



## The Smith MBA 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. This helps strengthen our brand, which in turn enhances the value of your degree. The Smith MBA resume template is designed to create resumes that:

- Help prospective employers easily identify and assess your skills and accomplishments.
- Effectively market your experience and achievements for the career path(s) you are pursuing.
- Are consistent with industry standard formats that employers expect from MBA students.
- Can be easily uploaded to our online campus recruiting platform, HireSmith, and included in traditional hard copy resume books for employers.

**You are required to create a resume in accordance with Smith MBA 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. Optionally, you

may include one or two social media addresses on a third line. Your email and social media addresses 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. **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. **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 MBAs 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** (see sample list on page 13) 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), names of educational institutions, degrees, employer names and job titles.
- Whenever possible, 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.
- Use periods at the end of all statements and bullets in work experience section.

### Acronyms and Abbreviations:

- Avoid abbreviations. One exception: states should be abbreviated, e.g. College Park, MD.
- Spell out degrees, e.g. “Master of Business Administration” instead of “MBA”
- Spell out acronyms the first time they are used, e.g. Department of Defense (DoD), Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis, 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 10 and above, 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.**

## Basic Resume Template (one-page)

**FIRSTNAME LASTNAME**

Street Address ■ City, State (XX) Zip ■ Phone Number (XXX.XXX.XXXX) ■ Email Address  
social media address#1 (optional) ■ social media address #2 (optional)

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### EDUCATION

**Robert H. Smith School of Business, University of Maryland**, College Park, MD 2014  
**Master of Business Administration**, Focus Area: xxx  
■ (List scholarships, school leadership positions, memberships, and relevant projects here)  
■

**Undergraduate Institution**, City, State (graduation year) XXXX  
[Bachelor of Science or Arts], [Major]

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### PROFESSIONAL EXPERIENCE

**Employer 1 Name**, City, State 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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■

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### ADDITIONAL INFORMATION

- Language Skills / Publications / Affiliations if applicable
- Specialized software or technical skills (if relevant to job) (Do not include MS Office, as all MBAs are expected to be proficient in this)
- Other relevant information

## OLIVIA K. MARKETER

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linkedin.com/in/oliviakmarketer ■ twitter.com/oliviakmarketer

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### EDUCATION

**Robert H. Smith School of Business, University of Maryland**, College Park, MD 2014

**Master of Business Administration**, Focus Areas: Marketing and Strategy

- Graduate Assistant, Management and Organization Department; First Year Board Member, Graduate Marketing Association
- Consulting: Developed and implemented a marketing strategy for the Washington Area Community Investment Fund; Social Ventures Consulting Project Mentor; Member, Consulting Club

**Smeal School of Business, Pennsylvania State University**, University Park, PA 2007

**Bachelor of Science**, Management

- Top 5% of graduating class, GPA 3.89
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### PROFESSIONAL EXPERIENCE

**Honeywell Inc., HealthCare Division**, Hillsboro, NJ Summer 2013

**Marketing Intern**

- Analyzed business opportunities for Healthcare Division to enter into the pharmaceutical drug dispensing industry. Prepared and delivered two presentations with recommendations to CEO and top-level managers.
- Conducted industry focus groups; gathered information and built contacts with key personnel in regulatory bodies. Findings were included in annual brand plan.
- Evaluated market conditions, economic and competitive information to assess the impact on the plan. Recommendations will be implemented in Q1 and Q2.

**Citigroup, Citi Cards Division**, New York, NY 2010 – 2011

**Marketing Associate**

- Enhanced value capture, growth, service and customer retention by formulating a consumer focused strategy for the email distribution channel; increased customer retention by 11% after two cycles.
- Developed and implemented actionable strategic plan to increase revenue by \$21.8MM and volume growth by 12%.
- Increased click-through and conversion rates by 15% by defining positioning for the products offered within the web page.
- Reduced email marketing campaign cycle time by 75% through process redesign, technical improvements and organizational re-alignments that support a customer centric strategy.
- Led industry analysis and qualitative research to understand consumer preferences which gave direction to segmentation strategy.

