

# FOSTER CAREER SERVICES: RESUME QUICK GUIDE

## GUIDELINES

- The purpose of a resume is to show skills, experiences and attributes that make you the best candidate for a particular position. A resume needs to concisely and efficiently convey all of your relevant information.
- Resumes should be no longer than one page. Margins should not be less than 0.5 inches.
- The purpose of formatting a resume is three-fold: (1) to make it easy to read; (2) to make specific items stand out (i.e. name, headers); and (3) to differentiate aspects of a resume (e.g. employer vs. title vs. accomplishments).
- If you are asked to submit your resume online, you should convert your Word document to a PDF (unless otherwise noted by the employer). A PDF ensures the formatting of a document remains intact, regardless of the type of software the employer is using.

## AVOID

- Pronouns (I, you, they)
- Helping verbs (have, had, may, might) say "managed" instead of "have managed"
- Being verbs (am, is, are, was, were)
- Exaggerations or lies
- Older experiences with little transferable skills
- Run-on sentences
- Personal statistics (age, sex, race, etc.)
- Graphics, photos or logos
- Any salary information
- Relying on only one person to edit your resume and/or relying on only computer editing
- Spelling mistakes and grammatical errors

## MAGNIFY YOUR EXPERIENCE

- Experiences include: work, internships, volunteer experience, class work/projects, student clubs/activities, case competitions (Freshmen Direct case competition, capstone case competition etc) and class presentations
- Be sure to focus on accomplishments, skills gained/utilized and results for each bullet point
- A typical format for building a bullet point is starting with an action verb, then stating your responsibility/role/type of event or document you worked with, and finishing by explaining the outcome, quantifying your experience, describing how your task added value, or who you were completing the task for

Below are examples of ways to enhance a resume. By following this format or adding details you can show the extent of your experience.

### EXAMPLE 1

*BEFORE:* Answered phone calls at front desk  
*AFTER:* Answered 50-100 phone calls per shift, while maintaining hotel's new membership database

### EXAMPLE 2

*BEFORE:* Led a team to revamp an internal customer satisfaction data website  
*AFTER:* Led a 4 person IT contractor team in upgrading a \$200,000 internal customer satisfaction data website, affecting over 1,500 employees

## RESUME SECTIONS

### Contact Information

Name, Phone Number, E-mail, Customized LinkedIn address

### Objective

Objectives are often used by professionals with decades of experience to help focus their search. Because of this, Foster Career Services does not recommend using an objective for a one page, undergraduate student resume.

### Education

The name of the school is the "Michael G. Foster School of Business, not "Foster School of Business."

- The concept of an "Option" is not widely understood, use "Major" instead.
- GPA: Include if 3.0 or above, or if requested by the employer. You can report your Foster GPA, major GPA, cumulative GPA or combination.
- You may list relevant coursework if applicable to the position or if you have no work/internship experience.
- You may want to include SAT/ACT scores only if requested specifically by an employer.
- Include graduation month and year

Content entries are the most important part of a resume. Entries show what you can do and show employers the skills you could bring to their company. Focus on accomplishments and results. Typically, the listings should be in reverse chronological order, listing most recent activity first.

### Leadership Experience, Extracurricular Activities or Volunteer Experience

This section should mirror your work experience (i.e. listed in reverse chronological order starting with your most recent activity). If your leadership and extracurricular activities are more substantial than your work experience, you'll want to include this section before "Work Experience."

### Honors & Awards

- If you have little work/internship experience, this section can be critical to show employers your past achievements, skills, knowledge and abilities gained through academic or extracurricular activities.
- Outstanding scholarship recognition or multiple academic awards can be moved under the "Education" section of a resume.

### Additional (Languages, Computer Programs, Interests)

- Language Proficiency: Fluent implies written and oral language skills. You know exactly the right word to use in any situation. Conversant implies you could get along in a conversation, but need to improve oral and/or written skills.
- If listing interests, be specific. While these may not be pertinent to the job, they are a great opportunity to connect with your interviewer about shared interests.



