spears Business undergraduate students at Oklahoma State University. The content was developed by the Eastin Center for Career Readiness based on feedback and guidance from corporate recruiters across industries.

## HEADINGS:

Headings are your first opportunity to introduce yourself and they set the tone for the rest of your document; it is important that your heading is cohesive, concise, and professional. In addition, you will use the same heading at the top of each document you submit such as on a resume, cover letter, reference sheet, etc.

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#### Possible Section Headings

Work Experience	Volunteer Experience	Business Experience	On-Campus Involvement
Professional Experience	Certifications	International Experience	Leadership Experience
Education	Technical Skills	Job Shadowing Experience	Language Proficiencies
Honors and Awards	Relevant Coursework	Academic Projects	Summary of Qualifications

## INCORPORATING COMPETENCIES INTO YOUR RESUME

**COMPETENCIES** (sometimes called soft skills) are **skills** and **behaviors** that are **observable**, **measurable**, and **contribute to personal development**.

As you develop your resume, it is important to think through your participation in jobs, organizations, and leadership roles and articulate the competencies that each experience allowed you to develop.

### EXAMPLES OF COMPETENCIES

<b>Being Resilient</b>	<b>Self-Development</b>	<b>Ensures Accountability</b>	<b>Situational Adaptability</b>
<b>Demonstrates Self-Awareness</b>	<b>Builds Networks</b>	<b>Communicates Effectively</b>	<b>Collaborates</b>
<b>Tech Savvy</b>	<b>Customer Focus</b>	<b>Business Insight</b>	<b>Values Differences</b>
<b>Instills Trust</b>	<b>Courage</b>	<b>Interpersonal Savvy</b>	<b>Persuades</b>
<b>Manages Complexity</b>	<b>Decision Quality</b>	<b>Financial Acumen</b>	<b>Global Perspective</b>

Recognizing the skills you have developed through experience is a component of **self-awareness** and will not only help you build a stronger resume, but will also be valuable as you interview.

The following questions will help you consider what you gained from each experience.

- **What did I learn from this experience? What impact did I make (currently or in the past) ?**
- **What will I be better able to do in the future because of this experience?**
- **What challenges did I face? What skills allowed me to overcome those challenges?**
- **What feedback did I receive from a supervisor or team member? How did I incorporate that feedback?**
- **How would co-workers, supervisors, or team members describe me?**
- **What abilities did I develop in this situation that will be valuable to me in my future career?**

**Compare bullet-to-bullet** the examples below which illustrate how valuable it is to incorporate competencies into your resume:

#### **Responsibility – based examples:**

##### **Marketing Intern**

*XYZ Corporation*

- Made PowerPoint presentation overviews for departments
- Called leads for area agents
- Attended seminars focusing on marketing functions and business operations
- Answered the phone

#### **Competency and Responsibility – based examples:**

##### **Marketing Intern**

*XYZ Corporation*

- Collaborated with ten departments to create comprehensive overview presentations on PowerPoint
- Cultivated approximately 180 leads per day by establishing rapport with potential clients through clear and thorough communication, professionalism, and excellent customer service
- Attended multiple professional seminars, networking with colleagues and experts while gaining knowledge of marketing strategy, consumer behavior, and brand marketing
- Interacted regularly with clients by phone to assess needs, resolve issues, and surpass expectations

# The Basic Resume

## Contact Information

Emphasize your name. It can be up to a 22-26 point font.

Contact information should be in 10-point font.

Avoid nicknames and inappropriate personal e-mail addresses.

Remove the hyperlink from your e-mail address.

List your city/state.

Insert a divider between the street address and city.

Templates are not recommended. Templates do not give you the flexibility you will need as your resume develops. In addition, Applicant Tracking Systems (ATS) may not read a resume built in Word or online formats in a template so it may be rejected.

## Education

The name of the degree for every student in the School of Business is "Bachelor of Science in Business Administration". Add your major and area of concentration if applicable.

If you are double majoring, list each major on a separate line.

List your cumulative GPA if it is above a 3.0.

If your GPA is below a 3.0, contact your academic advisor to find out if your major GPA is above a 3.0.

## Pistol Pete

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## EDUCATION

Oklahoma State University  
Bachelor of Science in Business Administration  
Major: **Management, HR Management**

Graduation Date: May 2021  
**GPA: 3.56**  
Minor: **Marketing**

## Dates

List your experience in reverse chronological order.

