Resume Writing

Introduction to Resumes

Your resume should be an accurate representation of yourself - your abilities, skills, characteristics, and background, as well as your potential.

Generally speaking, a resume satisfies two purposes:

1) It **creates an impression** of you that recruiters will use in order to determine whether or not to offer you an interview or a job.
2) It **provides conversation points** for an interview with the company.

An effective resume is one that is balanced - demonstrating that you are a team player as well as a leader who possesses the essential knowledge and skills to do well in the position.

Develop a resume outline based on **6 key areas** that employers typically consider when reviewing your resume to determine your employment potential:

- Education
- Experience
- Academic Projects
- Leadership Experience & Activities
- Honors
- Additional Information

Types of Resumes

The McCombs BBA resume template utilizes a chronological resume format. However, there may be certain cases where another format would be more beneficial. Listed below is a brief description of a chronological and a functional resume, two of the most common formats used today.

Chronological Resume: Experience and educational background are listed in reverse chronological order, with the most recent information listed first. Each position is listed separately with a brief description of responsibilities and accomplishments associated with each job, educational experience or community experience. The majority of recent college graduates utilize this style. Examples are included in this handout. Within the "Leadership Experience and Activities" section students may choose to list in order of importance or greatest involvement rather than chronologically. **The Chronological resume should be used for all OCR resume submissions.**

Functional Resume: Major skill-set headings, such as "Analytical Skills" or "Management" are utilized to highlight education, experience, etc. Work history (employer name, job title, and dates) may be included but is not emphasized. This format is used to emphasize capabilities not used in recent jobs. It is commonly implemented when one is changing careers or re-entering the workforce after an absence. Functional resume should not be used for OCR resume submission.

Resume Guidelines

The following are some general resume guidelines that we recommend specifically for BBAs to consider in their resume development:

- Your resume should be ONE page in length
- Utilize "Action Verbs;" make it a proactive resume
- Quantify your resume: whenever possible use numbers, percentages, and dollar amounts
- Utilize bullet points, *italics*, CAPITALIZATION, **bolding,** and indentation
- Print your resume on white or cream-colored good quality paper (24 - 28 lb., 25% cotton)
- Type your name in Calibri font, size 14-18 point, bold text
- Use Calibri font, no smaller than 10.5 point for the body of the resume
- Use margins no less than .5" all around
- There should be a full space between sections at least 8 point font

> ## 6
> ### SECONDS
> **2012 study found that recruiters spend only 6 seconds reviewing an individual resume**

Resume-Building Principles

- **Recruiters make assumptions based on your resume.** They infer that if it were important, you would have listed it on your resume. You don't want the recruiter to assume anything.
- **Exercise economy of words.** Space is precious, especially with only one page. As a result, you need to go through your resume line by line and make sure that every sentence and statement serves a purpose. Don't use five words where one will do.
- **Formatting matters.** Make sure that your spacing and font sizes are consistent throughout the resume. Make sure that everything lines up and that you have enough white space. Even great content can be overlooked if your resume looks sloppy or unorganized.
- **Use a professional, yet conversational style.** Your resume isn't a complicated rhetoric paper, but it also isn't a text message to your best friend. Find the balance between those two extremes.

Build Your Resume: Heading/Identification

Include your name, current address, telephone number (with area code), and e-mail address. Anticipate that the employer may communicate with you via e-mail and may view your web site (if listed). Make sure it is an e-mail address or web site that you would want a potential employer to see.

Example:

> ### LARRY LONGHORN
> Larry.Longhorn@bba12.mccombs.utexas.edu
> 805 Saint Cloud ● Austin, TX ● (512)-555-9999

> **Helpful Hints:**
> - Include an e-mail address that you check on a regular basis
> - We recommend that you use your McCombs e-mail account, but if you must use another, make sure that it is a professional address (QTPie@gmail.com would be considered "unprofessional")
> - Make sure the outgoing message on your voicemail states your name and instructions for the caller in a brief and professional manner
> - Employers are aware of social networking sites, such as Facebook and Twitter, so exercise caution when creating these or similar profiles

Build Your Resume: Education

Example:

EDUCATION		
The University of Texas at Austin	Bachelor of Business Administration, Finance Minor: MIS *Overall GPA: 3.55*	May 2013
University of Barcelona	CIEE Liberal Arts Program in Barcelona, Spain	Summer 2010

Building the Education Section:

- The official and full name of the university is "The University of Texas at Austin."
- Note the full name of your degree(s) (e.g. Bachelor of Business Administration). Remember that "Bachelor" is singular, not plural.
- List your expected graduation date (month and year) at the right margin, on the same line as the name of the degree. This makes it easier for employers to sort through resumes by graduation date (e.g. May 20XX). See the **Formatting Tips** section for tips on how to best do this.
- Remember that BBAs can only major in one area, except for Business Honors students who may list both Business Honors and a second major (i.e. Major: Finance OR Major: Business Honors and Finance). See the **Formatting Tips** section for examples of listing double majors, tracks, blocks, and concentration and additional information regarding appropriate track/block/concentration/specialization in the On-Campus Recruiting (OCR) system.
- If you have or will be pursuing another degree from another college at UT, or if you secured another degree prior to attending the McCombs School of Business at UT, then list the BBA information first, followed by the other majors and/or degree.
- If you have transferred from another college or university, list the other school below UT's information. If you have spent a few summers taking one or two courses at a community college, then it is **optional** to include this on your resume since your primary education has occurred at UT.
- Only include your personal contribution towards educational expenses if the amount exceeds 50%. The appropriate place to include this information is between EDUCATION and EXPERIENCE.

Grade Point Average on Resumes

Overall GPA: Includes only your University of Texas at Austin graded credit hours. Employers can verify your Overall GPA as it *appears on your official UT Transcript.*

GPA Guidelines:
- Label your GPA correctly
- Carry out GPA **no more than two decimal places**
- **Do not round your GPA up** (i.e. 2.9999 should be listed as a 2.99, not a 3.00)
- Employers generally like to see GPA on a resume; if it's not there, recruiters may assume there's a negative reason for the exclusion. Most employers may ask for your transcript to verify your GPA, and discrepancies will not go unnoticed.
- **Note:** If your GPA may be changing due to pending authorization of credits from a Summer Abroad Program, then your overall GPA under the specific university should not include these grades until they have been formally accepted by the university.

Build Your Resume: Education Cont'd.

Examples of listing double majors, tracks, blocks, and concentration:

OPTIONS	EDUCATION
Double major (BHP and other BBA major)	Bachelor of Business Administration, Business Honors and Finance Minor: Accounting Overall GPA: 3.25
Double major (BBA and Non-Business Major)	Bachelor of Business Administration, Finance Bachelor of Arts, Chinese Culture and History Minor: Sociology Overall GPA: 3.25
Major and Business Minor	Bachelor of Business Administration, Finance Minor: MIS Overall GPA: 3.25
Major that includes a track	Bachelor of Business Administration, Finance Minor: Spanish Track: Corporate Finance & Investment Banking Overall GPA: 3.5

Build Your Resume: Experience

The experience section is one of the most important parts of your resume. It can compensate for a low GPA or shallow extracurricular involvement, and it could make or break you when it comes to getting an interview. For this reason, it's essential that you use clear and specific language. This can be the most time-consuming and frustrating section of your resume, but it's well worth the extra effort if it gets you in the door. Your experience should be listed in reverse chronological order (most recent experience first).

Example:

EXPERIENCE

IBM - *Financial Intern;* Houston, TX   Summer 2012
- Updated six productivity reports regarding orders, shipments, revenues and margins on a daily basis
- Reduced shipment down-time by 25% allowing orders to increase by 30% for Southwest region
- Analyzed monthly inventory of computer hardware and processed client payments

Paramount, Inc. - *Summer Intern*; Austin, TX   Summer 2011
- Maintained quarterly operating budget of approximately $50K for costume department
- Prepared 25 detailed financial reports for upper management

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The experience section fulfills three main functions:
1. Communicates skills that you have already developed through other jobs that will be transferable to the job for which you are applying.
2. Illustrates your aptitude for developing new skills. This is relevant even if your experience is unrelated to the job for which you are applying (i.e. waiting tables, lifeguarding, etc).
3. Provides scope and scale for your experiences. Remember that recruiters will make assumptions if your resume is unclear, so make sure to give them an accurate impression of what you did.