## SO WHERE DO I START?

### STEP 1: LIST EDUCATION, HONORS/AWARDS & SKILLS

In addition to listing your Foster degree, your education section can include the following:

- Study Abroad: Exploration Seminar, Alternative Spring Break, Direct Exchange, etc.
- Class Projects: Include class name – i.e. "Business Communications 301, Strategic Management 430"
- Foster Excel Credential: Available on Canvas for all Foster students.

Honors & Awards can vary depending on your personal preference. This section can include:

- Honors Program, Foster Honors and/or Dean's List
- Scholarships: List scholarships and year awarded, exclude amount awarded
- Work-Related Awards: Associate of the Year, Employee of the Month, etc.
- Case Competitions: Winner or Participant

If relevant to a particular position, you can highlight certain skills including:

- Technical Skills: Microsoft Office Suite (Excel, PowerPoint, Access), QuickBooks, Tableau, etc.
- Language Skills: Remember to state your level of competency – beginner, conversational, fluent

### STEP 2: BRAINSTORM EXPERIENCES

Start by listing all of your past experiences that include:

- **Paid work experience:**
  - Part-Time/Summer/Seasonal Jobs (Barista, Sales Associate, Office Assistant, etc.)
  - Note: If you worked to fund college, an example explanation is "Worked 20 hours/week financing 50% of college expenses"
- **Internships**
  - Mention parts of your internship that are beyond the job description!
  - Note: Include any final projects, presentations, or deliverable from your experience
- **Volunteer Experience**
  - Unpaid Work and/or Community Involvement
  - Note: Highlight dollars fundraised, hours volunteered, events participated in, etc.
- **Clubs/Extracurricular Activities**
  - Examples: Business Related Clubs, Community Service, Fraternities/Sororities
  - Note: All roles (member, volunteer, officer) count as experience!
- **Class Projects or Case Competitions**
  - Strategy, team, size, length of time, role and responsibility
  - Note: Write about your specific contributions to the team project or case competition

### STEP 3: DEVELOP BULLET POINTS

A good format to use when creating bullet points for your resume is:

**ACTION VERB + WHAT YOU DID + VALUE-ADD**

The value-add section can include the outcome, why the task was significant, who the task was for, or a quantified metric. See "Magnify Your Experience" for tips on making your bullet points stand out!

### STEP 4: FORMAT, CATEGORIZE & ORGANIZE

Remember, a recruiter may take less than 30 seconds to look at your resume. Be sure to highlight your most relevant experience FIRST.

An Easy Trick: Group your most relevant experiences to the job/internship you're applying to by renaming your header sections. For example, by creating a section called "Relevant Experience" you can move previous/current jobs, volunteer experience, internships, or leadership experience to the top of your resume.

## ACTION VERBS

### Clerical or Detailed Skills

Approved  
Catalogued  
Collected  
Executed  
Generated  
Implemented  
Monitored  
Operated  
Organized  
Prepared  
Processed  
Screened  
Specified  
Tabulated

### Communication/ People Skills

Advertised  
Arranged  
Articulated  
Authored  
Collaborated  
Communicated  
Composed  
Condensed  
Consulted  
Contacted  
Debated  
Developed  
Directed  
Discussed  
Drafted  
Expressed  
Formulated  
Incorporated  
Interviewed  
Involved  
Joined  
Lectured  
Marketed  
Mediated  
Motivated  
Negotiated  
Participated  
Presented  
Promoted  
Publicized  
Recruited  
Reported  
Responded  
Suggested  
Summarized  
Translated  
Wrote

### Creative Skills

Acted  
Adapted  
Combined

Composed  
Conceptualized  
Created  
Customized  
Designed  
Developed  
Directed  
Entertained  
Established  
Formulated  
Founded  
Initiated  
Integrated  
Introduced  
Invented  
Modified  
Originated  
Performed  
Planned  
Revised  
Solved

