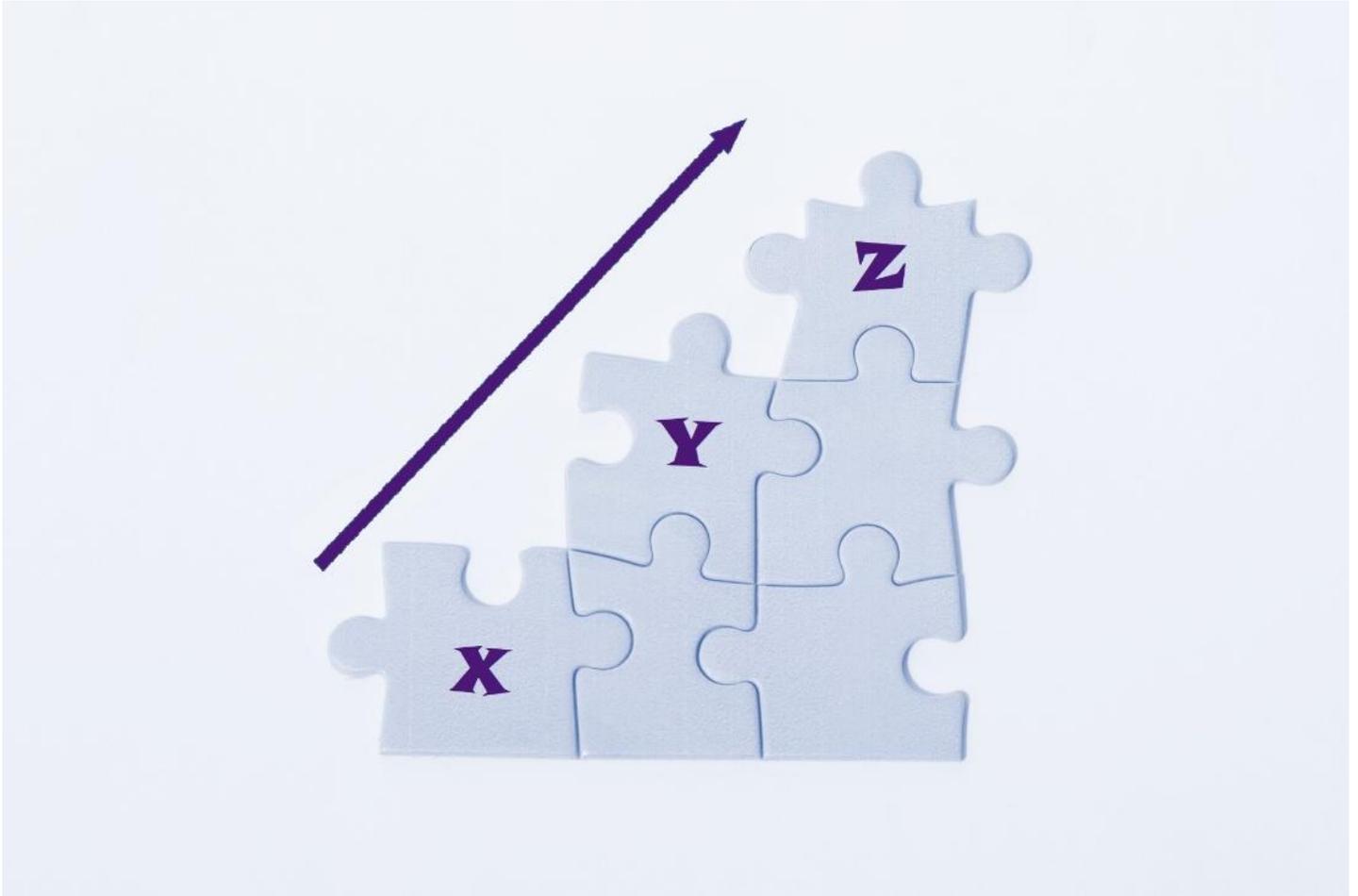


Resume Guide

NEELEY DEVELOPMENT SERIES: TOOLS FOR BUSINESS

2023 - 2024



Professional Development Center

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Neeley School
of Business

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YOUR RESUME IS A REFLECTION OF YOUR PERSONAL BRAND

A resume is a concise and incisive document that highlights relevant information about your education, skills, experiences, accomplishments, and job-related interests.

The purpose of a resume is to:

- Display your professional brand and accomplishments
- Generate employer interest to obtain an interview
- Provide a sample of your written communication skills

*Think of your resume as a marketing tool. How do you want to present yourself?
Employers want to quickly identify what skills you possess.*

Your goal is to align your resume with the needs of the employer so you can present a clear, easy-to-follow document. While employers have commonality in terms of key attributes they look for on a resume, they also have a set of attributes unique to the company they represent. You must tailor your resume for the specific position you want. The resume format we require at Neeley is based on conversations with employers and hiring managers who indicated what they would like to see in terms of information and formatting on resumes for students and recent graduates, as well as specific formatting required by Applicant Tracking Systems (ATS).

UPDATE AND REFINE

Developing a highly effective resume requires multiple versions. Never assume it is finished. Keep it updated, review your bullets, and invest time to make sure it is a good representation of your accomplishments and impacts. A resume IS NOT a list of tasks and duties; it is a summary of your most meaningful and significant results, accomplishments, and impacts.