Build the Experience Section

Formatting Tips:
- Make certain to list (1) your employer's full name (**in bold**), (2) your job title (*in italics*), (3) the city and state where the job was located and (4) dates employed for each job.
- Current employment simply is noted from the start date to the present (i.e., August XXXX - Present, 8/XXXX - Present, 8/XX - Present, or Fall XXXX; just make sure that you are consistent).
- If you have employment that overlaps or seasonal work, you may want to note the number of hours worked or "seasonal employment" next to the job title or in the description.
- There is no need to use a period [.] at the end of each phrase, since they are phrases rather than full sentences.

Wording Tips:
- Lead with action verbs. Use short, clear, and action-packed phrases (**not** sentences) to describe each experience.
- Use present tense for current positions and past tense for past jobs and responsibilities.
- Don't let your phrasing be a distraction. If your wording is either too simple and immature **or** too complex and verbose, the recruiter may not focus on what you said and instead be distracted by the way you said it.
- You shouldn't be ashamed of experience gained in retail/sales, waiting tables or lifeguarding. Highlight skills that you learned (i.e. relational, organizational, etc.) and show how you met or exceeded expectations (i.e. selling contests, etc).
- Avoid phrases such as "Responsible for…" or "Duties include…"; instead, use action verbs to describe responsibilities.

Quantify Your Contributions:
- Use numbers, dollar amounts, percentages, facts and findings wherever possible.
- Use numbers to not only give your resume some credibility but to make it more result-oriented.
- Numbers are key points that an employer may catch when reviewing a resume and something that you may want to elaborate on during an interview. **Note:** When using numbers, write out numbers between one and ten and use the actual numbers if they are greater than ten.

Build Your Resume: Experience (Cont'd.)

Don't embellish or lie, but don't sell yourself short when describing your experience. Succinctly discuss your accomplishments and clearly show how you added value to the organization. Below you'll find examples of the same experiences described very differently. Which do you think will appeal more to a recruiter?

Good Descriptions:	Not-So-Good Descriptions:
• Sold 1,000 units of office equipment to customers, exceeding monthly quota by 50%	• Duties included daily selling of office equipment and interacting with customers
• Managed up to six tables of clients while fulfilling duties as a part of a dynamic service team, including helping deliver food and refill drinks and maintaining service stations	• Delivered food to tables
• Calculated financial ratios and metrics such as WACC, NPV, and IRR through analysis of balance sheets, income statements and cash flow statements	• Analyzed several complicated financial statements and reported to manager

Build Your Resume: Academic Projects (optional)

This section is optional. It allows you to expand upon your technical and work-related skills beyond a typical job setting. It is a great way to convey marketable skills that you have obtained from your academic course work.

Example:

ACADEMIC PROJECTS

MIS 333K: Web Design Project   Spring 2012
• Created website and secure donation portal for non-profit organization using Dreamweaver
• Recognized as best team solution for information architecture

OM 366P/Brass Ring Program - *Client: Texas Instruments*   Fall 2011
• Analyzed and validated the reverse logistics processes
• Recommended changes to plant layout to improve efficiency
• Suggested new recycling options that would reduce annual costs by $12K

Build Your Resume: Leadership Experience & Activities

When looking at your extracurricular activities, recruiters are looking for depth of experience. This means that an ideal candidate will have had a range of different experiences, but within those experiences, he or she was highly or at least somewhat involved. Remember that your resume not only gets you an interview, it's also a roadmap for that interview. This means that in an interview, you don't want to have to say, "I am not very active in this organization." If you put an activity on your resume, be prepared to talk about it in a meaningful way.

