



Résumé Guidelines and Templates

Standard Résumé Template

This template is recommended for the MBA/MS populations with less than 10 years of work experience. This should be one page. Full-time students can place education first, students who are working can place education after experience.

Experienced Résumé Template

This template is recommended for the MBA/MS populations with more than 10 years of work experience. This can be one to two pages.

Résumé Advice from the CMC Team

These recommended templates serve as guidelines to best highlight your accomplishments no matter where you are in your career. At this point in your academic and professional experiences, employers are seeking to understand your impact versus day-to-day responsibilities.

Some quick tips to consider:

- Be honest; make your résumé your own
- Résumé mechanics: 10-12 size font; 1-2 pages (experience and industry based- **less than 10 years of experience should be 1 page**), 0.5-1.0 inch margins, font styles – Times New Roman, Arial, Garamond, Calibri
- Target your résumé to the function/industry that is your focus (this includes goals of future promotions within current organization)
- Take the time to update your résumé on a regular basis – by doing this you will remember your accomplishments throughout the year
- Use strong action verbs to begin the accomplishment statement (aka bullet points)
- Utilize the STAR method to demonstrate accomplishments – this is a structured and useful format to develop concrete, factual and impressive accomplishment statements
 - STAR = Situation, Task, Action, Result
 - ✦ **S**- Define the problem or situation
 - ✦ **T** - Define your objective or task
 - ✦ **A** - Describe the steps you took to achieve your objective
 - ✦ **R** - Measure your effectiveness and results
- If you don't have work experience yet, include internships and academic projects
- Utilize the ASK Mentor Program and Vault for industry-specific résumé tips

How to Create Accomplishment Statements

The STAR Model is simply a structured format for identifying and organizing details related to your professional accomplishments. It is a useful tool for developing concrete, factual, and impressive accomplishment statements. Here are five steps to help you create powerful accomplishment statements:

- I. Description of “STAR” and how to use it
- II. Accomplishment statements: Guidelines and Samples
- III. Measuring your effectiveness and results
- IV. Examples of strong accomplishment statements with results
- V. Accomplishments and résumés: List of action words

I. “STAR” stands for Situation, Task, Actions/Achievements and Results:

S= DEFINE THE PROBLEM or SITUATION

- What was the situation?
- What problems or challenges did I face?
- Where did this situation/problem/issue occur?

T= DEFINE YOUR OBJECTIVE OR TASK

- What needed to be done?
- How did I need to become involved?
- Was I asked to be involved?
- Did I manage the situation?

A= DESCRIBE THE STEPS YOU TOOK TO ACHIEVE YOUR OBJECTIVE

- What did I do specifically?
- When part of a team, what was my role?
- What area did I put my energy into?

R= MEASURE YOUR EFFECTIVENESS & RESULTS

- What were the outcomes?
- What were the unintended outcomes?
- What did I learn?
- What would I do differently next time?

To address each step, answer the four questions below. This will help you draft a rough accomplishment statement:

1. Describe the work-related problem, situation or issue you encountered, what needed to be done, and how you were involved?
2. Clearly define your task with regard to how you needed to be involved to address this problem or situation.
3. List all the specific actions that you took (or actions that you initiated or directed) to deal with the problem or situation. Use action verbs (see a list at the end of this article).
4. Specifically describe the positive results of your efforts. **Quantify and be as concrete as possible.**

II. Accomplishment Statements: Guidelines and Samples

You have accomplished something on the job when you:

Save time	Deal with a crisis
Improve efficiency	Turn around a bad business situation
Generate more profits	Reduce costs
Improve accuracy	Expand product or service to customers
Improve performance	Create a new service or function
Earn an award	Solve problems

III. Measuring Your Effectiveness & Results (Step #4)

You will need to show evidence of your value. In today's market, potential employers want demonstrated evidence that the candidates they consider can solve problems and produce effective outcomes in their work. In your work search, be prepared to offer evidence of your value. Specifically:

- Focus on achievements, results, or accomplishments that directly relate to your targets.
- Quantify and specify (How did you do it and what was your part?).
- Answer the question "So what?"