Left or right align the dates.

Be consistent in your date format by using consistent size dashes with equal space on both sides of the dash.

If you abbreviate one state, abbreviate all states.

## Experience

Organize experience into categories relevant to your experience. Examples: **Work Experience, Sales Experience, Professional Experience**, etc.

Start each bullet with an action verb. Use the present tense if you currently hold the job. Use past tense if you are no longer working there.

Emphasize what you did for the company. Include daily tasks, skills, and accomplishments.

Quantify whenever possible to provide tangible information to support points.

You can also use categories such as **Leadership Experience** or **Volunteer Activities** to detail other roles you have held.

Reference "Possible Section Headings" (pg. 2) for other options.

## WORK EXPERIENCE

### Sales Associate

Chris's University Spirit, Stillwater, OK

August 2019 – Present

- Communicate with customers in order to determine their merchandise needs and suggest appropriate products
- Encourage customer loyalty by persuading customers to activate and utilize their Spirit Card Accounts
- Coaching co-workers on Orange Days ongoing product offerings and promotions

### Server

Rancher's Club, Stillwater, OK

August 2018 – May 2019

- Provided excellent customer service by acting in an efficient and thorough manner while paying close attention to detail
- Served approximately 50 customers and handled \$600 in transactions daily

## LEADERSHIP EXPERIENCE

### Mascot

Oklahoma State University Athletics, Stillwater, OK

May 2018 – Present

- Represent the University at all athletic events
- Engage fans to enhance their experience
- Balance demands of 30 hours per week with full class schedule

## ACTIVITIES AND VOLUNTEER EXPERIENCE

Marketing Club  
Delta Sigma Pi

Equestrian Team  
Marketing Homecoming Committee

Big Brothers Big Sisters  
Pistol Pete Partners

## SCHOLASTIC HONORS

Blue Key Honor Society  
OSU Academic Excellence Scholarship  
President's Honor Roll

September 2018 – Present  
August 2017 – Present  
Spring 2017, Fall 2018

## Formatting

Keep your resume to one page.

**General Rule:** For every 10 years of experience you can add an additional page

Balance the resume instead of leaving pockets of white space.

Use a legible font between 10 – 12 pt.

Be consistent. For example, if you choose not to use periods at the end of bullets, do so throughout the entire document.

**Proofread!** Do not leave any spelling or grammatical errors.

Print your resume on resume paper.

Make sure the watermark is facing the right direction when printing on resume paper.

## Honors/Organizations

List campus organizations and honor societies.

Note only collegiate activities unless you are in your first semester of college.

Some high school exceptions such as National Merit Scholar, Eagle Scout, various volunteer work and some job experience may be noted.

# COWBOY CANDIDATE

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## SUMMARY OF QUALIFICATIONS

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- Over two years of experience in diverse roles within the banking sector, including one professional internship through the Oklahoma Bankers' Association Intern Program
- Pursued specialized coursework in Investments and Banking, Capital Markets, and Portfolio Management
- Gained experience networking with banking, finance, and accounting professionals through organizational membership in the Financial Management Association and Beta Alpha Psi
- Fluent in English/Spanish

## EDUCATION

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Oklahoma State University, Stillwater, Oklahoma Graduation Date: May 2021  
Bachelor of Science in Business Administration, **Finance** **GPA: 3.25**  
Bachelor of Science in Business Administration, **Accounting**  
**Study Abroad, Spears School of Business – Spain** March 2018

- Studied business on a global level through visits to multiple Spanish companies, gaining an understanding of history, leadership, and strategic plans for growth and expansion

## PROFESSIONAL EXPERIENCE

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**Commercial Teller**, State Bank – Stillwater, Oklahoma August 2018 – Present

- Demonstrate the ability to multi-task by cashing checks, accepting deposits, processing change orders and loan payments, and handling commercial bags
- Complete Currency Transaction report and other security reports when necessary
- Gain insight into processes to develop an understanding of the frontline side of banking

**Intern**, Home National Bank – Edmond, Oklahoma May 2017 – August 2017

- Completed miscellaneous projects including tax verification and loan proposals for bank customers
- Prepared and filed an Oklahoma Business Activity Tax Return for the finance department
- Managed cash forecast reports and gross profit margin report
- Utilized Microsoft Excel for completion of daily tasks, developing proficiency with spreadsheets and formulas

