

JSOM Career Management Center Resume Writing Requirements

The JSOM Career Management Center, in concert with our employers, has established the following resume writing requirements to ensure students have a professional and compelling resume that meets employer expectations. A resume connects your education, experiences, and skills to the employer and the job/internship. An effective resume results in an invitation to interview; therefore, it is strongly recommended your content be relevant and targeted to each application. To get started, review this guide and utilize a CMC resume template to develop a concise and focused document that best describes your strengths and accomplishments. Next, visit your Handshake account to register for a Career Management Center resume writing workshop or bcc.utdallas.edu to register for a Business Communication Center resume workshop.

All JSOM student resumes uploaded onto Handshake are required to meet the formatting, length, content and proofreading requirements to be approved. **Note your resume MUST be in the JSOM format and use the appropriate template to be approved onto Handshake.** When you apply outside the Handshake system, you may utilize another resume template; however, the JSOM format is preferred by employers and accepted in applicant tracking systems.

HANDSHAKE FORMATTING GUIDELINES

- **Formatting:** JSOM students are **REQUIRED** to utilize the JSOM template. Calibri font size of 11 or 12 point with a minimum 0.6" margin, no lines, and in reverse chronological order within each section.
- **Length:** a one-page resume is required for access to Handshake. Professional MBA and Executive MBA students may utilize a fully developed 2-page resume if they have substantial relevant experience.
- **Content:** compelling bullet points with action verbs, accomplishment statements and results.
- **Proofread:** formatting and organization consistency and appropriate spelling and grammar.

SECTION HEADINGS

Heading/Contact Information (required)

- Include name and contact information (phone and email). A mailing address is not required.
- Utilize professional voicemail and email address for business correspondence.
- Include a customized LinkedIn URL (no numbers).

Objective or Summary Section (DO NOT Include in your Handshake resume)

Education (required)

- Education should be the first section for the majority of undergraduate and graduate students.
- Your UT Dallas degree information (major, minor/concentration and expected graduation month and year.
- Include overall or Major GPA if over 3.0 and academic honors, study abroad or fellowships.
- Only include college degrees earned; only first-year undergraduates should include high school.

Academic Projects (optional but recommended)

- Required if you have not completed an internship or FT position within your career field of interest.
- List course name and dates in month format versus semester.
- Utilize bullet points with action verbs that focus on the intellectual output of the course (theories, projects, presentations, and/or papers).
- Formatting should mirror the experience section.

Experience Section and Tips for Writing Compelling Bullet Points (required)

- Write 3-5 compelling bullet points for each experience that are focused, measurable and memorable.
- Employers often use applicant tracking systems; therefore, include a variety of industry-specific action verbs from the CMC action verb list.
- Quantify information with metrics that demonstrate your achievements and contributions.
- A strong bullet point incorporates accomplishment statements; frameworks include STAR- situation/task, action and result; SOAR- action statement, occurrence, amount and result.
- Example: prepared and led 15 client strategy meetings, resulting in 50% portfolio increase.
- Example: implemented online check-in process to decrease patron wait times by 50%.
- Example: reviewed \$75M of repair part sales from 2004-present and forecasted product lifecycles.

Professional and Student Organizations, Competitions and Leadership (optional but recommended)

- Examples are business and case competitions, professional memberships, conferences, and trainings.
- Include organization name, membership dates and describe leadership roles.

Additional Information, Technical Skills, and Work Authorization (required)

- Best to include relevant and technical skills within the experience descriptions.
- Focus on skills identified within the job and internship posting.
- Language skills are an asset but qualify your fluency (conversational, intermediate, or advanced).
- Include your eligibility to work in the U.S.- **required for international students**
 - USPR: eligible to work in the U.S. with no restrictions.
 - Visa: eligible to work in the U.S. for internships and for full-time employment for up to 12 or 36 months without sponsorship (12 months for non-STEM or 36 months for STEM majors).

The JSOM Business Communication Center and JSOM Career Management Center provide resume writing workshops throughout the semester. Search for JSOM career events in your Handshake account for the complete schedule and to register. JSOM undergraduate and graduate students will also learn more about resume writing in their professional development and business communication courses.

