

CAREER DEVELOPMENT PROGRAM

THE RESUME

Office of Career Development
44 West Fourth Street, Suite 5-100
New York, New York 10012
212-998-0623
[http:// www.stern.nyu.edu/ocd](http://www.stern.nyu.edu/ocd)

Introduction: The Stern Resume

Your resume should highlight key points, which are relevant to your future employment objectives.

The Office of Career Development has **one required resume format**. The purpose of this handout is to describe the specific requirements of the format and to assist you in writing relevant content.

Your resume is an important marketing document designed to sell your background to a targeted reader. It is an outline of your professional and educational background; it should highlight relevant key points, which relate to your future employment objectives. Your resume should be tailored strategically to present those accomplishments, skills and experiences that relate specifically to the position you are seeking.

You should consider the interview while composing your resume. How well you present these experiences in the resume is a measure of how well you will articulate these experiences in the employment interview.

AVOID THE “DATA DUMP” TRAP

Write your resume for the reader, supplying the information he/she will find important to know.

Remember, more is **not** better. Select only your experiences that are relevant to the function and industry you are looking to be a part of in the future. It is not the reader's job to try to make sense of your resume: **you are responsible for making the connection of your past experiences with your future goals**. It is also important to remember that the more you know about your audience, the easier it will be to explain/illustrate your background in ways that catch the attention of that audience.

THE BEST RESUME WILL NOT GET YOU A JOB

A resume will only get you an interview. A well-constructed resume increases your chances of an interview in which you can facilitate a productive discussion of your experiences. However, a poorly constructed resume will be used to screen you out of the interviewing process.

FORMAT AND CONTENT

BASIC RULES

GENERAL FORMATTING NOTES

CONTACT INFORMATION
EDUCATION
EXPERIENCE
ADDITIONAL INFORMATION

GENERAL FORMATTING NOTES

LENGTH

One page ONLY.

PAPER

8 1/2" x 11" white, cream or light gray, high quality (25% rag contents) paper; black ink. If your field of interest is conservative, e.g., banking or management consulting, consider using white paper. It is advisable to send documents via e-mail as .pdf (Adobe) files vs .doc/.docx (Word) files as formatting might be adversely impacted on the recipient's end.

MARGINS

All margins should be greater than or equal to 0.5", but also symmetrical (top/bottom, left/right). Please ensure that your margins fit these measurements.

BULLETS

Bullets may only be listed (and aligned) vertically. **Periods should not be used at the end of your bullets.**

ABBREVIATIONS

In general, do not abbreviate, with the exception of state names for which you should use postal abbreviation, e.g., CA for California. Abbreviate or use an acronym only if it is more appropriate than the full name, e.g., "IBM" not "International Business Machines."

TYPOGRAPHY

Font is Times New Roman. In this guide, when a word is indicated as "plain type" it should not have any special formatting applied to it, i.e., no bolding or italicizing, nor should it be written in all capital letters. Italics are used for newspapers, magazines and words in foreign languages, e.g., *magna cum laude*.

SALARY AND OTHER PERSONAL INFORMATION

No salary or truly personal information including: health, height, weight, marital status, photos (may differ for international resumes; ask a career counselor for specifics if you are seeking opportunities overseas) should be included on the resume. Additionally, GPAs, SAT and GMAT scores should NOT be included on your resume.

WRITING STYLE

Omit pronouns (i.e., "I", "me", "my", "our") and don't overuse "the," "a" and "an". Formatting and writing styles should remain consistent throughout.

SECTION ONE: CONTACT INFORMATION

<p>JANE DOE 210 Mulberry Street, Apartment 2B New York, NY 10026 Tel: 212-555-1212 E-mail: jane.doe@stern.nyu.edu</p>
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- “**YOUR NAME**” is in all capital letters, bold type, centered and one point larger than the rest of your text.
- Your address and phone number are in plain type and centered directly underneath your name, in plain type. You may only list one phone number (usually your cell number).
- Your e-mail is in plain type and centered. Your email should not be underlined.

