Goodman School of Business

Business Career Development Office

Brock University

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Your resume needs to describe YOU as a success story in tangible, business-related results.

Your resume will not be READ word-for-word. It will be SCANNED for having key words that speak to your accomplishments.

Competencies

Competencies are observable and measureable patterns of behavior: the knowledge, skills, abilities and attributes that account for success on the job.

The required competencies for a job are indicated in the job posting. These are attributes that should clearly come forward on your resume. A few common competencies include:

Client Focus	Good Judgment	Quality Assurance
Collaboration	Innovation	Project Management
Communication	Leadership	Relationship Building
Critical Thinking	Negotiation	Self-Development
Flexibility	Organization & Time Management	Teamwork

The Format

- Use a reverse chronological order
- Use a consistent format (and avoid templates)
- Leave plenty of white-space (one inch margins)

Essential Resume Components

Additions	Omissions
• Personal Information • Education • Academic Achievements (awards & scholarships) • Work Experience • Extracurricular Experience • Volunteer Experience • Memberships/Associations	• Gender, age, marital status • Social insurance number • Detailed interests or hobbies • A list of courses taken • Your past supervisor's name or contact information

Personal Information

- Your first and last name
- Your street address, city, province and postal code
- Professional email address
- Center at the top of page 1

Education

- State your degree title and name of institution
- Include the city and province
- Include your start date and current status

Awards & Scholarships

- Academic Achievements
  - awards
  - all scholarships
  - grade point average above 80%
- Include dates (e.g. September 2010)

Work Experience

- Categorize a list of reverse chronological related work experience
- Use industry words and business language to describe your experience (value statements):
  Poor: Stacked pool supplies in secure area
  Better: Participated in, and documented annual inventory counts
  Best: Reduced costs associated with seasonal merchandise by reviewing consumer purchasing activities and managing inventory accordingly

Additional Qualifications

Additional Qualifications May Include:

- Languages
- Computer Skills
- Additional training or certification (include the date of certification)

Extra Curricular Involvement

These might include: Volunteer, Community, Association Membership and/or Clubs. Indicate the duration of involvement, and organize information in the same format as your work experiences.

- Position Title, Organization, City, Province, and outcomes or accomplishments

Your Personal Set of Value Statements

For each task of your work and extra curricular experiences, in one clear statement, explain:

- What was the task (what did I do)?
- What did you do to meet the objective? (Increase, decrease, expand, improve, etc.)
- What was the outcome/result?

Elements of a Value Statement

Strong value statements are intended to produce tangible results. Where possible, they should be financially oriented, and address the critical issues that the organization is facing. Use short phrases that emphasize:

- Increased revenues
- Faster time to market
- Decreased costs
- Improved operational efficiency
- Increased market share
- Decreased employee turnover
- Improved customer retention levels

General Guidelines

- Start each bullet point with an action word
- Don't overload your resume with too much text
- Have a consistent and well-balanced resume (i.e. use the space on the page effectively)
- Keep your experience relevant and recent (recent to 5 years)
- Use clean, simple fonts (Arial, Tahoma, Verdana)
- Use a font size of 10 or 11
- Your resume should be no longer than 2 pages (single sided)
- Check and double check spelling and grammar