HOW to STRENGTHEN an ACTION STATEMENT

A minimal guideline is to include at least one accomplishment for every position you have held that directly relates to your job objective. Accomplishment statements should demonstrate the value you bring through numbers. When you are drafting accomplishment statements, ask yourself “how many,” “how much,” “how long,” and “how often.” Remember: Numbers = Results = Value.

Following is an example of how you can take an action statement that starts off sounding like a ‘job duty’ and turn it into a strong accomplishment statement by answering these questions. While we recommend striving for the “best” action statement, a “better” statement is acceptable when you don’t have specific metrics to justify your outcome.

WEAK Trained new employees



FAIR Trained new employees, resulting in increased customer satisfaction



BETTER Trained more than 15 new employees over a 6-month period resulting in increased customer satisfaction



BEST Increased customer satisfaction rate by 20% by providing effective problem resolution training for 15+ new employees in a 6-month period

Action Verbs

The following list of action verbs will help you target your resume to your career field of interest and develop compelling bullet points that best describe your accomplishments, experiences, and skills.

Business Intelligence and Information Technology

Accomplished	Collected	Engineered	Improved	Predicted	Standardized
Achieved	Compiled	Enhanced	Increased	Prepared	Strategized
Administered	Consolidated	Estimated	Inspected	Prescribed	Streamlined
Advanced	Constructed	Evaluated	Initiated	Processed	Surveyed
Analyzed	Contributed	Examined	Interpreted	Programmed	Synthesized
Applied	Defined	Exceeded	Interviewed	Proposed	Tested
Assembled	Designed	Executed	Introduced	Recommended	Transformed
Assessed	Determined	Expedited	Investigated	Reduced	Troubleshoot
Audited	Developed	Forecasted	Maintained	Repaired	Utilized
Automated	Devised	Formulated	Managed	Resolved	Verified
Catalogued	Diagnosed	Identified	Measured	Reviewed	Wrote
Collaborated	Diagrammed	Implemented	Operated	Solved	

Communication

Advised	Conducted	Educated	Instructed	Published	Taught
Answered	Contacted	Explained	Interpreted	Reported	Translated
Authored	Corresponded	Expressed	Interviewed	Responded	Wrote
Briefed	Drafted	Facilitated	Presented	Spoke	
Composed	Edited	Informed	Proofread	Summarized	

Consulting

Accelerated	Conducted	Fulfilled	Led	Planned	Reviewed
Achieved	Consulted	Generated	Liaised	Prepared	Saved
Analyzed	Delegated	Identified	Logged	Presented	Scheduled
Appraised	Delivered	Improved	Maintained	Proposed	Simplified
Assessed	Designed	Implemented	Managed	Provided	Solved
Assigned	Detected	Initiated	Modified	Quantified	Specified
Attained	Developed	Integrated	Monitored	Ran	Standardized
Attracted	Directed	Interfaced	Negotiated	Recommended	Strategized
Boosted	Enhanced	Interlinked	Optimized	Reconciled	Supplied
Built	Ensured	Introduced	Organized	Reduced	Synthesized
Collaborated	Established	Inventoried	Orchestrated	Resolved	Translated
Communicated	Exceeded	Investigated	Oversaw	Reported	Uncovered
Compiled	Executed	Launched	Partnered	Represented	Updated
Conceptualized	Enriched	Leveraged	Performed	Researched	Validated

Financial Services

Adjusted	Assessed	Classified	Executed	Measured	Projected
Administered	Audited	Collected	Forecasted	Monitored	Purchased
Allocated	Balanced	Compiled	Generated	Organized	Reconciled
Analyzed	Budgeted	Determined	Implemented	Planned	Recorded
Appraised	Calculated	Developed	Inspected	Prepared	Reduced
Approved	Catalogued	Estimated	Managed	Processed	Researched

Leadership and Management

Administered	Developed	Executed	Incorporated	Motivated	Reorganized
Analyzed	Diagnosed	Examined	Increased	Negotiated	Replaced
Appointed	Directed	Explained	Influenced	Organized	Restored
Approved	Disseminated	Formed	Initiated	Overhauled	Reviewed
Assigned	Elected	Founded	Inspected	Oversaw	Scheduled
Authorized	Eliminated	Generated	Inspired	Persuaded	Secured
Chaired	Emphasized	Governed	Installed	Pioneered	Selected
Consolidated	Enforced	Guided	Integrated	Planned	Spearheaded
Converted	Enhanced	Handled	Instituted	Presided	Started
Coordinated	Enlisted	Headed	Led	Prioritized	Streamlined
Counseled	Ensured	Hired	Managed	Produced	Strengthened
Delegated	Established	Hosted	Mentored	Promoted	Supervised
Determined	Evaluated	Improved	Merged	Recommended	Taught
				Recruited	Trained