*****NOTE: Under no circumstances should you use OCD’s mailing address for your address.*****

*****NOTE: You must use your Stern e-mail address*****

SECTION TWO: EDUCATION

Education:	NEW YORK UNIVERSITY Leonard N. Stern School of Business Master of Business Administration, May 2013 Specialization in Finance and Management <ul style="list-style-type: none">• Member, Stern Women in Business and Graduate Finance Association• Co-Chair, Stern Charity Ball	New York, NY
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- The word “Education” is in plain type and left justified.
- The school name “**NEW YORK UNIVERSITY**” is in all capital letters and bold type.
- The location “New York, NY” is in plain type and right justified.
- The school name “**Leonard N. Stern School of Business**” is under the university name in bold type.
- The degree and date of graduation “Master of Business Administration, May 2013” is listed underneath the school name in plain type.
- The “Specialization in Finance and Management” is listed underneath the degree reference and is in plain type.
- Other relevant information in this category, including Stern club/association involvement, certificates and tracks, is presented in bullet point format.

Include academic honors, scholarships and positions of leadership.

- Present graduate and undergraduate institutions in reverse chronological order, that is, most recently attended school first. Additional relevant course work or work seminars (non-degree) should follow your degree programs.
- Include academic honors, scholarships and positions of leadership. **You may not include your GMAT or your Stern GPA**; you should however be prepared to answer questions about both in an interview.
- Only list undergraduate college clubs or activities if you are a recent graduate and they emphasize leadership roles or an interest in the specific function or field to which you are applying.

SECTION THREE: EXPERIENCE

Experience: 2009–2011	GLENDALE BURKE & ASSOCIATES, LLC Project Manager <ul style="list-style-type: none">• Strategized with senior partners about viability of e-commerce consulting practice; including billing projections, industry penetration and modes of compensation• Prepared weekly briefings for team members concerning the status of ongoing projects, new business development initiatives and billings-to-date• Collaborated with clients' Chief Technology Officers to identify and develop e-commerce and internet strategies• Assisted Kenwood AutoParts, \$15 million annual revenue used parts retailer, in devising a strategy to move inventory procurement online, generating \$3 million in annual savings	New York, NY
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- The word “Experience” is on the same line as the company (of your most recent job) in plain type and left justified.
- Dates are on the same line as company name; in plain type and left justified. However, there are two exceptions:
 - The date of your most recent job will be on the same line as your position title, directly underneath the word “Experience”.
 - If you’ve had more than one job at the same company, the date(s) must be on the same line as your position title.

*****NOTE: The required format does not use months; only years*****

- The most recent company, “**GLENDALE BURKE & ASSOCIATES, LLC**”, is on the same line as the word “Experience” in all capital letters and bold type.
- The location of firm, “New York, NY”, is in plain type and right justified, and the state is abbreviated. For international locales, the city and country must be fully written out in plain type, e.g., Caracas, Venezuela.
- The position title, “**Project Manager**”, is written underneath the company name in bold type.
- The description of your experience at the firm is presented in bullet point format.

*****Before you start writing, it is critical to remember that all of the information presented in this section should support your new job objective*****

GENERAL NOTES

- Use the reverse chronological format.
- For each position you have had, you will need to include company name, city, state (postal abbreviation), dates of employment and position title.
- Titles may differ in particular organizations and may not represent what you did. If this is the case, you should consider rewriting your title to describe what you did; be careful not to misrepresent your level in the organization.
- Dates must be expressed in terms of years (e.g., 2009–2010); it is much easier to read than “May 2009–September 2010.” An advantage of the year format is that it hides some employment gaps without looking questionable.
- You will then need to identify the skill areas most important to the function you are now pursuing and organize your resume around these skills. What specific things have you accomplished in the last few years that illustrate your skills and abilities?

... all the information in this section should support your new job objective.

THE ACCOMPLISHMENT STATEMENT

Opportunity Opportunity, Action, Result. Describe the OPPORTUNITY as a problem encountered. Describe the ACTION taken, including analysis of the opportunity, the planning and preparation, and the resources involved. Use action words and avoid words like "participated in" or "monitored." Describe the RESULTS obtained. Be sure to state if you presented your results to clients or senior management.

Action

Result

Begin each statement with an action verb. Accomplishments should be brief and precisely stated. Begin each statement with a strong action verb; the statement should specify the result or impact upon the organization and illustrate your contributions to the company/organization.

Be as specific and as quantitative as possible. Your goal is to distinguish yourself by citing accomplishments and measurements of impact to those who explore your background and experience. Avoid being too general, e.g., laying claims, reducing costs, improving profits and increasing efficiency without a quantified measurement.

Quantify, when possible, by percentages and numbers.