Build Your Resume: Leadership Experience & Activities

If you've held multiple positions in the same organization here are two ways you might list that experience:

Example:

LEADERSHIP EXPERIENCE AND ACTIVITIES

University Finance Association - *Vice President* (Spring 2011 - Present)   Fall 2009 - Present
- Manage corporate outreach and programming for weekly member meetings, social events and community events
- Coordinate two week recruitment process and induction ceremony for new members
- Increase membership by 20% through aggressive print and social media marketing campaign

      OR

LEADERSHIP EXPERIENCE AND ACTIVITIES

University Finance Association
Vice President   Spring 2011 - Present
- Manage corporate outreach and programming for weekly member meetings, social events and community events
- Coordinate two week recruitment process and induction ceremony for new members
- Increase membership by 20% through aggressive print and social media marketing campaign
Treasurer   Fall 2009 - Fall 2010
- Drafted budget for organization
- Managed UFA's bank account of $10K

Build Your Resume: Honors (optional)

Honors can include scholarships, endowments, honor societies, academic awards, university honors, etc. If you have questions about honors received, check with the appropriate academic office.

Example:

HONORS
- ConocoPhillips SPIRIT Scholar   Fall 2009
- University Honors   Fall 2010 - Spring 2012

Tips for the Activities & Honors Sections

- Order your involvements in relative importance to you: If you were president of your fraternity, feel free to put that first, even if it's not a business organization.
- List the office held, committee, etc. next to or under the organization in *italics*.
- Don't use acronyms; write everything out.
- Don't list out every detail of the award, honor, activity, etc. Leave these details for the interview.
- It is not necessary to note "Member of [organization]"; that's assumed if you listed the activity.
- If you transferred from another university and want to list activities from both UT as well as your past school, make sure to distinguish the two (placing UT first).
- If you combine the Activities and Honors sections, make sure there is some kind of break. You could do this with a space between them or with formatting (i.e. organization in bold, all others in plain face).

Build Your Resume: Additional Information

The two main skill sets most often noted are computer and foreign language skills. Even if the job description does not specify these skills, it is still important to note them.

Computer Skills: Don't assume that the employer knows that you have worked on Excel spreadsheets or that your class or work presentations involved using PowerPoint; list each of your computer skills. If you don't have enough space to do so, consolidate where possible (i.e. MS for Microsoft).

Foreign Language Skills: Noting a second and third language may help you stand out from the other candidates. You may either just note the language, i.e. Spanish, or note the level of your language skills, i.e., Fluent in Spanish or Proficient in Spanish (reading, writing, and speaking). **Caution:** Whichever method you choose to describe your language skills, be ready to back them up in an interview. If you claim to be fluent in Spanish, be prepared for an interviewer to switch off between questions in English and Spanish. It is not uncommon for this to happen, especially when language skills are an important part of the job.

Where you place the skills section depends on what you want to highlight and prioritize on your resume. Generally, students will list their skills below their work experience. However, students who may not have work experience relevant to their career goal may opt to list their skills below their education and above their work experience. List interests that both demonstrate job-related skills and are transferable to the workplace.

Example:

ADDITIONAL INFORMATION
Computer Skills: MS Word, Excel, PowerPoint, Access, PageMaker, SPSS, Dreamweaver
Languages: Fluent in Spanish
Interests: Intramural soccer, chess, classical guitar
Work Eligibility: Eligible to work in the U.S with no restrictions

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Making Your Resume Job Specific

The BBA Career Advisors will always suggest that you adjust or tailor your resume for each job or industry that you apply for. Few students actually do this because of time constraints.

We recommend starting and maintaining a **master resume** or **achievement list**. This is simply a master resume that has every job you've ever had, every organization or activity you've ever been a part of, and every honor you've ever received. Make sure that everything on your master resume has been edited and formatted just as it would be on an actual resume that you submit. Then, whenever you're applying for a job, you simply copy and paste those elements that are relevant to that job. You can adjust the order of activities, the placement of the skills section and the experiences that you want to highlight, keeping in mind what the recruiters are looking for.

Achievement lists also come in handy when asking professors and old bosses to write recommendations. Instead of merely giving your recommender your resume, they can get a more expansive look into your life and experiences. He or she will have more information for writing your recommendation, and if you've been keeping your achievement list up to date, it didn't cost you any more time than printing your resume.