**Cameron Consultancy Services**, Philadelphia, PA 2007 – 2010

**Senior Consultant** (2008 – 2010)

- Provided consultancy services in business development, market entry opportunities, quality assurance and risk analysis. Managed all aspects of proposal development, definition, research, problem solving and identification of emerging factors that impact the telecom sector.
- Evaluated entry strategy for a leading Korean company. Reviewed alternate business models, acquisition targets and options; client-accepted counsel against investment.
- Led multiple teams of 10 specialists to build the Internet Service Provider (ISP) strategy of a cellular company. Evaluated market opportunities, identified attractive market entry options and built a launch plan; new service captured 15% market share in a year.
- Promoted within 12 months to Senior Consultant; Awarded “Consultant of the Month” twice.

**Consultant** (2007 – 2008)

- Provided services as a key member of core group formed to service clients in telecom and communications sector to understand client’s business drivers and create strategy to achieve desired business values.
  - Collaborated in marketing/selling initiatives, organizing seminars and writing concept papers.
  - Recommended and successfully implemented recycled paper for reports, proposals and correspondences.
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### ADDITIONAL INFORMATION

- Proficiency in SQL, SAS, SPSS, Adobe Creative Suite
- Languages: Spanish (conversational)
- Member of the eMarketing Association (world’s largest internet marketing association)

## JOHN D. CONSULTANT

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linkedin.com/in/johndconsultant ■ twitter.com/johnconsultant

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### EDUCATION

**Robert H. Smith School of Business, University of Maryland**, College Park, MD 2015  
**Master of Business Administration**, Focus Area: Strategy, GPA: 3.7, GMAT: 700

- President, MBA Consulting Club
- Winner of the 2013 Deloitte/Smith Case Competition
- Consultant, CIBER Global Business Project, Monsanto, Brazil
- Leadership Fellow, Smith Office of Career Services

**University of Maryland, Baltimore County**, Baltimore, MD 2008  
**Bachelor of Science**, Computer Science, GPA 4.0

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### PROFESSIONAL EXPERIENCE

**Computer Sciences Corporation (CSC)**, Fall Church, VA Summer 2014  
**Staff Consultant**, Federal Consulting Practice (FCP)

- Conducted a pilot to test decision-making model used to allocate \$5 million in discretionary B&P funding. Composed NPS-wide communications, led software training, and facilitated leadership focus groups.
- Presented pilot results to the president of NPS. Acceptance of results and recommendations resulted in re-evaluation of current allocation processes and step-review materials.
- Wrote a business case analysis comparing the costs and benefits of a multi-million dollar project reusing components of expired army munitions.
- Re-engineered business processes in support of developing a Microsoft Access database used for tracking project staffing.

**MEDecision, Inc.**, Philadelphia, PA 2012 - 2013

#### Senior Strategy & Business Analyst

- Developed pricing strategy for a new provider product offering through triangulation of expected user value, market intelligence, and internal cost analysis. Price structure resulted in a 66% increase in customer contracts.
- Improved customer payment responsiveness and reduced billing errors as head of accounts receivable for over 50 customers by engaging external customer contacts to better understand their needs and processes.
- Established a company vendor governance policy and toolkit. Tools provided a standardized, strategy-based approach to vendor sourcing and reduced time spent in meetings for the executive leadership team by ten hours on average per month.

**Fannie Mae**, Herndon, VA 2010 - 2012

#### System Analyst

- Ushered program for Sarbanes-Oxley compliance from inception to maturity; helped define operating and support procedures, as well as security standards and auditing practices.
- Incorporated problem tracking and resolution system for program; these procedures resulted in the shortening of setup time by an average of 50%.
- Created and maintain new documentation to include the operations manual and the customer on-boarding kit.

**Corporate Network Services**, Poolesville, MD 2008 - 2010

*A boutique Mid-Atlantic IT consulting firm*

#### Application Developer

- Designed custom data solutions for over 50 multi-sector clients, the most in the firm and among which included the firm's most longstanding client as well as the largest project in the firm's history.
  - Performed all aspects of the IT project lifecycle: sales, requirements meetings with stakeholders, layout design, programming, iterative reviews, testing, documentation, training, and post-rollout support.
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### ADDITIONAL INFORMATION

- President, College Park Toastmasters
- Proficiency in SQL, SAS, SPSS, Adobe Creative Suite
- Languages: Spanish (conversational)
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# RICH I. BANKER

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linkedin.com/in/richbanker ■ twitter.com/ibringroi

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## EDUCATION

**Robert H. Smith School of Business, University of Maryland, College Park, MD** 2014  
**Master of Business Administration**, Focus Area: Finance, GMAT: 720, GPA 3.7