Marketing

Broadened	Created	Evaluated	Implemented	Persuaded	Revamped
Calculated	Designed	Exceeded	Improved	Planned	Secured
Collaborated	Developed	Expanded	Initiated	Produced	
Consulted	Documented	Expedited	Integrated	Promoted	
Convinced	Enhanced	Gained	Launched	Published	
Coordinated	Established	Identified	Negotiated	Researched	

Research

Analyzed	Conserved	Examined	Interpreted	Repaired	Summarized
Applied	Critiqued	Explored	Interviewed	Replaced	Surveyed
Assessed	Designed	Formulated	Investigated	Researched	Systematized
Calculated	Determined	Gathered	Measured	Reviewed	Tested
Collected	Developed	Identified	Operated	Solved	Utilized
Compared	Devised	Inspected	Organized	Specialized	
Conducted	Evaluated	Installed	Regulated	Studied	

Sales/Customer Service

Accomplished	Created	Exceeded	Negotiated	Pursued	Solicited
Achieved	Cross-sold	Expedited	Operated	Reduced	Solved
Administered	Delivered	Fostered	Orchestrated	Reorganized	Sourced
Advised	Demonstrated	Generated	Organized	Researched	Strengthened
Arranged	Directed	Guided	Performed	Resolved	Succeeded
Attracted	Dispatched	Identified	Persuaded	Retained	Supported
Boosted	Distributed	Increased	Planned	Secured	Trained
Calculated	Doubled	Influenced	Prepared	Serviced	Uncovered
Closed	Educated	Introduced	Processed	Set up	Upsold
Collaborated	Enabled	Maintained	Proposed	Simplified	Won
Communicated	Ensured	Monitored	Provided	Sold	

Supply Chain Management

Analyzed	Delivered	Implemented	Modified	Provided	Sourced
Annotated	Drive	Integrated	Monitored	Purchased	Specified
Achieved	Designed	Interconnected	Moved	Pursued	Standardized
Bid	Determined	Interfaced	Negotiated	Realized	Studied
Communicated	Developed	Interlinked	Optimized	Rationalized	Supplied
Compiled	Distributed	Inventoried	Oversaw	Reconciled	Synthesized
Conducted	Enhanced	Leveraged	Partnered	Reported	Updated
Consolidated	Established	Launched	Performed	Represented	
Constructed	Executed	Led	Planned	Researched	
Contracted	Generated	Liaised	Prepared	Reviewed	
Controlled	Identified	Maintained	Presented	Scheduled	
Coordinated	Improved	Managed	Proposed	Served	

Identifying Your Actions Using the STAR METHOD

Effective resumes contain statements (bullet points) that are accomplishment or action driven. When writing a resume, it is important to not only explain what you were required to do in your work (job description), but to expand on your success. Your past experiences (internships, part-time work, fulltime work, academic projects, leadership competitions or volunteer projects) should enlighten future employers about the value you bring to the organization. Numbers = Results = Value.

Using the STAR METHOD to create effective bullet statements

S = Situation (What situation or challenge were you facing?)

T = Task (What was the task you were asked to work on or resolve?)

A = Action (What action did you take to resolve the problem?)

R = Results (What were the results or outcome of your actions?)

To help identify your accomplishments, below are some questions that you can answer for each of your past jobs:

- Have you ever increased profits or reduced costs for an employer?
- Did you create a new procedure or initiate something as a campus leader?
- How did you go above and beyond what was asked of you according to your job description?
- Do you have accomplishments such as publications you have written, awards or certifications?
- Did you prevent a problem or help resolve a problem at your internship?
- Where can you incorporate metrics that answer questions like: “how many,” “how much,” “how long,” or “how often?”