Formatting Tips

Here are a few guidelines for formatting. Some of these (such as putting your resume in a chart) can take some time up front but will save you in the long run as you make adjustments.

Using a Chart to Organize Your Resume

Using a chart can save you an incredible amount of time if you do it right. You want to make sure to maximize your space: Using two cells leaves too much unused space on the right side of the page. If you are going to use a chart, we recommend using three columns. Using charts can help you easily adjust the alignment of columns. If you wanted to give yourself more or less room, you can do so easily and without using with tabs and spacing. Just hover over the cell break and move it where you want it to go.   An example follows:

The University of Texas at Austin	Bachelor of Business Administration, Finance	May 2012
	Minor: MIS	
	Overall GPA: 3.25	
University of Barcelona	CIEE Liberal Arts Program in Barcelona, Spain	Summer 2010

These charts are relatively easy to create. Here are a few steps to making your own:
1. Go to Insert > Table, and select a table with your specified number of rows and columns
2. Adjust the column width
3. Highlight the table and remove the borders (right click > Borders and Shading)
4. Tip: Hitting Tab will advance to the next cell. To add a Tab space within a cell, press CTRL + Tab and select "none" under the "borders" tab then "ok"

Plain Text and Scannable Resumes

Scannable Resumes: Document imaging technology is used by employers to store resumes in databases and sort through them electronically. These resumes are called scannable resumes. Employers may search through the resumes using certain keywords such as Teamwork, Accounting, Communication, etc.

Plain Text Resume: Some employers may request a plain-text resume. These resumes do not contain formatting such as **bolding**, underlining or *italics.*

For more information, visit BBA Career Services (CBA 2.116) or schedule an appointment with a BBA Career Advisor online https://acsprod.mccombs.utexas.edu/MOR.

Tips for preparing a plain-text or scannable resume (used to copy/paste into a company web site):
- Use a plain type font (such as Courier)
- Do not **bold**, underline or *italicize*
- Do not use bullets or tabs
- Left-hand justify whenever possible
- If you are using a word processing program, save your resume as a ".txt" or PDF file before sending it. To be sure it is in the proper format; open it as a ".txt" or PDF file before sending it to the employer. This can be done by using Microsoft Notepad.

Action Verbs by Skill Sets

<u>Administrative</u>
administered
coordinated
designed
established
evaluated
interviewed
managed
organized
planned
oversaw

<u>Clerical</u>
arranged
catalogued
compiled
dispatched
monitored
operated
prepared
processed
recorded
screened

<u>Communication</u>
addressed
authored
corresponded
directed
drafted
edited
influenced
interpreted
lectured
motivated

<u>Counseling</u>
assessed
assisted
clarified
coached
educated
familiarized
guided
referred

<u>Creative</u>
acted
created
fashioned
illustrated
integrated
invented
performed
shaped

<u>Development</u>
analyzed
applied
developed
established
formulated
instituted
supported
surveyed

<u>Financial</u>
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
forecasted

<u>Management</u>
assigned
chaired
delegated
directed
improved
supervised
recommended
reviewed
scheduled

<u>Organizational</u>
applied
arranged
coordinated
facilitated
handled
consolidated
planned
organized
systematized

<u>Marketing</u>
generated
initiated
recruited
implemented
increased
distributed
participated
persuaded
promoted
publicized

<u>Problem Solving</u>
decided
evaluated
investigated
recommended
resolved
solved
surveyed
clarified

<u>Research</u>
critiqued
examined
identified
inspected
interpreted
researched
summarized
surveyed

<u>Technical</u>
assembled
built
devised
developed
engineered
operated
reconciled
translated

<u>Time Management</u>
administered
developed
directed
generated
improved
initiated
increased
reduced

<u>Training</u>
adapted
advised
assisted
communicated
explained
facilitated
informed
instructed

All margins should be a minimum of 1/2 inch

Keep the resume to 1 page & the font size between 10-12 point

Use small caps and a 14-18 pt font to delineate name →

FIRSTNAME LASTNAME

FirstName.LastName@bbaXX.mccombs.utexas.edu   *← Use a professional email address*
Remove any hyperlink to your email address