- Mayer Fund, Equity Research Analyst
  - Selected as one of 12 students to manage business school's \$3.0 million endowment portfolio
  - Screen sector for potential buying opportunities using discounted cash flow (DCF) and relative valuation
  - Research and analyze sector trends to maintain company-specific financial models
  - Recommend stocks and publish research reports to support recommendations to the fund
- Vice President, Finance Association - organized annual NYC Trek for 15 classmates; visited 5 financial services companies over two-day period; Participant, Venture Capital Investment Competition; Committee Chairperson, New Student Orientation
- Dean's Scholar; Graduate Assistantship in Business Telecommunications

**West Virginia University, Morgantown, WV** 2006  
**Bachelor of Science, Finance, Summa Cum Laude, GPA 3.8**

- Beta Gamma Sigma: Top 7% of students in AACSB International accredited business school
  - Activities: VP Finance - Alpha Kappa Psi: Coed Professional Business Fraternity
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## PROFESSIONAL EXPERIENCE

**State Street Corporation, Boston, MA** 2007 – 2012  
**Associate – Private Equity Fund Services**

- Performed quarterly valuations of underlying fund-of-fund investments with an emphasis on analyzing financial statements; partnered with senior associates to develop Excel spreadsheet to calculate investment valuations.
- Reconciled end-of-day cash and investment accounts effectively performing functions required of senior associates.
- Responsible for daily accounting of seven fund-of-funds with an average capital commitment of \$250 million, including cash reconciliations, general ledger accounting, and expense accrual calculations.
- Communicated with client (The Investment Fund for Foundations) on a daily basis to confirm investment transactions; executed and monitored four to seven transactions daily in both US dollar and foreign currencies with a total value averaging \$500K.
- Created portfolio investment schedules as well as calculated partner's capital and carried interest allocations during quarterly financial reporting.
- Developed new operations procedures in conjunction with vendor to ensure accuracy; trained group in new system as well created mailing log to better track deliverables of fund-of-funds member statements.
- Achieved consistently a group rating of "Outperform" from client throughout conversion.
- Chosen by senior managers to train and mentor three new employees in operations systems as group expanded.

**Cisco Systems, Inc., Atlanta, GA** 2005 – 2007  
**Financial Analyst – Financial Leadership Development Program**

- Selected as one of four analysts for a rotational leadership development program supporting multiple business units and finance functions within the Scientific Atlanta division of Cisco Systems.
  - Structured and formulated financial reporting deliverables in response to a \$140 million project proposal.
  - Constructed a methodology for tracking pricing violations within business proposals, enabling a more accurate evaluation of gross margin requirements.
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## ADDITIONAL INFORMATION

- Proficient use of Bloomberg terminal, CompuStat, CapIQ, Thompson One Banker
- Languages: Spanish (fluent), French (conversational)
- Big Brothers Big Sisters of Maryland– Mentored elementary school child

# JANE A. OPERATIONS

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## EDUCATION

**Robert H. Smith School of Business, University of Maryland, College Park, MD** 2014

**Master of Business Administration, Focus Area: Strategy and Supply Chain Management, GMAT: 705, GPA: 3.8**

- Recipient, Dean's Fellowship: Awarded for outstanding academic and professional performance.
- Ambassador, viBe Program: One of a select group of five MBA candidates appointed to serve as the face of the Smith School.
- President, Supply Chain Management and Operations Club.

**Universidad Catolica, School of Science & Engineering, Lima, Peru** 1998

**Bachelor of Science, Industrial Engineering, Summa Cum Laude, GPA: 3.7**

- Salutatorian, Industrial Engineering Class of 1998
  - President, Class of 1998. Student Representative, University Council and Assembly
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## PROFESSIONAL EXPERIENCE

**Bose Corporation, Framingham, MA** 2001 – 2012

**Project Manager, Japan Automotive Supply Chain SAP Project, (2007 – 2011)**

- Created and executed the project schedule for a \$2 million Systems Applications and Products (SAP) implementation for Bose subsidiary responsible for all Japan Automotive operations representing \$80 million in annual revenue.
- Influenced senior management with strategy for merging corporate SAP blueprint with local automotive market requirements including order management and distribution, thereby increasing the overall SAP functionality provided to client.
- Trained a 25-member local project team in Japan on their future business processes and how SAP functionality would be used to manage their supply chain.