### Data/ Financial Skills

Administered  
Allocated  
Analyzed  
Audited  
Balanced  
Budgeted  
Calculated  
Computed  
Determined  
Developed  
Forecasted  
Managed  
Marketed  
Measured  
Planned  
Prepared  
Programmed  
Projected  
Qualified  
Reduced  
Set goals  
Stimulated

### Helping Skills

Advocated  
Aided  
Answered  
Arranged  
Assisted  
Clarified  
Collaborated  
Counseled  
Devised  
Diagnosed  
Educated  
Encouraged  
Facilitated  
Furthered

Guided  
Motivated  
Prevented  
Provided  
Represented  
Resolved  
Simplified  
Supplied  
Volunteered

### Management/ Leadership Skills

Advised  
Appointed  
Chaired  
Communicated  
Consolidated  
Converted  
Coordinated  
Delegated  
Developed  
Eliminated  
Emphasized  
Enabled  
Encouraged  
Enhanced  
Executed  
Facilitated  
Generated  
Handled  
Headed  
Incorporated  
Increased  
Initiated  
Instituted  
Led  
Managed  
Overhauled  
Planned  
Prioritized  
Reorganized  
Restored  
Scheduled  
Streamlined  
Supervised

### Organizational Skills

Arranged  
Catalogued  
Categorized  
Coded  
Devised  
Executed  
Generated  
Incorporated  
Maintained  
Operated  
Processed  
Provided  
Responded

Reviewed  
Screened  
Supplied  
Standardized  
Systematized  
Validated

### Research Skills

Analyzed  
Collected  
Compared  
Critiqued  
Diagnosed  
Evaluated  
Examined  
Formulated  
Identified  
Investigated  
Researched  
Reviewed  
Solved  
Surveyed  
Systematized

### Teaching Skills

Adapted  
Advised  
Communicated  
Coordinated  
Critiqued  
Enabled  
Encouraged  
Facilitated  
Guided  
Individualized  
Informed  
Instructed  
Motivated  
Stimulated  
Taught  
Tested

### Technical Skills

Adapted  
Applied  
Assembled  
Calculated  
Constructed  
Converted  
Developed  
Engineered  
Fortified  
Installed  
Overhauled  
Regulated  
Remodeled  
Replaced  
Solved  
Specialized  
Standardized

# RESUME EXAMPLES: 12PT FONT, 0.5" MARGIN ALL AROUND

## First Name (Preferred Name – optional) Last Name

Professional email | Phone number | Unique LinkedIn URL

### EDUCATION:

**University of Washington, Michael G. Foster School of Business** Expected Graduation: June 2025  
*Bachelor of Arts in Business Administration (Finance & Marketing), Minor in Informatics* Cumulative GPA: 3.52  
Freshman Direct Admit: 1 out of 300 accepted into the Foster School of Business early entrance program based on academic achievement  
Coursework: Micro & Macro Economics · Financial Accounting · Quantitative Business Methods · Calculus Series

**Foster Microsoft Excel Credential** Completed March 2021  
Completed a 5-module online course, confirming Microsoft Excel skills in a variety of topics including PivotTables, advanced chart types and mathematical functions with a cumulative score of 89%

**Skyline High School** Graduated: June 2021  
*Diploma with International Baccalaureate Career-related Program Certificate in Business Management* Cumulative GPA: 3.8

### PROFESSIONAL EXPERIENCE:

**Core Consultant** **Seattle, Washington**  
*Business Impact Group* December 2021 - February 2022

- Worked with bakery *The SweetSide* to drive up profit margins through job costing and pricing strategy analysis
- Developed excel models to compare supplier pricing in determining a potential supplier to pivot towards in cutting production costs
- Coordinated with supplier representatives to generate quotes for ingredients, and recommended future supplier implementation

**Sales Associate** **Issaquah, Washington**  
*The Home Depot* June 2021 - September 2021

- Exceeded company expectations with sales over \$70,000, alongside multiple credit card leads
- Interacted with a range of clients from contractors to non-English speakers in selecting the proper appliance for their specific needs
- Delivered outstanding customer service whilst finding compatible solutions to client problems surrounding their current appliances