**Proof Operator**, Trust Bank – Stillwater, Oklahoma January 2016 – August 2016

- Operated proof machine to process checks, loan payments, and other tickets received from multiple bank sites, inner departments, and ATMs
- Communicated effectively with bank management and customers

## WORK EXPERIENCE

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**Student Worker**, OSU Office of the Registrar – Stillwater, Oklahoma August 2017 – July 2018

- Updated degree plans by building degree requirements in student information system, testing new plans, and troubleshooting degree audit issues
- Provided excellent customer service, demonstrating attention to detail, self-motivation, dependability, and the ability to work and participate in a team environment

**Server**, Ted's Escondido – Tulsa, Oklahoma May 2015 – July 2015

- Created a positive dining experience for restaurant patrons through friendly and prompt service
- Accounted for all sales and transactions at the conclusion of each shift
- Maintained communication with kitchen staff to ensure orders were produced to customers' standards

## LEADERSHIP EXPERIENCE AND ON-CAMPUS INVOLVEMENT

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**Treasurer**, Sailing Club of Oklahoma State University January 2018 – Present

- Manage yearly budget of \$12,000, including overseeing four subsidiary accounts

**Delta Sigma Pi** May 2017 – Present  
**Vice President**, Financial Management Association January 2017 – January 2018

- Assisted President in organization management, speaker selection, and resolution of member issues
- Served on Executive Team, participating in strategic planning, as well as setting and meeting short term goals

# Jane Cowboy

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## Education

**Oklahoma State University**, Stillwater, OK  
Bachelor of Science in Business Administration

Graduation: May 2021

**GPA: 3.75**

Major: **Management Information Systems (MIS)**

Minor: **Spanish**

- Financed 50% of college education through part-time jobs

## Information Technology Experience

### **IT Global Data Storage Intern**

May 2019 - August 2019

Phillips 66

Bartlesville, OK

- Migrated data between Data Domain backup storage devices
- Implemented TPC to monitor SAN
- Managed quality control testing of application messaging projects
- Maintained record of enhanced recovery processes for use in IT environment manual

### **IT Infrastructure Intern**

May 2018 - August 2018

WPX Energy

Tulsa, OK

- Researched and implemented an end-user experience monitor
- Reported on CommVault software reliability
- Created methodology and template for process management
- Validated and updated data in ServiceNow and Solar Winds

## Academic Project

### **Database Project - Database Systems Design and Administration**

September 2019 - December 2019

- Manipulated factory method to design database for manufacturing plant
- Produced ER diagrams in Visual Studio to reflect the database design
- Collaborated with team members to develop a relational database in MySQL

## Technical Skills

Database Software: Microsoft SQL Server, Oracle Database 11g, Microsoft Access

Operating Systems: Microsoft Windows Vista, XP; Linux, Mac OSX

Programming Languages: C++, Java, SQL, Python

## International Experience

### **Semester Abroad**

January 2018 - April 2018

Universidad Politecnica de Valencia

Valencia, Spain

- Gained global perspective on business, corporate structures, regional logistics and international expansion
- Took Spanish classes prior to study abroad to increase opportunity for deeper cultural immersion experience
- Participated in a class focused on foreign trade and met with a leader who negotiated multi-billion dollar deals

## MIS Job Shadowing Experience

**Data Analyst**, Cerner, Jessica Sebastian

March 2019

**Database Administration Analyst**, Paycom, Julie Caldwell

April 2019

- Shadowed analyst who provides database support, implementation optimization and monitoring for all enterprise applications
- Learned about QA, development and IT design, testing, and implementation of database challenges

**IT Manager**, Koch Industries, David Hera

April 2019

- Observed manager over salesforce CRM implementation and support of commercial systems