**Business Systems Planner, Global Supply Chain SAP Project, (2001 – 2007)**

- Planned and managed all activities of the Order-To-Cash (OTC) team through seven months of integration testing. Functionality supports 10 different sales channels responsible for \$2 billion in annual revenue.
- Increased team productivity, accountability, and on-time completion rate by translating complex inter-team project flows into simpler modules of work appropriate to each team member.
- Facilitated a 10-member OTC team to identify and script over 900 business scenarios; despite tight deadlines, championed and completed a highly thorough suite of tests which reduced defects by 97% in the first release.
- Leveraged business systems analysis and planning skills to drive the realization of business requirements in the area of customer repairs, returns, and automotive order management, thereby providing 100% of end user functionality.

**ABC Business Consulting & Technology Services, Peru and Chile** 1998 – 2003

**Senior Consultant, Supply Chain Expert Division**

- Led a supply chain management strategic project for the top Peruvian retailer, increasing the productivity of the main distribution center by 50% and saving \$2.5 million per year in transportation and cross docking costs using radio frequency.
  - Led a multi-national Warehouse Management Project team for a major Peruvian drug wholesaler. Standardized logistics and distribution practices across two countries and 10 distribution centers by applying mySAP WM solution.
  - Created and sold an "Easy Retail" product used to optimize sales to the medium-sized retail market, reducing ERP implementation costs by 20%. Product is now part of SAP solutions portfolio and implemented in ACE Hardware (Peru).
  - Developed and ran the junior and senior consultant's SAP Retail training path for 80 consultants in Peru and Chile.
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## ADDITIONAL INFORMATION

- Peruvian Fulbright Grantee – One of the three Peruvians selected to be sponsored for the MBA program.
- Professional Engineer (Peru) – Conducted thesis on supply chain management in the retail industry.
- SAP Certified Professional
- Languages: Spanish (fluent), Japanese (conversational)

# BRIAN J. MILITARY

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## EDUCATION

- Robert H. Smith School of Business, University of Maryland**, College Park, MD 2015  
**Master of Business Administration**, Focus Area: Strategy, GPA: 3.7, GMAT: 700
- Equity Analyst, Industrials & Materials, Mayer Fund - \$2.6 million investment fund managed by top MBA students
  - Recipient, Dean's Fellowship. One of eight MBA cohort members awarded two-year fellowship for academic and professional excellence
  - VP, External Affairs – Consulting Club
  - Graduate Assistant, Office of Career Services – Survey/Data Analytics Associate
- University of Cambridge**, Cambridge, UK 2012  
**Master of Arts, International Relations**
- Cornell University**, Ithaca, NY 2003  
**Bachelor of Science**, Operations Research and Industrial Engineering
- Recipient, 2010 Distinguished Alumni Award. Youngest recipient honored by the Association of Cornell Black Alumni for professional excellence
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## PROFESSIONAL EXPERIENCE

- PricewaterhouseCoopers LLP**, McLean, VA 2014  
**Advisory Intern**
- Led the development of quantitative data analysis and data mining solutions in support of forensic investigations and litigation for corporate clients and law firms in the Forensic Technology Solutions group.
  - Managed a market research project on Information Risk Management tools. Created an Access database for project data collection and management. Prepared reports that led to improved strategic planning and decision making.
  - Participated in a data breach investigation project for a global banking technology provider. Collected and managed electronic data for investigation. Analyzed the dataset to identify the scope and impact of the breach and provide business insights to the client.
- UNITE HERE Local 11**, Los Angeles, CA 2008 – 2011  
**Research Analyst**
- Researched and reported on municipal redevelopment, the hospitality industry, and health, safety, and labor law, leading to two civil lawsuits and backpay for unpaid wages.
  - Developed research, legal, and press strategies for five community and labor organizing campaigns.
  - Created and led a financial training curriculum that was adopted by three nonprofits, increasing their organizational capacity.
- United States Army** Fort Hood, TX / Camp Taji, Iraq 2004 – 2008  
**Captain**
- Operation Iraqi Freedom Combat Veteran awarded numerous medals and distinctions including Bronze Star, Purple Heart, Meritorious Service Medal, Combat Action Badge, Iraqi Campaign Medal, Army Achievement Medal, National Defense Medal, Global War on Terrorism Expeditionary Medal, Overseas Service Ribbon and Army Service Ribbon.
  - As a Scout Platoon Leader, planned and led tactical unit missions with 28+ person involving daily interaction with the Iraqi populace, Iraqi Defense/Security Forces, and Estonian Military Forces. Managed over \$15M in equipment.
  - Directed combat team that executed planned counter-insurgency initiatives; utilized real-time tactical and strategic operations management; sustained zero casualties for 13 consecutive months.
  - Collaborated in planning complex mission tactics, many of which were integrated into the military's current counter-insurgency strategy used to ensure peace within hostile urban areas.
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## ADDITIONAL INFORMATION