### PROJECTS & EXTRACURRICULAR EXPERIENCE:

**Information Systems 300 – Introduction to Information Systems** **Seattle, Washington**  
*Project Owner* January 2021 – March 2021

- Created a model in Excel to predict 2021 Super Bowl Champion using 10 years of Football Team statistics; Excel skills used include VLOOKUP, INDEX/MATCH, nested IF statements
- Programmed in basic HTML and C# in Microsoft Visual Studio to create a website that allows users to submit information and browse services and prices for a plumbing company

**Russell Investments International Case Competition (RIICC)** **Seattle, Washington**  
*Freshman Track Champion* October 2021

- Acted as a consulting group for Fintech company Wise, and their expansion of a service named Assets into a foreign country
- Developed marketing strategy centered on ads reflective of Indonesian culture/values and a predictive personalization engine
- Produced competitor analysis, summarized target market research through tools such as a SWOT analysis and TamSamSom, illustrated short-term and long-term timelines for market penetration, and constructed future expansion plan

**2021 DECA International Business Competition (ICDC)** **Virtual**  
*International Qualifier* November 2020 - April 2021

- Achieved 6th place across Washington State for the Business Solutions Project, which qualified for the international competition
- Wrote a 20-page project plan for uBreakiFix, restructuring the employee training program to increase yearly revenue sustainably
- Coordinated with 2 peers in developing an internal strategy to address uBreakiFix's poor customer and employee retention rates

### SKILLS & ACHIEVEMENTS:

**Technical & Language Skills:** Foster R Certification, Canva Mockups, Cantonese & Spanish (limited proficiency)

**Volunteering:** Eastridge Church (Volunteering Supervisor), distribution at community food bank, building mud run courses

**Interests:** Cooking, Badminton, Music (Violin, Viola, and Guitar)

## First Name (Preferred Name – optional) Last Name

Professional email • Phone number • Custom LinkedIn URL

### EDUCATION

**University of Washington, Michael G. Foster School of Business** **Seattle, WA**  
**Major:** Operations & Supply Chain Management; Marketing **Graduation:** Aug. 2023  
**GPA:** Cumulative GPA: 3.78, Major GPA: 3.83  
**Accolades/Societies:** J.M. Owsley Endowed Scholarship, Dean's List, UW American Marketing Association, Beta Gamma Sigma Honors Society

### RELEVANT EXPERIENCE

**Summer Consulting Intern** **Seattle, WA**  
*ABC Company (Marketing Consulting Firm)* Jun. 2021 – Aug. 2021

- Executed deliverables directly for client including a PowerPoint with charts comparing \$2.4M FY21 actual spend to predicted budgets in order to better allocate FY22 amounts for various marketing projects.
- Created initiative tracker for Steering Committee meetings with 10 C-suite stakeholders to drive progress and inform client decisions.
- Synthesized ~200 customer survey data points in Excel graph visualizations and drew key takeaways for client.

**Marketing and Business Development Intern** **Doha, Qatar**  
*City Reads (Non-profit Foundation)* Jan. 2021 – Jul. 2021

- Consolidated 13 spreadsheets of user data into one (using Excel), streamlining the retrieval process by 15%.
- Conducted market research to identify/connect with 12+ organizations in the target audience of the programs.
- Created social media outreach strategies and content to channel marketing efforts through Instagram.
- Involved in the development of 3+ reading initiatives and programs, catered to various demographics.

**Vice President of Marketing** **Seattle, WA**  
*Phi Chi Theta (Professional Business Fraternity)* May. 2021 – Jun. 2022

- Implemented social media tactics to generate content that had engagements of up to 70% of total followers.
- Develop brand image in a professional manner in order to increase membership and encourage corporate sponsorship; membership increased by 40% as a result of newly implemented marketing efforts.

