

**The Smith Master of Science Resume: Guidelines and Standards**

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| **Why Does The Smith School Have Resume Guidelines?** |

The guidelines outlined in this document set a standard that ensures a level of professionalism for our students’ resumes, which helps strengthen our brand, which in turn enhances the value of your degree.

**You are required to create a resume in accordance with Smith MS guidelines and upload it to HireSmith for approval by a career advisor in order to:**

* Apply for jobs online through the Smith Office of Career Services campus recruiting platform (known as “HireSmith”)
* Participate in on-campus interviewing through the Smith School Office of Career Services
* Endorse your resume for use at career fairs
* Have your resume included in resume books for employers

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| **How Do I get Started? – The Anatomy of a Resume** |

The layout and order of your Smith resume should be as follows:

1. **Your name and contact information:** Your name should be in a larger font, up to 14 point is acceptable. Your address, phone number and email address go just below your name. Your email address should not be underlined and should be written in black.
2. **Education:** List your degrees in reverse chronological order, current degree program first. Do not list high school or prep school. Do not list course work. Projects (for example, classroom-based, GA position-based, or centers of excellence-based) may be listed under your degree if they are substantial in content and results.
3. **Professional Experience:** List your professional experience in reverse chronological order starting with your most recent job and working back to your first position after your undergraduate degree. College internships and jobs while in high school should not be included, unless they add essential evidence of your business skills and experience. Your career advisor can help provide guidance on this.
4. **Leadership and/or Volunteer Experience**: This section is optional and will depend on the individuals’ personal experience. If you hold a leadership role in a student organization, school project or competition, this section will allow you to highlight your leadership skills. This section will also be helpful for those students who don't have a lot of professional work experience. In either instance, you will be able to demonstrate your skills and present yourself as a well-rounded candidate.
5. **Additional Information:** This section may include technical skills, language skills, additional training and publications. Only indicate computer skills if they relate to the job or are requested. Do not include Microsoft Office as all graduate students should be proficient in MS Office.

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| **Writing Your Resume – Results-Based Format** |

We use a chronological, results-based resume format, which is distinctive in that it lists your capabilities in the form of the results you have accomplished, rather than simply listing your responsibilities.

* Each statement begins with a **past tense action verb** and indicates, wherever possible, the **result** or impact of your actions. (Use present tense only for current activities.)
  + Think of each bullet item as a headline to a story. Like a newspaper headline, it should in a glance give the reader enough to decide whether “your story” is of interest.
  + Use the SAR/PAR format as you develop your bullets. As you write, consider a **situation or problem** you encountered, your **action**, and the **result** that benefited the organization. Briefly list the action and the result in the resume bullet, but be prepared to tell the entire SAR story on the interview.”
* Whenever possible **quantify the results** by using metrics such as time saved, revenue generated, costs reduced, numbers of people trained or managed, etc.
* State **facts** (“20% increase” / “over 5000 customers” / “Fortune 500 client”) not **judgments** (“big increase” / “large customer base” / “important client”).
* **Make every word count. More is not better.** Each bullet point should reveal something different about you. If you have done the same thing across several jobs you don’t need to indicate that accomplishment multiples times. Just include the biggest and best example of that accomplishment under one of your jobs.

**Sample accomplishment statement:**

*Ineffective:* “Built web-based project planning tool.”

*Effective*: “Built web-based project planning tool that decreased planning time by 50% and was adopted company-wide.”

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| **Formatting Guidelines** |

**Length:**

* Students with less than eight years of experience should have a one-page resume. Students with eight or more years of experience should consult with a career advisor.
* For inclusion in Smith or student club resume books (print or electronic), all resumes are required to be one-page.

**Font:**

* Use Times New Roman font. Avoid use of italics. Limit use of bold.
* Font size should be 12 point maximum, 10 point minimum and consistent across your resume, except for your name at the top of the resume.
* Your name should be larger, up to a 14 point font.

**Margins:**

* Margins should be no less than 0.5 inches, ideally between 0.75 inches and 1 inch.
* Whenever possible, make margins consistent on all sides.
* Do not use page numbers.