- Active Department of Defense Secret Clearance
- Languages: Spanish (fluent), German (conversational)
- Black Belt in Tae Kwon Do
- Advanced SCUBA certified (6 total certifications)

# JOE GENERAL MANAGER

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## EDUCATION

**Robert H. Smith School of Business, University of Maryland**, College Park, MD 2014  
**Master of Business Administration (MBA)**, Focus Area: Strategy and Management

- Vice President, Professional Development, MBA Association
- Winner, Marketplace Supply Chain and Channel Management Simulation: Competed against seven other teams of suppliers and resellers in multi-period, semester-long simulation game.
- Participant, Global Business Project: Worked with team of MBA students to develop a strategic implementation plan addressing marketing, supply chain, and political challenges of doing business in Venezuela for a U.S.-based client.

**University of California - Davis**, Davis, CA 2005  
**Bachelor of Arts**, Marketing and Psychology, Dean's List: 2004, 2005, 2006

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## PROFESSIONAL EXPERIENCE

**Professional Sports Training**, Rockville, MD Summer 2012  
**Internal Business Consultant Intern**

- Developed and directed the company's strategic planning efforts to coincide with the upcoming expansion. Efforts led to 15% increased investment in company and 20% increased client acquisition nationwide.
- Managed the company's re-launch while working to deploy and create the new business plan including development of the company's financial spreadsheets and performing the analysis utilized in investor presentations.
- Consulted senior management in all aspects of business including marketing strategy, advertising strategy, business development, and sales efforts directed at more than 50 top-level clients in all aspects of business.

**Paragon Relocation Resources**, Rancho Santa Margarita, CA 2008 – 2009  
**Relocation Consultant**

- Performed as intermediary between corporate clients and transferring employees throughout relocation process from sale of current home to purchase of new home. Successfully managed conflict resolution.
- Collaborated with corporations to successfully administer policies for transferring employees across the world.
- Supervised network of real estate agents and other service providers while successfully staying within 100% of clients served versus a company average of 5% over budget per client.
- Partnered with six-member team, promoting strong customer service environment while minimizing cost to the corporate client. Managed upwards of 150 customers, achieving 100% satisfaction rating.
- Earned financial incentives based on customer surveys and promoted to next level for outstanding performance.

**Saleen**, Irvine, CA 2007 – 2008  
**Dealer Support Manager**

- Managed and directed the strategic planning, sales, marketing, and customer service efforts for approximately 100 Ford/Saleen dealerships across northeast region of the United States.
- Doubled territory revenues in the first six months with the company from approximately \$1.5 million to \$3 million.
- Consulted with potential buyers and current clients, facilitating special orders and initiating promotions. Managed team of three direct reports to successfully achieve revenue goals.

**IKON Legal Document Services**, Irvine, CA and Washington, DC 2005 – 2007  
**Account Manager and Customer Service Representative**

- Consulted with clients on technological products, services, and upgrades they could utilize within their firm.
  - Exceeded regional sales team's goals by implementing innovative sales and customer service efforts.
  - Grew territory from 20 firms and \$240,000 in annual revenue to over 50 firms and \$480,000 in annual revenue.
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## ADDITIONAL INFORMATION

- Language: Spanish (fluent)

## Helpful Hints

1. **Dates 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)

- 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.

2. **Company Descriptions:** If the company is generally unknown, it is recommended to include a one line explanation of the company below the company name.

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

3. **GMAT and GPA:** Include after the Focus Area line when appropriate. Consulting firms and some finance positions ask for academic excellence. Generally, GPAs above 3.5 and GMAT scores above 700 are considered to be very good, so we recommend including GPAs and GMAT scores above these numbers on the resume.

**Master of Business Administration**, Focus Area: Finance, GPA: 3.8, GMAT: 750

4. **Relevant Business School Projects:** Consider listing relevant projects under your MBA degree to highlight valuable project experience obtained during business school if you lack that experience in other areas of your resume - especially helpful for career changers. You may also include these projects under Professional Experience if they help you transition from one career path to another.

