



OFFICE *of* CAREER SERVICES

The Smith Master of Science Resume: Guidelines and Standards

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

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.

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.”

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.

AIR PRODUCTS AND CHEMICALS , Allentown, PA, Mexico and China	2004 – 2008
Project Engineer , Allentown, PA and Tianjin, China (2007– 2008)	
<ul style="list-style-type: none">▪ 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)	
<ul style="list-style-type: none">▪ 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.

ABC Company , Baltimore, MD	2006 – 2009
<i>A \$750M IT consulting services firm in the construction and engineering industries</i>	

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.

RELEVANT EXPERIENCE	
Center for International Business Education and Research – Westinghouse Electric	Spring 2011
Global Business Project Consultant	
<ul style="list-style-type: none">▪ 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.

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-

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.

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ADDITIONAL INFORMATION

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

KAREN ACCOUNTANT

1111 29th St. NW #100 ■ Washington, DC 20008 ■ 301.555.1212 ■ sstudent2014@rhsmith.umd.edu

EDUCATION

Robert H. Smith School of Business, University of Maryland, College Park, MD December 2017
Master of Science in Accounting, Focus Area: Tax GMAT: 760; GPA: 3.7

- CPA Eligible (Passed FAR, AUD)

New York University, NY 2015
Bachelor of Arts, Major: Business Administration GPA: 3.8

- Deans List
-

EXPERIENCE

Smith Foundation, Washington DC August 2013-Present
Staff Accountant

- Interact with clients to collect data and understand the companies' business processes and operations
- Research and resolve discrepancies with client and corporate accounts
- Prepare monthly financial statements and reports
- Perform cash flow analysis and post to general ledger accounts
- Analyze business performance metrics to maximize operations and increased efficiency by 15%

XYZ Bank, Rockville MD June 2013
Accounting Intern

- Processed accounts payable and accounts receivable
- Deposited, processed and posted payments to the general ledger on a daily basis
- Prepared weekly reports and customer invoices on a monthly basis
- Tested a sampling of transactions to ensure that the statements are free of material errors
- Identified and resolved discrepancies with customer accounts and provided weekly updates to leadership

Community Credit Union, Potomac MD January 2011-March 2012
Teller

- Assisted customers with a wide variety of financial transactions such as deposits, withdrawals, transfers, and opening accounts
 - Marketed new services and products to customers and helped facilitate the enrollment process
 - Resolved problems with customer accounts
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LEADERSHIP EXPERIENCE

Future CPA Society Fall 2014
Vice President, Employer Relations

- Communicate with employers to secure meeting sponsorships and guest speakers
- Manage logistics for sponsored meetings which includes, room reservations, AV set up and food orders

MS Professional Communications Club Spring 2013
Vice President of Membership

- Developed a marketing strategy and campaign which resulted in a 50% increase in membership
 - Maintained club roster, attendance records and tracked organization participation
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ADDITIONAL INFORMATION

- Languages: Fluent in English, Chinese and French
- Technical: Microsoft Office Suite, QuickBooks, SAP
- Interests: Rock climbing, piano and guitar

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.

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

Sample Past Tense Action Verbs (continued)

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