- **Quantify**, when possible, by percentages or numbers. If not possible, provide feeling for size and/or scope of accomplishment, e.g., "first," "revolutionized," etc.
- **Focus** on increases in sales, volumes, quality, profits, team productivity, technical/new program or product innovations, cost cutting and efficiency.
- **Highlight transferable skills** – this is essential for everyone, particularly career changers!
- **Don't exaggerate or misrepresent** your background, i.e., scholarships, club memberships, etc.

Examples of some areas in which you can expand upon your accomplishments

- Improved quality, productivity, teamwork, etc.
- Increased sales, profits, etc.
- Reduced costs
- Planned/designed a program/training process to improve, reduce, etc.
- Decreased turnover, failures, breakdown, shrinkage, overtime, etc.

Examples of General Accomplishment Statements

- Trained new employees in customer service, secretarial and telephone procedures that generated a 30% reduction in complaints
- Initiated advanced assembly procedures that increased production 10% by reducing turnaround time from 5 to 4 days
- Studied 30 bids from outside service companies totaling over \$30 million annually
- Analyzed statistical reports to pinpoint overrun errors, saving \$500,000 annually in raw materials
- Designed and implemented new promotional point of sale displays that arrested share loss and one-year later increased market share six percentage points

SECTION FOUR: ADDITIONAL INFORMATION

Additional:	<ul style="list-style-type: none">• Member, American Association of Management Consultants• Fluent in Spanish
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- The word “Additional” is on the same line as the first bullet point is, in plain type and left justified. To do this, click on “Insert”, choose “Symbol” and click on the bullet symbol.
- Other relevant information in this category is presented in bullet point format.
- Use this space to highlight proficiency in foreign languages, hobbies and activities that relate to your career interests, or to account for time gaps on your resume.
- You may want to include associations and affiliations if they relate to the position you are seeking, or if they show evidence of leadership or community involvement.

THE RIGHT WORD

IN THE RIGHT PLACE

THE RIGHT WORD IN THE RIGHT PLACE

The importance of transferable skills and measurable results in your accomplishment statement has already been addressed. Make sure you have a foundation for each statement that starts each phrase. Without fail, that word must be a strong, active-voice verb. Look over the following lists of suggested verbs, and use them in your resume.

Action verbs that address your ***planning skills*** include:

Conceived	Formed	Planned
Created	Formulated	Projected
Designed	Initiated	Revised
Developed	Innovated	Scheduled
Devised	Instituted	Solved
Engineered	Invented	Systemized
Established	Justified	Tailored
Estimated	Organized	Transformed
Experimented	Originated	

Action verbs that address your ***skills in directing employees*** include:

Administered	Determined	Ordered
Approved	Directed	Oversaw
Authorized	Guided	Prescribed
Conducted	Headed	Regulated
Controlled	Instructed	Specified
Decided	Led	Supervised
Delegated	Managed	Trained

Action verbs that suggest that you have ***skills in assuming responsibility*** include:

Achieved	Developed	Operated
Adopted	Doubled	Overcome
Arranged	Established	Performed
Assembled	Evaluated	Prepared
Assumed	Experienced	Produced
Attended	Gathered	Received
Audited	Halted	Reduced
Built	Handled	Reviewed
Checked	Improved	Simplified
Classified	Implemented	Sold
Collected	Initiated	Transacted
Compiled	Installed	Tripled
Constructed	Integrated	Used
Described	Maintained	Utilized

Action verbs that embody an **ability to provide effective service** include:

Carried out	Explained	Provided
Committed	Facilitated	Purchased
Delivered	Furnished	Rewrote
Demonstrated	Generated	Sent
Earned	Inspected	Serviced
Exchanged	Installed	Submitted
Expanded	Issued	Transmitted
Expedited	Procured	Wrote

Interactive skills with people are suggested by the use of these action verbs in your accomplishment statement:

Advised	Counseled	Presented
Aided	Helped	Promoted
Apprised	Informed	Recommended
Clarified	Inspired	Represented
Conferred	Interpreted	Resolved
Consulted	Interviewed	Suggested
Contributed	Mediated	Unified
Cooperated	Negotiated	
Coordinated	Participated	

Finally, your **analytical/research skills** merge with the use of these action verbs:

Analyzed	Evaluated	Reviewed
Assessed	Familiarized	Searched
Calculated	Investigated	Studied
Computed	Observed	Verified
Correlated	Proved	
Discovered	Researched	

- Font: 10, 11 or 12 point, Times New Roman
- Margins: 0.5" on all sides
- Left and right Justified
- One page only

STERN RESUME FORMAT

SAMPLE RESUME

Name: capital letters, bold type, content font size + 1

JANE DOE

210 Mulberry Street, Apartment 2A
New York, NY 10026
Tel: 212-555-1212
E-mail: jane.doe@stern.nyu.edu

Address, phone number,
Stern e-mail:
plain type, centered.
(*only use Stern e-mail
account*)

Plain type, left justified.

