



Resume GUIDE



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

HEADINGS

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

Jane Cowboy

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PISTOL PETE

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SECTION HEADINGS

These are just some examples of possible section headings:

CUSTOMIZED HEADINGS			
Work Experience	Volunteer Experience	Business Experience	On-Campus Involvement
Professional Experience	Community Involvement	International Experience	Leadership Experience
Education	Technical Skills	Information Technology	Language Proficiencies
Honors and Awards	Relevant Coursework	Academic Projects	Summary of Qualifications

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.

Work Experience

- List jobs in reverse chronological order.
- Organize experience into categories relevant to your work experience. For Example: **Sales Experience, Finance Experience**, etc.
- You can also use categories such as **Leadership Experience** or **Volunteer Activities** to detail other roles you have held.
- 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.

Honors and Activities

- List campus organizations, honor societies, and volunteer work.
- Only collegiate activities should be noted unless you are in your first semester of college.
- List leadership roles.

Pistol Pete

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Education

Oklahoma State University
Bachelor of Science in Business Administration
Major: Marketing

Graduation Date: May 2019
GPA: 3.56
Minor: Finance

Work Experience

Sales Associate August 2016 – Present
Chris's University Spirit; Stillwater, OK

- 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
- Increase sales by 10% over a three month period

Server August 2015 – May 2016
Rancher's Club; Stillwater, OK

- 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
- Suggested additional food items to complement the customer's meal and increase sales

Leadership Experience

Mascot May 2018 – Present
Oklahoma State University Athletics; Stillwater, OK

- 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 Big Brothers Big Sisters
Marketing Homecoming Committee Delta Sigma Pi

Scholastic Honors

Blue Key Honor Society August 2016 – Present
OSU Academic Excellence Scholarship August 2015 – Present
President's Honor Roll Spring 2017, 2018

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 option.
- List your GPA if 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.

Dates

- List your experience in reverse chronological order.
- Left or right align the dates.
- Be consistent in your format. If you abbreviate one date, abbreviate all dates.

Formatting

- Keep resume to one 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.

INCORPORATING COMPETENCIES INTO YOUR RESUME

Competencies are skills and behaviors that are observable, measurable, and contribute to personal development. Also commonly referred to as “soft skills,” competencies are often associated with a person’s Emotional Intelligence e.g. the cluster of personality traits, social graces, personal habits, and interpersonal skills that characterize relationships with other people. In other words, they are skills that demonstrate the ability to function effectively and successfully in personal, social, and business situations.

COMPETENCIES

Being Resilient	Self-Development	Ensures Accountability	Situational Adaptability
Demonstrates Self-Awareness	Builds Networks	Communicates Effectively	Collaborates
Tech Savvy	Organizational Savvy	Values Differences	Instills Trust
Courage	Drives Results	Interpersonal Savvy	Decision Quality
Manages Complexity	Decision Quality	Action Oriented	Resourcefulness

As you develop your resume, it’s important to think through your participation in jobs, organizations, and leadership roles and articulate the competencies that each experience allowed you to develop. Recognizing the skills you’ve developed through past experiences is a component of self-awareness and will not only help you develop 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 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?**

The example bullets below illustrate how valuable it is to incorporate competencies into your resume:

Responsibility-based Bullet Examples:

Marketing Intern

June 2018 – August 2018

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 Bullet Examples:

Marketing Intern

June 2018 – August 2018

XYZ Corporation

- Collaborated with ten departments to create comprehensive overview presentations
- 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

COWBOY CANDIDATE

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SUMMARY OF QUALIFICATIONS

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

EDUCATION

Oklahoma State University, Stillwater, OK
Bachelor of Science in Business Administration, Finance
Bachelor of Science in Business Administration, Accounting
Graduation Date: May 2019
GPA: 3.25

Study Abroad, Spears School of Business - Italy March 2018

PROFESSIONAL EXPERIENCE

Commercial Teller August 2017 - Present
State Bank, Stillwater, OK

- 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 May 2017 - August 2017
Home National Bank, Edmond, OK

- 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 January 2016 - August 2016
Trust Bank, Stillwater, OK

- 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

Student Worker August 2015 - January 2016
OSU Office of the Registrar, Stillwater, OK

- 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

Waitress May 2015 - July 2015
Ted's Escondido, Tulsa, OK

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

LEADERSHIP AND ACTIVITIES

Treasurer, Sailing Club of Oklahoma State University January 2018 - Present

- Managed yearly budget of \$12,000, including overseeing 4 subsidiary accounts

Member, Delta Sigma Pi Business Fraternity August 2016 - 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
Major: Management Information Systems

Graduation: May 2019
GPA: 3.75
Minor: Spanish

- Financed 50% of college education through academic scholarships

Information Technology Experience

IT Global Data Storage Intern
Phillips 66

May 2018 – August 2018
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
WPX Energy

May 2017 – August 2017
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 2017 – December 2017

- 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 – May 2018

Universidad Politecnica de Valencia

Valencia, Spain

- Completed 16 hours of business and Spanish credit while at the Universidad Politecnica de Valencia
- Negotiated and secured an independent residence using Spanish language skills
- Funded and organized all aspects of group travel to eleven different countries

Honors and Activities

Omega Sigma Chapter of Alpha Omicron Pi Fraternity
ConocoPhillips IT Student Leadership Forum Participant
Association of Information Technology Professionals

Spears School of Business Ambassador
Arthritis Research Committee Chair
Three Time Marathon Participant

EXAMPLE ACTION VERBS

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

EXAMPLE ACTION VERBS

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

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.

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References

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