**Robert H. Smith School of Business, University of Maryland**, College Park, MD  
**Master of Business Administration**, Focus Area: Marketing

- Participant, WeddingWire.com Marketing Competition: Selected to final round.
- Strategy Consultant, Center for Social Value Creation: Consulted nonprofit client and assisted with revamping firm positioning and donor retention strategy.
- Team Lead, Data, Models and Decisions Class Project: Conducted hypothesis testing, confidence intervals, regression analyses, dummy variables, and interaction terms for five companies.

## PROFESSIONAL EXPERIENCE

**Center for International Business Education and Research – Westinghouse Electric** 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.

5. **Students with a Consulting Background:** Individuals who have completed multiple projects working with different companies as a consultant may want to list engagements separately. Discretion should be used in stating company names where you feel there is a potential breach of confidentiality.

**IBM, Bangalore/Kolkata, India**

2005 – 2008

### **Consultant**

*Fortune 500 Banking Client*

- Led team of six in providing business solutions to complicated issues by collaborating with cross-functional teams
- Decreased response time to demands of customers, employees, partners and suppliers by 50% by automatically archiving infrequently accessed data and securely protecting the information to comply with regulatory and company policies

*Nestle*

- Managed multiple global deliverables for the world's largest SAP implementation project worth \$500 million.
- Saved \$5 million by analyzing and redesigning the client's business processes by integrating the functional areas of Financial Accounting and Sales and Distribution

## 6. **International Students:**

- Where an American name is used list that first name first, original name second in parentheses and then last name, e.g. Tina (Tian) Yong.
- Do NOT put visa requirements, social security numbers or pictures on the resume.
- If you have U.S. citizenship or permanent residency you may indicate that under additional information.

## 7. **Career Transitioners:** *A career “transitioner” is someone looking to change industries, e.g. from consulting to investment banking or from the military to a private sector civilian career.*

- Individuals transitioning from military/defense to civilian careers should consider having two versions of your resume: a one-page version for HireSmith and a two-page version (more common for military/defense positions).
- Career transitioners are strongly encouraged to spend time working with the OCS coaching team and Smith club leaders to identify your transferable skills.

- Career transitioners in particular should plan to get involved in Smith student clubs, Centers of Excellence, and/or other project work during business school to gain relevant experience for your resume that supports your future career goals.

## 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.

achieved	composed	engineered	integrated	produced	standardized
adapted	computed	enhanced	interpreted	programmed	streamlined
addressed	conceptualized	entertained	intervened	projected	strengthened
adjusted	conducted	established	interviewed	promoted	studied
administered	consolidated	estimated	introduced	proposed	submitted
advertised	constructed	evaluated	invented	provided	succeeded
advocated	consulted	examined	investigated	publicized	suggested
aided	contacted	exceeded	joined	purchased	summarized
allocated	contracted	executed	judged	recommended	supervised
analyzed	contributed	expanded	lectured	reconciled	supplied
applied	controlled	expedited	located	recorded	surpassed
appraised	converted	experimented	maintained	recruited	surveyed
approved	convinced	explained	managed	rectified	synthesized
arbitrated	cooperated	explored	marketed	reduced	systematized
arranged	coordinated	expressed	measured	referred	terminated
articulated	corrected	extracted	mediated	registered	tested
assembled	corresponded	fabricated	merged	regulated	transformed
assessed	counseled	facilitated	modeled	rehabilitated	translated
assigned	created	familiarized	moderated	reinforced	updated
assisted	critiqued	fashioned	modified	remodeled	upgraded
audited	customized	forecasted	monitored	reorganized	validated
authored	debated	formulated	motivated	repaired	verified
authorized	debugged	founded	negotiated	replaced	volunteered
balanced	defined	furnished	observed	reported	won
budgeted	delegated	gathered	operated	represented	wrote
calculated	demonstrated	generated	organized	researched	
cared for	described	guided	originated	resolved	
catalogued	designed	helped	overhauled	responded	
categorized	detected	hired	participated	restored	
chaired	developed	hosted	performed	reviewed	
clarified	diagnosed	identified	persuaded	revitalized	
classified	directed	illustrated	photographed	routed	
coached	discussed	implemented	pioneered	scheduled	
coded	displayed	improved	planned	screened	
collaborated	distributed	incorporated	prepared	searched	
collected	drafted	increased	presented	selected	
communicated	drew	influenced	presided	set up	
compared	edited	initiated	prevented	simplified	
compiled	educated	inspected	printed	solicited	
completed	elicited	installed	prioritized	solved	
	encouraged	instituted	processed	spearheaded	