### BUSINESS PROJECTS

**Group Lead Analyst** **Seattle, WA**  
*MKTG 462 (Customer Analytics)* Jan. 2022 – Mar. 2022

- Conducted logistic regressions to identify the ideal group to target; would result in an 187% ROI.
- Created neural networks in R to summarize consumer behavior; used to forecast success of future products.

**Project Co-Lead** **Seattle, WA**  
*QMETH 450 (Spreadsheet Models for Managerial Decision Making)* Sept. 2021 – Dec. 2021

- Developed a model to assess how variables in Kobe Niku's shipment logistics affects their total delay cost.
- Used the Monte-Carlo method/Crystal Ball to build the model, identifying delays as occurring 98% of the time.
- Managed scheduling and communication for group of 4; creating a project schedule to align on key deliverables.

### ADDITIONAL LEADERSHIP EXPERIENCE

**Board Member, Transfer Student Advisory Board (University of Washington)** May 2021 – Jun. 2022

- Advised the Foster School of Business on best practices to promote transfer student success for 100 students.
- Organized 3+ community-wide events per quarter and liaised with 25+ prospective students quarterly.
- Executed 6 months of marketing campaigns on social media using Canva and Hootsuite to post on Instagram.

**President, Collegiate DECA Inc. (Shoreline Community College)** May 2019 – Aug. 2020

- Produced over 10 quarterly reports and budget applications to present before the college's Executive Board.

### ADDITIONAL INFORMATION

**Skills:** Bahasa Indonesia (fluent), Spanish (conversational), Microsoft Office Suite, R, SQL, MS Project.

# RESUME EXAMPLES: 12PT FONT, 0.5" MARGIN ALL AROUND

## First Name (Preferred Name – optional) Last Name

Professional email address • Phone number • Unique LinkedIn URL

### EDUCATION

**University of Washington, Michael G. Foster School of Business** **Seattle, WA**  
*Bachelor of Arts in Business Administration, Double Major: Finance & Entrepreneurship* June 2024  
Annual Dean's List 2022-2023 and 2023-2024 Major GPA: 3.58/4.0

**Sales Certificate** - Jack and Ann Rhodes Professional Sales Program, 2023 Cohort  
*\*Work 20 hours a week, financing 50% of college expenses*

**Edmonds Community College** **Lynnwood, WA**  
*Associate in Business DTA; Honor Roll* August 2022  
Cumulative GPA: 3.92/4.0

### RELEVANT EXPERIENCE

**Husky Sales Club (HSC)** **Seattle, WA**  
*Brand Ambassador* September 2022 – Present

- Promoted HSC by sharing events and information with 20 other clubs, and organizing 5 recruitment events
- Networked with 10+ industry professionals and attended weekly meetings to improve professional development
- Developed relationships with 30+ potential HSC members at various events to recruit new members into the club

**Finance Stock Portfolio Project** **Seattle, WA**  
*Team Member* October 2022 – November 2022

- Collaborated with 3 students to diversify stock portfolio based on risk, industry, and current economic trends
- Researched industry trends and risks associated with stock pickings using tools like Bloomberg Terminal
- Created 10-minute presentation on stock portfolio results, and spoke on evaluating the systemic risk for 4 stocks

### WORK EXPERIENCE

**Coffee Shop** **Seattle, WA**  
*Store Manager* June 2022 – Present

- Promoted once while working part-time and attending school full-time to support financial needs
- Delivered excellent customer service with 50+ customers per shift by making conversation to build rapport
- Trained 10+ new baristas in-person on workflow procedures, drink preparation, and company values
- Processed transactions, and served 100+ beverages and pastry items for mobile and in-person orders

**Barista** **Seattle, WA** June 2020 – June 2022

- Greeted and served 100+ customers daily, providing prompt and friendly service in a fast-paced environment
- Advised customers on coffee blends, roasts, teas, specialty espresso beverages, and artisanal pastries, offering accurate, detailed information about origin and flavor