Practice writing an Action Statement below by using the STAR METHOD

Situation:

Task:

Action:

Results:

JSOM UNDERGRADUATE RESUME EXAMPLE (remove prior to using)

JANE DOE

Dallas, TX; 972.972.9722 jane.doe@utdallas.edu
http://www.linkedin.com/public/janedoe

EDUCATION

The University of Texas at Dallas

B.S., Business Administration; Minor in Finance

May 2024

GPA 3.55

EXPERIENCE

Morgan Stanley - Dallas, Texas

June 2020 – August 2020

Summer Associate, Investment Banking

- Analyzed and processed 100+ corporate financial transactions valued at \$250M
- Researched 15 Fortune 500 oil and gas companies and evaluated the impact of emerging markets
- Prepared and led 15 client strategy meetings, which resulted in 50% portfolio performance increase

Chili's Restaurant - Richardson, Texas

December 2019 – June 2020

Customer Service Representative and Trainer (April 2020 – June 2020)

- Managed and trained 10 employees about customer service policies, conflict resolution, payment processing and opening/closing procedures
- Achieved highest same store sales for 4th quarter of 2015 and sales volume of \$125K
- Reconciled daily receipts and systematized transaction data within MS Excel's My Cash flow template

Hostess (December 2019 – April 2020)

- Implemented online check-in process to decrease patron wait times by 50%
- Created online billing process and reduced nonpayment of services by 25%
- Explained seasonal menu items and promoted daily specials to customers

ACADEMIC PROJECT

Business Communication

January 2020 – May 2021

- Developed a 10-page proposal about employee training and conflict resolution policies
- Designed 30-minute interactive Prezi presentation to educate 50 students about employee mediation
- Reviewed business writing and techniques for clear and concise electronic workplace communication

LEADERSHIP EXPERIENCE

UT Dallas Naveen Jindal School of Management Dean's Council

September 2020 – Present

- Initiated a strategic plan to increase student awareness and utilization of campus recycling by 100%
- Established the council's website and implemented a social media campaign to increase user compliance of the university's information resources acceptable use policy

ORGANIZATIONS

Consulting Club, UT Dallas

September 2020 – Present

Phi Beta Lambda, UT Dallas

September 2020 – Present

ADDITIONAL INFORMATION

Technical: MS Office, STATA, InDesign, HootSuite, Pinterest, Drupal, Blogger, and Prezi

Languages: Advanced Spanish and Conversational Japanese

Eligibility: (USPR) Eligible to work in the U.S. with no restrictions OR (Visa) Eligible to work in the U.S. for internships and for full-time employment for up to 12 months (non-STEM only) or 36 months (STEM only) without sponsorship

JSOM DMHP UNDERGRADUATE RESUME EXAMPLE (remove prior to using)

JANE DOE

Dallas, TX; 972.972.9722; jane.doe@utdallas.edu
<http://www.linkedin.com/public/janedoe>

EDUCATION

The University of Texas at Dallas

B.S., Business Administration; Minor in Finance

Davidson Management Honors Program

May 2024

GPA 3.85

EXPERIENCE

Morgan Stanley - Dallas, Texas

June 2021 – August 2021

Summer Associate, Investment Banking

- Analyzed and processed 100+ corporate financial transactions valued at \$250M
- Researched 15 Fortune 500 oil and gas companies and evaluated the impact of emerging markets
- Prepared and led 15 client strategy meetings, which resulted in 50% portfolio performance increase

UT Dallas University Commons - Dallas, Texas

August 2020 – May 2021

Living Learning Community Peer Advisor

- Provided leadership and mentorship for 25+ first-year freshmen and achieved 100% program retention
- Co-managed facility operations for 250+ residents including responding to emergencies and roommate conflicts
- Coordinated monthly professional development trainings with the JSOM Career Management Center

Chili's Restaurant - Richardson, Texas

December 2019 – July 2020

Customer Service Representative and Trainer

- Managed and trained 10 employees about customer service policies, conflict resolution, payment processing
- Achieved highest same store sales for 4th quarter of 2013 and sales volume of \$125K
- Reconciled daily receipts and systematized transaction data within MS Excel

ACADEMIC PROJECT

Business Communication

January 2020 – May 2020

- Developed a 10-page proposal about employee training and conflict resolution policies
- Designed 30-minute interactive Prezi presentation to educate 50 students about employee mediation