Education: **NEW YORK UNIVERSITY**

Leonard N. Stern School of Business

Master of Business Administration, May 2013

Specialization in Finance and Global Business

- Member, Stern Women in Business and Graduate Finance Association
- Co-Chair, Stern Charity Ball

New York, NY

School name listed *under* NYU in bold type

CORNELL UNIVERSITY

Ithaca, NY

Bachelor of Science, Chemical Engineering, May 2006

- Recipient, Jeremy S. Barnum Scholarship, academic excellence and community service

Company name: all capital letters, bold.

Experience: **GLENDALE BURKE & ASSOCIATES, LLC**

New York, NY

2009-2011 **Project Manager**

- Strategized with senior partners about viability of e-commerce consulting practice; including billing projections, industry penetration and modes of compensation
- Prepared weekly briefings for team members concerning the status of ongoing projects, new business development initiatives and billings-to-date
- Collaborated with clients' Chief Technology Officers to identify and develop e-commerce and internet strategies
- Assisted Kenwood AutoParts, \$15 million annual revenue used parts retailer, in devising a strategy to move inventory procurement online, generating \$3 million in annual savings

City/state should be right aligned

Position/title: same line as dates employed, bold type.

2007-2009 **Senior Consultant**

- Documented best practices, including proper roles, technology, processes, costs and metrics to create a knowledge database on online retailing
- Instructed colleagues and clients in applied methodology and state-of-the-art coding language
- Created matrix for analyzing profitability of clients and services offered, resulting in increased coverage of clients and 45% increase in client satisfaction
- Led a \$200,000 project to complete technical analysis of clients' order-processing system to determine functional deficiencies and repair defects

Bullet point format. No paragraphs.

Years: plain type, left justified. No months!

2006-2007 **GRANT THORNTON, LLP**

Pittsburgh, PA

Systems Consultant

- Developed a turnkey web module to enable small business clients to move online
- Designed an application to enhance the interface between accounts payable and the purchasing department of a regional food processor, improving efficiency by 30%
- Wrote manuals that enabled clients to become familiar with new applications

Additional: • Member, American Association of Management Consultants
/ • Fluent in Spanish

The word "Additional" should be on the same line as the first bullet point in plain. To get this aligned properly, tab out to where the bullet begins and insert the symbol for a bullet for this line only.

RESUME TEMPLATE

[YOUR NAME]

[Street Address], Apartment [...]

[City], [State] [zip]

Tel: 000-000-0000

E-mail: [...]@stern.nyu.edu

Education: **NEW YORK UNIVERSITY** New York, NY
Leonard N. Stern School of Business
Master of Business Administration, [month year of anticipated graduation]
Specialization[s] in [...] - up to 3 areas

- [officer title, club – if applicable]
- [member, clubs – if applicable]
- [other school activities, awards – if applicable]

[UNDERGRADUATE SCHOOL] City, State
Bachelor of [...], [degree], [month year of graduation]

- [distinctions e.g., *cum laude* – if applicable]
- [other school activities, awards – if applicable]
- [other school activities, awards – if applicable]

Experience: **[MOST RECENT EMPLOYER]** City, State
[year]–[year] **[Job Title]**

- [relevant skill]
- [relevant skill]
- [relevant skill]
- [relevant skill]
- [relevant skill]

[year]–[year] **[FIRM]** City, State
[Job Title]

- [relevant skill]
- [relevant skill]
- [relevant skill]
- [relevant skill]
- [relevant skill]

[year]–[year] **[FIRM]** City, State
[Job Title]

- [relevant skill]
- [relevant skill]
- [relevant skill]
- [relevant skill]
- [relevant skill]

Additional:

- [for international students that are a Permanent US Resident, state Permanent US Resident here]
- Languages: [language] (fluent, proficient, basic) and [language] (fluent, proficient, basic) [if applicable]
- [organizations, affiliations – if applicable]
- Interests include: [...], [...] and [...]