**Format:**

* Dates right justified across from company name. List year only, not months, e.g., 2005 – 2008.
* List location (city, state) immediately after employer or school name.
* Bold your name, the category headings (Education, Experience, Additional Information), educational institutions, degrees, employer names and job titles.
* Leave space between the header and content in each section. Also leave space after the content in each section.

**Grammar and Punctuation:**

* Avoid using possessives (my, I, our, etc.) and contractions (it’s, didn’t, wouldn’t, don’t, etc.).
* Limit use of articles such as “the/an/a.”
* Spell out the word “and” and do not use the ampersand (&) symbol.

**Acronyms and Abbreviations:**

* Avoid abbreviations. One exception: states should be abbreviated, e.g. College Park, MD.
* Spell out degrees, e.g. “Master of Science” instead of “MS”
* Spell out acronyms the first time they are used, e.g. Department of Defense (DoD), research and development (R&D). Exceptions include GPA and GMAT (ok to use the acronym without spelling it out first).

**Numbers:**

* Spell out numbers one through nine, e.g. Led team of three.
* Use figures for numbers above 10, e.g. Led team of 12.
* Exception to spelling out numbers: money and percentages, e.g. $2B in revenue, 5% growth, $5MM or $250K. Your formatting must be consistent throughout the entire resume.

**General:**

* Use square bullet points as in the examples.
* Customize your resume as much as possible for individual job description.
* **Proofread diligently to ensure no spelling or grammar mistakes.**

**Date for Multiple Jobs Within a Single Company:** Place in parentheses after the job title.

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| **AIR PRODUCTS AND CHEMICALS,** Allentown, PA, Mexico and China 2004 – 2008  **Project Engineer,** Allentown, PA and Tianjin, China (2007– 2008)   * Designed and sold a $10M bulk gas system using integrated valve matrix to allow customer maximum flexibility during tool hook-up while maintaining quality and minimizing cost. * Negotiated $2M in cost savings through negotiations and detailed contract definition.   **Process/Operations** Engineer, Allentown, PA and Cosoleacaque, Mexico (2004 – 2007)   * Conducted process improvements in multiple plants working with all levels of plant management while garnering headquarter support for project approval. * Identified source of high cost process errors and designed an automated argon purification process resulting in 30% savings in operating costs at three Air Product’s facilities. * Trained over 20 U.S. and international plant operators and engineers on plant optimization and efficiency. |

**Company Descriptions:** If a company is generally unknown, you may put a one-line explanation of the company below the company name. If you do this for one company, be consistent and do it for all companies listed on your resume.

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| **ABC Company,** Baltimore, MD 2006 – 2009  *A $750M IT consulting services firm in the construction and engineering industries* |

**Relevant Business School Projects:** Consider listing relevant projects to highlight valuable project experience obtained during business school if you lack that experience in other areas of your resume - especially helpful if you do not have prior work or internship experience. You may also include these projects under Professional Experience.

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| RELEVANT EXPERIENCE  Center for International Business Education and Research – Westinghouse Electric Spring 2011 Spring 2011  Global Business Project Consultant   * Developed a growth strategy to increase long-term market share to 15% in the Chinese nuclear energy market. * Conducted a comparative case study analysis to identify other companies that have conducted similar business in China. * Provided recommendations on product positioning and strategic actions Westinghouse should take to maintain relevance in the Chinese nuclear energy market. |

**International Students:**

* + Where an American name is used list your given name first, American name second in parentheses and then last name, e.g. Tian (Tina) Zhou.
  + Do NOT put visa requirements, social security numbers or pictures on the resume. However, if you have a foreign first and last name, **but do not require H1-B sponsorship**, indicate your visa status.

**RESUME FORMAT SAMPLE**

**FirstName LastName**

Street Address ▪ City, State (XX) Zip ▪ Phone Number (XXX.XXX.XXXX) ▪ Email Address

# **EDUCATION**

**Robert H. Smith School of Business, University of Maryland**, College Park, MD December 20XX (grad date)

**Master of Science in XXX,** Focus Area: XXX GMAT: (if above 700) GPA: (if above 3.0)

* (List CPA standing, scholarships and memberships here)

**Undergraduate Institution,** City, State (graduation year only) XXXX

**Bachelor of Science or Arts,** Major: GPA:

# **PROFESSIONAL EXPERIENCE**

**Employer 1 Name,** City, State (Month/Year), If same year, only list year once) XXXX – XXXX

**Title**

* Create accomplishment bullets that start with a past tense action verb (unless it is a current activity). Focus on results.