**75<sup>th</sup> Corner Market** **Portland, OR**  
*Assistant Store Manager* April 2020 – June 2022

- Supported family-owned small business & oversaw operations including inventory management and customer service
- Constructed opening/closing procedures and daily store operations that improved efficiency by 12%
- Tracked inventory for over 100 ingredients in an Excel spreadsheet to identify when and how much stock to order
- Collaborated with 5+ cashiers, assisting teammates in peak hours to ensure customers never waited over 5 minutes to checkout

### ADDITIONAL INFORMATION

**Language:** Proficient in Spanish, Native in English

**Technical Skills:** Excel, Microsoft Suite, Python, R Studio, SQL, Tableau

**Workshops & Certifications:** Training the Street Financial Modeling Workshop, Foster Excel Credential

## First Name (Preferred Name – optional) Last Name

Professional email • Phone number • Personalized LinkedIn URL • Marketing Portfolio URL

### EDUCATION

**University of Washington, Michael G. Foster School of Business** **Seattle, WA**  
*Bachelor of Arts in Business Administration (Marketing)* Anticipated Graduation: 06/2023  
*Bachelor of Arts in Law, Societies, and Justice*

**Copenhagen Business School Exchange** **Copenhagen, Denmark**  
*Study Abroad* 09/2021 – 12/2021  
Gained a worldwide business perspective through courses on global marketing and international supply chains

### MARKETING & SALES EXPERIENCE

**Sports Team – Seattle, WA** 03/2022 - Present  
*Sales Intern*

- Expand book of clients for group sales department by 10% using public university group contact leads
- Assist in game-day operations such as following up with suite owners, corporate partners, and fan experiences
- Developed a survey to gauge 50+ customer perspectives on new product development through Survey Planet

**Company ABC – Remote, USA** 09/2021 – 12/2021  
*Marketing Intern*

- Contacted 30+ vendors to account for recent acquisition in fields of graphic design, office artwork, sales decks
- Researched various data board tools like Klipfolio and Databox to synthesize company data using multiple sources: CRM, website touchpoints, sales team leads, social media management, specific marketing campaigns
- Facilitated 15 online webinars via Zoom using Marketo, Microsoft Office (Excel, Teams, Word) and Zoom Polls

**Technology Company – Kirkland, WA** 06/2021 – 09/2021  
*Sales & Marketing Intern*

- Executed 6 months of marketing campaigns through email marketing (ZoomEngage), social media (Hootsuite, Facebook, Twitter, Instagram, LinkedIn), blog writing (WordPress), and procuring podcast guests
- Created a Net Promoter Score survey via SurveyMonkey to send to all clients, followed up with direct sales calls

**Nordstrom – Seattle, WA** 01/2020 – 12/2020  
*Sales Associate*

- Assisted customers in the buying process through suggestion selling and handling concerns and questions, supported approximately 50 customers per shift
- Spearheaded efforts to streamline inventory counts after each shift using Excel to track figures for 70+ SKUs

### LEADERSHIP EXPERIENCE

**UW Undergraduate Women in Business, President, former Director of Marketing** 05/2020 – 06/2022

- Worked closely with executive team of 11 to advance UWIB's mission of empowering female business leaders
- Planned weekly events for 100+ members—from professional development with speakers to philanthropy
- Facilitated all 2020 marketing campaigns: grew Instagram account by over 200 followers in span of 2 months, sold 80 personally designed crew necks, co-led a Black Lives Matter and Holiday Project fundraiser → \$1,000

**Liberated Voices Washington, Founding Member** 01/2021 – 06/2022

- Founded UW student organization with 30 members dedicated to supporting the abolishment of private prisons and uplifting those detained
- Designed the logo and other artwork to be centered in a crowdfunding campaign for local 501c3 organizations

### ADDITIONAL INFORMATION

**Honors:** Freshman Direct Program, Finalist – 2021 International Case Competition

**Hard Skills:** Vietnamese, MS Office, G Suite, R, Hootsuite, MySQL, iMovie, Procreate, Canva, writing, Marketo

**Interests:** calligraphy, bowling, editing vlogs, playing tennis and soccer, playing piano, singing, civil rights work