Street Address • City, State Zip • (###) ###-####

EDUCATION

The University of Texas at Austin   Bachelor of Business Administration, Major   May XXXX

↑ Bold university names   Minor: Area of study   *← Must be officially declared*   *List your actual graduation date here ↑*

Highlight an additional area of study →
[Optional]   Additional Coursework in area of study, XX hours

Overall GPA: X.XX   *↑ These should be completed hours w/ grades posted*

[List International University]   [List Study Abroad Program in City, State]   Season XXXX

Place notable mentions or achievements →   *Contributed 60% of tuition and expenses*

EXPERIENCE

Most Recent Employer - *Position Title;* City, State   Month - Month XXXX
Company descriptor here in italics to describe unfamiliar companies - Keep to 1 line [Optional if needed]
- [Internship or part-time job dates can be denoted by the months worked or the season and year]
- [Be consistent with the non-use of periods at the end of each bullet; at least two bullets for work experience]
- [Recruiters will notice poor formatting, incorrect grammar, spelling errors, and sloppy bullet text - Edit carefully]
- [Use Calibri font - address information and section headings set at 10-12 point font; student's name set at 14-18 point font]

Employer - *Position Title;* City, State   Month - Month XXXX
Company descriptor here in italics to describe unfamiliar companies - Keep to 1 line [Optional if needed]
- [Start with a strong action verb, describe one activity - Include specific actions and measurable results]
- [Use a variety of strong action verbs at the beginning of bullets to avoid repetition (ex. Led, Supervised, etc) - Do not open a resume bullet with: Responsible for… or Assist with…]
- [Be specific when discussing how many people you have managed, amount of money for which you were responsible, percent of sales gained or savings gained by process improvements]
- [Money is denoted: $1K, $1M, $1B]
- [Showcase the transferable skills/strengths from your former positions that are most relevant to the new position or industry you are pursuing]
- [Avoid resume bullets with a "hanging word" - Single words on their own lines]
- [Write numbers from zero through ten as words, and write numbers above ten as numerals]

ACADEMIC PROJECTS *(optional)*

Course Name and Type of Project (i.e., MIS 333K: Web Design) - *Client: Name of Client*   Season XXXX
- [Start with a verb, describe contributions you made to the project - Include specific actions and measurable results]

LEADERSHIP EXPERIENCE AND ACTIVITIES

Organization - *Position*   Fall XXXX - Present
- [Showcase the transferable skills/strengths from your former positions that are most relevant to the new position or industry you are pursuing]
- [There is a full space between different sections, schools and employers - Spacer lines set at 8 point font]

HONORS

- [Showcase honor or achievement by title]   Season XXXX
- [If possible, note semester awards, i.e., University Honors] - Number of times recognized]   Season XXXX

ADDITIONAL INFORMATION

[Personal information shared in this section should be interesting enough to be a "conversation starter"]
[Do not include any personal information such as birth date, marital status, and number of children or religious affiliation]
Computer Skills: MS Word, Excel, PowerPoint, Access, PageMaker, SPSS, Dreamweaver
Languages: [Fluent, Working Knowledge, Conversational, Basic Knowledge] in Spanish
Interests: Intramural soccer, chess, classical guitar   *← Showcase transferable skills [Optional]*
Work Eligibility: Eligible to work in the U.S. with no restrictions

↑ U.S. citizens and U.S. permanent residents use this verbiage

Eligible to work in the U.S.; will require visa sponsorship for full-time employment

↑ Non-U.S. citizens on F-1 visa use this verbiage

LARRY LONGHORN

Larry.Longhorn@bba09.mccombs.utexas.edu
805 Saint Cloud Road • Austin, TX 78712 • (512) 555-9999

EDUCATION

The University of Texas at Austin	Bachelor of Business Administration, Finance Minor: MIS *Overall GPA: 3.55*	May 2013
University of Barcelona	CIEE Liberal Arts Program in Barcelona, Spain *Contributed 60% of tuition and expenses*	Summer 2010