**Employer 2 Name,** City, State XXXX – XXXX

**Title**

* Create accomplishment bullets that start with past tense action verb and focus on results.

**Employer 3 Name,** City, State XXXX – XXXX

**Title**

* Create accomplishment bullets that start with past tense action verb and focus on results.

**LEADERSHIP (AND/OR VOLUNTEER) EXPERIENCE) – Optional depending on student experience**

**Organization Name** XXXX

**Position/Title**

* Create accomplishment bullets and focus on results and/or experiences.

**Organization Name** XXXX

**Position/Title**

* Create accomplishment bullets and focus on results and/or experiences.

**ADDITIONAL INFORMATION**

* Language Skills / Publications / Affiliations if applicable
* Specialized software or technical skills (if relevant to job)
* Other relevant information
* Interests and/or hobbies

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| **Sample Past Tense Action Verbs** |

Action words convey clear images. When used to describe accomplishments or achievements they suggest success, a key element in the job search.

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| **Management skills** | **Communications skills** | **Analytical skills** | **Detail skills** | |
| administered  analyzed  assigned  attained  authorized  chaired  contracted  consolidated  coordinated  delegated  developed  directed  evaluated  executed  hired  improved  increased  intervened  judged  organized  oversaw  planned  presided  prioritized  produced  recommended  reviewed  scheduled  selected  strengthened  supervised  terminated | addressed  advertised  advocated  arbitrated  arranged  articulated  authored  composed  contacted  convinced  corresponded  debated  described  developed  directed  discussed  drafted  edited  enlisted  expressed  formulated  influenced  interpreted  lectured  mediated  moderated  motivated  negotiated  persuaded  presented  promoted  publicized  reconciled  recruited  responded  solicited  spoke  translated  wrote | analyzed  appraised  compared  conducted  detected  examined  explored  evaluated  explored  investigated  measured  observed  probed  projected  reported  studied  surveyed | approved  arranged  catalogued  categorized  classified  coded  collected  compiled  completed  controlled  dispatched  drew  executed  generated  implemented  incorporated  inspected  monitored  operated  organized  prepared  organized  prepared  processed  purchased  recorded  rectified  retrieved  routed  screened  specified  supplied  synthesized  systematized  tabulated  validated  verified | |
| **Sample Past Tense Action Verbs (continued)** | | | |

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| **Research skills** | **Technical skills** | **Problem Solving skills** | **Teaching skills** |
| clarified  collected  critiqued  diagnosed  evaluated  examined  extracted  identified  inspected  interpreted  interviewed  investigated  organized  reviewed  searched  summarized  surveyed  systematized | assembled  built  calculated  computed  converted  debugged  designed  devised  engineered  fabricated  installed  maintained  operated  overhauled  programmed  regulated  remodeled  repair  restored  solved  trained  upgraded | achieved  adjusted  applied  consulted  corrected  customized  defined  drew  experimented  mediated  prevented  rectified  reduced  reorganized  repaired  replaced  resolved  simplified  solved  spearheaded  tested  updated | adapted  advised  clarified  coached  communicated  coordinated  developed  enabled  encouraged  evaluated  explained  facilitated  guided  informed  initiated  instructed  modeled  persuaded  reinforced  set goals  stimulated |
| **Financial skills** | **Creative skills** | **Teamwork skills** | **Helping skills** |
| administered  allocated  analyzed  appraised  audited  balanced  budgeted  calculated  computed  developed  estimated  forecasted  managed  marketed  planned  projected  researched | acted  conceptualized  constructed  created  designed  developed  directed  enhanced  established  fashioned  founded  illustrated  instituted  integrated  introduced  invented  originated  performed  pioneered | cared for  collaborated  cooperated  contributed  elicited  exceeded  joined  participated  succeeded  suggested  surpassed  won | aided  assessed  assisted  clarified  coached  counseled  demonstrated  diagnosed  displayed  distributed  educated  entertained  expanded  expedited  facilitated  familiarized  furnished  gathered  guided |