LEADERSHIP EXPERIENCE

UT Dallas Naveen Jindal School of Management Dean's Council

September 2020 – Present

- Initiated a strategic plan to increase student awareness and utilization of campus recycling by 100%
- Established website to increase compliance of the university's information resources acceptable use policy

ORGANIZATIONS

Consulting Club, UT Dallas

September 2020 – Present

DECA, UT Dallas

August 2020 – Present

ADDITIONAL INFORMATION

Technical: MS Office, STATA, InDesign, HootSuite, Pinterest, Drupal, Blogger, and Prezi

Languages: Advanced Spanish and Conversational Japanese

Eligibility: (USPR) Eligible to work in the U.S. with no restrictions OR (Visa) Eligible to work in the U.S. for internships and for full-time employment for up to 12 months (non-STEM only) or 36 months (STEM only) without sponsorship

JSOM GRADUATE RESUME EXAMPLE (remove prior to using)

Jack Doe

Dallas, TX; 972.972.9722; jackdoe@utdallas.edu
<http://www.linkedin.com/public/jackdoe>

EDUCATION

The University of Texas at Dallas

M.S., Supply Chain Management

May 2024

GPA 3.8

The University of California, Los Angeles

B.S., Finance

May 2020

Dean's Excellence Scholarship

BUSINESS EXPERIENCE

Lennox International, Inc., Richardson, TX

Supply Chain Intern – Residential Heating and Cooling

June 2022 – August 2022

- Reviewed \$75M of repair parts sales from 2004-present and forecasted product lifecycles utilizing SAP
- Calculated inventory targets and processed order quantities for 100+ clients
- Accomplished 98% fill rate and implemented product pricing, purchasing and reconciliation improvements

Deloitte, Dallas, TX

Lead Consultant

June 2021 – June 2021

- Evaluated and executed the merger and acquisition of a \$5B oil and gas provider
- Determined reasonable assurance of client's financial statements and ensured SEC compliance
- Earned the Deloitte Outstanding Performance Award and recognized among the top 10% performers

Goldman Sachs, Dallas, TX

Summer Analyst

June 2020 – August 2020

- Analyzed 100 portfolios and company probability to reduce debt obligations through sensitivity models
- Predicted financial performance based on market trends and directed management strategy during 5M & As
- Processed amendments and calculated derivatives for 25 Fortune 500 clients

ACADEMIC PROJECT

Operations Management, UT Dallas

January 2020 – May 2020

- Researched and evaluated new employee training procedures of 50 Fortune 500 companies
- Assessed new hire probationary period policies and compiled data within MS Excel
- Completed 25-page analysis which discussed policy revisions and recommended training initiatives

ORGANIZATIONS

Supply Chain Leadership Council, UT Dallas

September 2020 – Present

CMC Leadership Council, UT Dallas

September 2020 – Present

SAP Users Group, UT Dallas

September 2020 – Present

ADDITIONAL INFORMATION

Technical Skills: Advanced MS Excel, SAP

Languages: Advanced Chinese, Conversational Hindi

Eligibility: (USPR) Eligible to work in the U.S. with no restrictions OR (Visa) Eligible to work in the U.S. for internships and for full-time employment for up to 12 months (non-STEM only) or 36 months (STEM only) without sponsorship

JSOM MBA/EXPERIENCED RESUME EXAMPLE (remove prior to using)

Julia Doe

Dallas, TX; 972.972.9722; julia.doe@utdallas.edu

<http://www.linkedin.com/public/juliadoe>

EDUCATION

The University of Texas at Dallas

MBA, Concentration in Business Analytics

December 2024

GPA 3.7

University of Southern California

B.S., Information Technology

May 2009

BUSINESS EXPERIENCE

Texas Instruments, Dallas, TX

Business Intelligence and Analytics Intern

June 2021 – August 2021

- Created and initiated a business intelligence analysis product for wireless communication
- Automated regression test suites for HTML application and improved functionality by 25%
- Examined and interpreted cost management data using regression analysis
- Provided recommendations to management for an improved forecast model

Accenture, New York, NY

January 2017 – August 2020

Analyst, Business Development (June 2018 – August 2020)

- Analyzed key industry market trends and monitored competitor activities to determine market strategies
- Performed process modeling, requirement analysis and design of an e-commerce platform
- Earned the “Excellence Award” for conceptualizing new social media campaign