Some examples of sources of evidence:

- Problems you identified and solved, and the results
- Procedures or systems you improved or enhanced
- Organizational resources or funds you saved
- Productivity enhancements you made
- Decisions you made or insights you had that improved performance
- Publications you wrote or contributed to
- Systems you automated or improved
- Reports or research you prepared that improved management decision making
- Training you gave to others and the results
- Suggestions you made for programs or projects that were adopted
- Input you gave for goals, objectives, or work programs that were implemented
- Assignments successfully carried out as "additional duties" or "acting" roles you performed

How to create an action-results statement:

- Begin with an action word or verb
- Describe what you did for whom
- State outcomes or results

Some examples:

- Trained 50 staff on new work station procedures, resulting in increased productivity and improved morale.
- Managed \$1.7 million budget for project to study the impact of cholera in Sub-Saharan Africa.
- Launched a successful weekly French language publication, increasing readership by 30% and advertising revenues by 20% in the first three years.

Examples of Strong Accomplishment Statements with Results

Read each of these accomplishment statements in order to get an idea of the kinds of statements you will want to develop for your own résumé. Note that a good accomplishment statement is

concise and uses effective action verbs. To the extent possible, it is quantified with numbers, percentages, and time periods.

- In a six-month period, drastically reduced inventory by 25%.
- Significantly improved customer service by expanding private fleet capacity by 20%. This was achieved while reducing prior year costs by 8%, (\$40,000).
- Earned Distinguished Achievement Award by launching a productivity improvement strategy while generated \$900,000 savings in 1 year.
- In a one-year period, administered more than 25 conferences and special programs with total attendance exceeding 2,500. Consistently met all deadlines and budget targets.
- Developed a computerized database on in-house training that significantly reduced (from three days to four hours) response time required to address divisional informational requests.
- Reduced billing processing time in 18 months, decreasing it from six to two days.
- Implemented new management database that resulted in more efficient customer service for over an over \$4 million book of business, increasing customer retention by 12% in the first year.
- Established/managed company's first national quality control training program that resulted in an 8% reduction in manufacturing costs.
- Implemented just-in-time ordering procedures that reduced production supply inventory by \$200,000.
- Hired and trained three systems analysts who, in less than four months, successfully reduced a major program development backing.
- Negotiated national account agreement with major office supply distributor that resulted in a cost savings of \$136,000.

IV. Accomplishments & Résumés: Action Words

Résumés, cover letters and interviews are enhanced when job seekers use strong action words. They convey clear images, and when used to describe accomplishments or achievements, action words suggest success- a key element in the job search.

Management/Leadership Skills

chaired	motivated
consolidated	organized
converted	planned
coordinated	presided
enhanced	scheduled
established	selected
managed	supervised

Communication/People Skills

contracted	controlled
delegated	directed
executed	generated
originated	overhauled
prioritized	produced
streamlined	strengthened

addressed
interviewed
authored
marketed
corresponded
recruited
directed
resolved
elicited
advertised

clarified
joined
mediated
referred
solicited
arbitrated
collaborated
defined
drafted
expressed

Research Skills

moderated
reinforced
suggested
articulated
communicated
described
edited
negotiated

reported
summarized
analyzed
examined
formulated
measured
presented
solved

Technical Skills

collected
experimented
identified
researched
studied
compared
explored
inspected
reviewed

summarized
conducted
extracted
interpreted
searched
surveyed
adapted
converted
operated

Financial/Data Skills

applied
overhauled
standardized
assembled
designed
constructed
developed

programmed
upgraded
audited
computed
marketed
streamlined
forecasted

Helping Skills

cooperated

designed
entertained
directed
established
displayed
assisted
contributed
facilitated

motivated
clarified
counseled
guided
prevented
coached
demonstrated
helped
provided
managed