## ACTION VERB EXAMPLES

MANAGEMENT SKILLS			
Administered	Delegated	Improved	Prioritized
Analyzed	Developed	Initiated	Produced
Assigned	Directed	Instituted	Recommended
Attained	Enhanced	Managed	Reorganized
Chaired	Established	Motivated	Reviewed
Consolidated	Evaluated	Organized	Scheduled
Contracted	Executed	Oversaw	Strengthened
Coordinated	Increased	Planned	Supervised
MARKETING SKILLS			
Advocated	Devised	Illustrated	Promoted
Broadcasted	Developed	Influenced	Propagated
Circulated	Disseminated	Informed	Publicized
Created	Distributed	Marketed	Published
Customized	Endorsed	Personalized	Represented
Designed	Formulated	Presented	Sold
SALES SKILLS			
Assured	Convinced	Interpreted	Promoted
Clarified	Encouraged	Motivated	Prompted
Communicated	Endorsed	Negotiated	Provoked
Compelled	Guided	Personalized	Recruited
Consulted	Influenced	Persuaded	Sold
Converted	Inspired	Presented	Stimulated
FINANCIAL SKILLS			
Administered	Balanced	Estimated	Planned
Allocated	Budgeted	Evaluated	Priced
Analyzed	Calculated	Forecasted	Projected
Appraised	Compared	Formulated	Processed
Apportioned	Computed	Gauged	Quantified
Assessed	Counted	Managed	Reconciled
Audited	Developed	Marketed	Reduced
CUSTOMER SERVICE SKILLS			
Accommodated	Contributed	Mediated	Reassured
Adjusted	Cooperated	Moderated	Reconciled
Advised	Counseled	Modified	Related
Agreed	Ensured	Motivated	Requested
Arranged	Facilitated	Negotiated	Resolved
Assisted	Guaranteed	Personalized	Respected
Assured	Guided	Persuaded	Served
Consulted	Influenced	Provided	Sold



**ACTION VERB EXAMPLES**

CLERICAL SKILLS			
Approved	Distributed	Prepared	Set up
Arranged	Executed	Processed	Standardized
Cataloged	Generated	Purchased	Systematized
Charted	Implemented	Recorded	Tabulated
Classified	Inspected	Retrieved	Updated
Coded	Maintained	Reviewed	Validated
Collected	Monitored	Routed	Verified
Compiled	Operated	Scheduled	
Dispatched	Organized	Screened	
LEADERSHIP SKILLS			
Administered	Delegated	Governed	Selected
Allocated	Designed	Hired	Settled
Appointed	Directed	Led	Signed
Approved	Disapproved	Managed	Specified
Assigned	Discharged	Oversaw	Sponsored
Authorized	Encouraged	Presided	Stipulated
Awarded	Enforced	Recommended	Supervised
Conducted	Evaluated	Regulated	
Controlled	Executed	Required	
COMMUNICATION SKILLS			
Addressed	Corresponded	Interpreted	Recruited
Advertised	Directed	Lectured	Redirected
Authored	Discussed	Mediated	Referred
Called	Drafted	Moderated	Related
Circulated	Edited	Negotiated	Represented
Coached	Elicited	Oriented	Resolved
Collaborated	Emphasized	Persuaded	Showed
Communicated	Explained	Presented	Spoke
Composed	Formulated	Promoted	Translated
Conferred	Influenced	Publicized	Transmitted
Contacted	Informed	Recommended	Tutored
Convinced	Instructed	Reconciled	Wrote
CREATIVE SKILLS			
Acted	Developed	Illustrated	Performed
Adapted	Directed	Initiated	Planned
Authored	Established	Instituted	Proposed
Composed	Estimated	Integrated	Researched
Conceptualized	Fashioned	Introduced	Revised
Created	Forecasted	Invented	Revitalized
Conceived	Formulated	Investigated	Set Up
Customized	Founded	Modified	Shaped
Designed	Generated	Originated	Solved
TEACHING SKILLS			
Adapted	Developed	Facilitated	Instructed
Advised	Enabled	Focused	Persuaded
Coached	Encouraged	Guided	Stimulated
Communicated	Evaluated	Individualized	Trained
Coordinated	Explained	Informed	Tutored



# REFERENCE SHEETS

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A reference sheet is a list of people who can verify and elaborate on your professional experience for a potential employer. Individuals listed as references should be able to speak about your work ethic and professionalism. Professors, employers, and advisors are the best professional references to have. It is not necessary to include the statement, "References available upon request," on your resume. Rather, **you should have one ready to distribute during the interview process.**

## THINGS TO REMEMBER

ALWAYS contact your references before including them on a reference sheet. Use the same heading from your resume for consistency and include all important descriptive and contact information for your references: Name, Department/Company, Title/Position, Address, Telephone Number, and Email Address.

# Jane Cowboy

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