Project Manager (January 2017 – June 2018)

- Directed 5S, Kaizen and lean initiatives that increased profit margin by 8%
- Developed Java Script modules in Eclipse to automate process workflows, saving \$200K annually
- Trained team on SQL and PLSQL modules, improving programming language skill level

Infosys Technology, Newark, CA

June 2012 – January 2017

Programmer Analyst (January 2015 – January 2017)

- Implemented and managed 24x7 support for web services and websites in multiple countries
- Improved efficiency by 12% through implementing Six Sigma methodology
- Completed application maintenance in healthcare management domain

Programmer (June 2012 – January 2015)

- Supported and troubleshoot issues on legacy business system
- Developed applications in Java and performed testing of coding modifications

ORGANIZATIONS

Graduate Business Society, UT Dallas - Vice President

September 2020 – Present

SAP Users Group, UT Dallas

January 2020 – Present

TECHNICAL SKILLS

Languages: SQL, PLSQL, JAVA, HTML

Tools: Data Analysis using SPSS, SAS Enterprise Miner 7.1, SAP ECC 6.04, SAP SCM 7.0, SAP Predictive Analysis, Advanced MS Excel, MS Access

ADDITIONAL INFORMATION

Eligibility: (USPR) Eligible to work in the U.S. with no restrictions OR (Visa) Eligible to work in the U.S. for internships and for full-time employment for up to 12 months (non-STEM) or 36 months (STEM only) without sponsorship

JSOM TECHNICAL RESUME EXAMPLE (remove prior to using)

John Doe

Dallas, TX; 972.972.9722; johndoe@utdallas.edu
http://www.linkedin.com/public/johndoe
https://github.com/USERNAME

EDUCATION

The University of Texas at Dallas

M.S., Information Technology Management

B.S., Management Information Systems; Minor in Enterprise Systems

May 2024

GPA 3.8

CERTIFICATIONS & TECHNICAL SKILLS

Certifications: SAS Certificate in Business Intelligence and Data Mining, Six Sigma Lean Professional (SSLP)
Analysis Tools: SAS (Enterprise Miner), SAP Business Objects, Google Analytics, MS Excel
Programming: SQL, PL/SQL, UNIX, C, HTML, SAS Programming
Operating Systems: UNIX, Windows
Software: SAP (WebL, Analysis for Excel, OLAP and ERP), Crystal Reports, MS Visio, MS Project
Databases: Oracle, DB2, SQL Server

BUSINESS EXPERIENCE

Gerson Lehrman Group, San Francisco, CA

August 2021 – August 2022

Client Relationship Manager (December 2021– August 2022)

- Managed 50+ projects for advertising initiatives within the energy and textile industries
- Predicted social media campaign effectiveness utilizing SAS Enterprise Miner which resulted in 125 new client accounts

HR Information Systems Analyst (August 2021 – December 2021)

- Implemented HRIS- SAP HCM module and collaborated with vendor and HR users for 500+ employee base
- Developed specifications of new web-based system applications for bid proposals

Ericsson, Plano, TX

Business Analyst Internship

June 2021 – August 2021

- Coordinated supplier on-boarding and delivery process improvements for services
- Determined market supply chain needs and completed supplier performance reviews

ACADEMIC PROJECTS

Business Intelligence/Analytics

September 2021 – November 2021

- Analyzed demographic information and energy market trends to identify new revenue strategies
- Recommended increased utilization of renewable energy to reduce costs by 20%

Software Analysis and Project Management

January 2021 – May 2021

- Proposed a new system to allow customers to view wait times and to improve scheduling
- Identified project requirements and scope and team responsibilities and designed the project timeline
- Created Xcelsius dashboard design and utilized SAP Crystal Solutions for data visualization and reports

LEADERSHIP EXPERIENCE & ORGANIZATIONS

CMC Leadership Council, UT Dallas

September 2020 – Present

SAP Users Group, UT Dallas

September 2020 – Present

ADDITIONAL INFORMATION

Eligibility: (USPR) Eligible to work in the U.S. with no restrictions OR (Visa) Eligible to work in the U.S. for internships and for full-time employment for up to 12 months (non-STEM only) or 36 months (STEM only) without sponsorship