EXPERIENCE

IBM - *Financial Intern;* Houston, TX   Summer 2012
• Updated six productivity reports regarding orders, shipments, revenues and margins on a daily basis
• Reduced shipment down-time by 25% allowing orders to increase by 30% for Southwest region
• Analyzed monthly inventory of computer hardware and processed client payments

Paramount, Inc. - *Summer Intern*; Austin, TX   Summer 2011
• Maintained quarterly operating budget of approximately $50K for costume department
• Prepared 25 detailed financial reports for upper management

ACADEMIC PROJECTS

MIS 333K: Web Design Project   Spring 2012
• Created website and secure donation portal for non-profit organization using Dreamweaver
• Recognized as best team solution for information architecture

OM 366P/Brass Ring Program - *Client: Texas Instruments*   Fall 2011
• Analyzed and validated the reverse logistics processes
• Recommended changes to plant layout to improve efficiency
• Suggested new recycling options that would reduce annual costs by $12K

LEADERSHIP EXPERIENCE AND ACTIVITIES

University Finance Association - *Vice President* (Spring 2012 - present)   Fall 2009 - Present
• Manage corporate outreach and programming for weekly member meetings, social events and community events
• Coordinate two week recruitment process and induction ceremony for new members
• Increased membership by 20% through aggressive print and social media marketing campaign

Undergraduate Business Council - *B.E.S.T. Committee Member*   Fall 2011
• Planned and facilitated team building activities for 850 incoming freshmen to help them acclimate to McCombs

Lambda Alpha Omega Honor Society - *Active Member*   Spring 2010 - Spring 2011

HONORS

• ConocoPhillips SPIRIT Scholar   Fall 2009
• University Honors   Fall 2010 - Spring 2012

ADDITIONAL INFORMATION

Computer Skills: MS Word, Excel, PowerPoint, Access, PageMaker, SPSS, Dreamweaver
Languages: Fluent in Spanish
Interests: Intramural soccer, chess, classical guitar
Work Eligibility: Eligible to work in the U.S with no restrictions

LUCY LONGHORN

Lucy.Longhorn@bba12.mccombs.utexas.edu
1234 Dean Keeton • Austin, TX 78712 • (512) 555-5555

EDUCATION

The University of Texas at Austin Bachelor of Business Administration, Unspecified May 2014

Bachelor of Arts, Economics 2010 - 2012
Overall GPA: 3.67

EXPERIENCE

Main Residence Hall - *Resident Assistant*; Austin, TX Spring 2012 - Present
• Create programs and events to engage residents and increase participation by 40%
• Facilitate meetings and discussions to promote diversity in the community
• Notify residents of information regarding their health and safety

Smoothie Store - *Shift Supervisor*; Dallas, TX Summers 2010, 2011, 2012
• Delegated tasks and supervised up to three employees per shift
• Trained ten new employees in cash handling, customer service and store procedures
• Calculated the daily summary of sales at the end of each shift
• Communicated smoothie promotions to customers to achieve store sales goals

LEADERSHIP EXPERIENCE AND ACTIVITIES

Transfer Business Student Association - *Treasurer* Fall 2012 - Present
• Manage the organization's budget totaling over $3K, including dues and vendor payments
• Collect member dues, process payments and all reimbursements
• Created a receipt and payment plan system to communicate each member's fiscal responsibility and track payments and balances

Indian Cultural Association - *Volunteer* Spring 2011
• Volunteered ten hours to decorate nine booths, the front stage, and the seating area
• Coordinated six food lines and four ticket lines to promote smooth traffic flow
• Assisted with cleaning location after the event was completed

Main Residence Hall Council - *Parliamentarian* Fall 2010 - Spring 2012
• Motivated residents to attend meetings by analyzing needs and tailoring events
• Promoted meetings by producing and distributing posters throughout the building
• Maintained structured and organized meetings to increase residents' attendance

HONORS

• Main Hall Council Active Member Award Spring 2012
• Liberal Arts Dean's Honors List Fall 2011

ADDITIONAL INFORMATION

Computer Skills: MS Word, Excel, PowerPoint, Outlook
Languages: Working knowledge of Spanish
Interests: Travel, Debate, Ballet
Work Eligibility: Eligible to work in the U.S. with no restrictions