Creative Skills

directed
displayed
established
designed
prepared

developed
projected
created
customized

Organizational/Detail Skills

implemented
screened
responded
standardized
collected
maintained
reviewed
prepared
systematized

updated
compiled
distributed
validated
monitored
routed
scheduled
submitted
supplied

Your Name Here

Street Address, Apartment Number □ City, IL □ Zip Code

Phone Number □ E-mail Address (*make sure this is professionally titled, i.e. firstnamelastname@gmail.com*)

CAREER SUMMARY

*The Career Summary is a brief synopsis of your background and experience to date; this is essentially an opportunity to highlight your strengths/ characteristics that make you uniquely qualified. Remember to be specific and tailor this section to the position, company and/ or industry to which you are applying. Key parts to address include your background, area of expertise, and your intention (i.e. objective statement) for the future. **This should be included only if you have professional work experience.***

EDUCATION

DePaul University, Kellstadt Graduate School of Business, Chicago, IL Month/ Year (of expected graduation)

Master of Business Administration, Concentration

- Honors, Graduate Assistantships
- Relevant Coursework/Projects (*describe scope of project, including goal/ objective, tools/ strategies employed, outcome*)

Undergraduate University, City, Abbreviate State (include Country as appropriate) Year

Degree, Major

- Honors, Student Organizations, etc.
-

CERTIFICATIONS

List any licenses or certifications you have obtained, including the year they were earned

EXPERIENCE

Company Name, City, State (okay to abbreviate; include Country as appropriate) Month Year – Month Year

Position Title

- Achievements.....3 - 6 points... *In addition to describing what you do, make sure to include the results/ outcomes of your work, (and the specific role you played in achieving this result; in other words, how did you add value to your role and/ or company, what are some improvements that resulted from your work)*

Company Name, City, State Month Year – Month Year

Position Title

- Achievements.....3 - 4 points

Company Name, City, State Month Year – Month Year

Position Title

- Achievements.....2 - 4 points

Company Name, City, State Month Year – Month Year

Position Title

- Achievements.....2 - 4 points

***Internships/work experience you completed as an undergraduate can be included if it is relevant to what you are seeking.**

ADDITIONAL INFORMATION

(Title this section as it pertains to the information you include, i.e. Community Involvement, Professional Affiliations, etc.)

- Examples here include Professional Affiliations, (*i.e. MBA Association, Graduate Women in Business, Social Enterprise Collaboration, etc*), Technical or Special Skills, Community Involvement/Volunteering, Language Proficiencies

Your Name

1234 Clark Street
Chicago, IL 60657

yourname@gmail.com
312.123.4567

CAREER SUMMARY

Provide a 2 – 4 sentence history that talks about your main accomplishments, skills, experience and primary knowledge base. This paragraph can also include brief information on your soft skills, but it needs to be written effectively and provide an overview about the whole of your experience, not just your most recent job.

Core Competencies (this can include technical and interpersonal skills):

- Project Management
- Financial Analysis
- New Product & Market Development
- Asset Manager
- Market Research
- Revenue & Profit Management
- Marketing Communications
- Relationship Manager

EXPERIENCE

Company Name

Employment Dates

Job Title

Can include a description of the company here or you can actually provide an overview of your role in this 2 – 3 sentence structure.

Selected Accomplishments:

- Include accomplishments that you achieved
- Try to use quantitative figures that are focused on your actions and results
- Usually recommend including the most significant accomplishments first

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Undergraduate University, City, Abbreviate State (include Country as appropriate) Year
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-

CERTIFICATIONS

- **List any licenses or certifications you have obtained, including the year they were earned**

Professional Development:

- This section can basically be titled whatever you would like with relevant information on conferences you have attended, training, etc.

Additional Information:

- Sections like this would be optional and could include things like additional certifications, personal achievements, volunteerism, etc.

*Please note- you should commit to full pages and never leave a half-page. If you do not have enough information for two pages, consolidate it one. Résumés should not exceed two pages unless you are including publications or conference presentations