COMMON MISTAKES

- 1) Misspellings and grammatical errors
- 2) Inconsistent formatting
- 3) Using an outdated resume
- 4) Including too much information
- 5) Using general terms instead of being specific
- 6) Incorporating personal pronouns
- 7) Developing bullet points that list job tasks
- 8) Using weak action verbs
- 9) Writing bullet statements that are ambiguous
- 10) Using the same resume for all job applications

PDC ONLINE RESUME REVIEW CENTER TIPS

- Upload documents to the PDC Resume Center located on our website neeley.tcu.edu/pdc
- Documents must be in MS Word
- Cover letters are reviewed for students applying for internships or full-time employment
- Follow the instructions regarding the naming convention prior to uploading
- Allow 48 hours for review

FORMATTING FOR APPLICANT TRACKING SYSTEMS (ATS)

Applicant Tracking Systems (ATS) is a software employers use to scan resumes for open positions (most will review a resume in less than 6 seconds) - this helps employers significantly reduce the number of human-reviewed resumes to expedite the hiring process.

98% of Fortune 500 companies use ATS to review and vet applicant resumes.

80% of mid-size and large-size firms use ATS to review and vet applicant resumes.

****If you do not adhere to basic ATS guidance to format your resume, you may not move forward in an organization's hiring process****

Do:

- Save your document as a .docx or PDF
- Use traditional fonts
- Use standard section headings, i.e. "Experience" rather than "My Impact"
- Use full terms along with acronyms, for example: "Search Engine Optimization (SEO)"
- Ensure your resume accomplishment statements include key words that are included in the job description (if there is alignment between what you have done in the past and what the organization is looking for in the position)

Do Not Use:

- headers or footers
- tables or images
- columns

Additional Resources

Resume optimization sites that scan the job description and your resume to highlight which keywords you are missing:

- **Skillsyncer:** <https://skillsyncer.com>
- **JobScan:** <https://www.jobscan.co>
- **Panna AI:** <https://www.panna.ai/>; <https://www.panna.ai/score/>

FORMATTING

Use the [Neeley Template](#) as the basis for your resume. The templates can be found on the PDC website under Skills Guides as well as on Handshake in the Resources area. Once you finalize the content on your resume, save it in a PDF format which will protect the formatting. The PDF format is the most stable file type to use electronically and should be used when uploading or emailing your resume to employers.

Non-negotiables

- One page – if you can't get it to one page submit it for review to get help with editing
- Consistent formatting - *spacing, bullets, hyphens, bolding, font size, etc.*
- Do not include high school information
- Avoid using hyperlinks
- Do not include an objective statement as that is an out-of-date practice
- No personal pronouns – *I, me, he, she, we, etc.*
- The degree you receive in Neeley is a **Bachelor of Business Administration**
- Establish right tab stops for perfect side alignment
- Include proficiency level with language skills – Fluent or Bilingual, Proficient, or Conversational

Preferred:

- Font size for NAME: 14 – 16 and bolded
- Font size for body: 11 – 12; size 11 is ideal
- Font type: Calibri or Times New Roman
- Use TCU email address
- Accepted phone number formats:
 - ✓ (817) 257-7539
 - ✓ 817-257-7539
 - ✓ 817.257.7539
- Phone number and email should be listed under your name
- Your customized LinkedIn URL and make sure you have a substantive LinkedIn profile to include a headshot (a nice, clear picture of your face) and “About Me” section at the very minimum
- Margin Size: 1” is ideal, no smaller than .5
- Spacing: Single
- Minimum bullets per experiences is two with a maximum of five
- Use different action verbs for each bullet
- Avoid weak action words – *Assisted, Helped, Aided etc.*
- Use metrics to quantify information
- Bullets should be concise, though detailed and no longer than two lines

FIRSTNAME LASTNAME

555.555.5555 | horned.frogs@tcu.edu

www.linkedin.com/in/hornedfrogs

EDUCATION

Texas Christian University, Neeley School of Business

Fort Worth, TX

Bachelor of Business Administration

Month 20XX

Major(s):, Minor(s)

GPA: X.XX

Honors/Awards: (optional)

Relevant Coursework: (optional)

EXPERIENCE

Employer, City, State

Month Year – Month Year

Job Title

-
-
-

Employer, City, State

Month Year – Month Year

Job Title (dates)

-
-
-

Job Title (dates)

-
-

LEADERSHIP AND COMMUNITY EXPERIENCE

Name of Organization, City, State

Month Year – Month Year

Your Role

-
-

Name of Organization, City, State

Month Year – Month Year

Your Role

-
-

SKILLS

Technical: (include levels of proficiency)

Certifications: Microsoft Office Specialist: Excel and PowerPoint

Language: (optional) (include levels of proficiency)

FIRSTNAME LASTNAME

555.555.5555 | horned.frogs@tcu.edu

www.linkedin.com/in/hornedfrogs

EDUCATION

Texas Christian University, Neeley School of Business

Fort Worth, TX

Bachelor of Business Administration

Month 20XX

Major(s):, Minor(s)

GPA: X.XX

Honors/Awards: (optional)

EXPERIENCE

Employer, City, State

Month Year – Month Year

Job Title

-
-
-

Employer, City, State

Month Year – Month Year

Job Title

-
-
-

Job Title

-
-

Employer, City, State

Month Year – Month Year

Job Title

-
-
-

Employer or Organization, City, State

Month Year – Month Year

Job Title

-
-
-

Employer or Organization, City, State

Month Year – Month Year

Job Title

-
-
-

SKILLS

Technical: (include levels of proficiency)

Certifications: Microsoft Office Specialist: Excel and PowerPoint

Language: (optional) (include levels of proficiency)

ACCOMPLISHMENT STATEMENTS (THE BULLETS)

When should you use them?

For each work, volunteer, student organization, military, or research experience listed on your resume.

What should they do?

Tell your reader **what** you did in the role, **how** you did it, and the **results/impact** you achieved.

- Use quantifiable data when possible: how many people? How much money?
- Be specific: what content were you working with? What topics were you focused on?

Try using the X+Y+Z method: X = what you did; Y=how you did it; Z= the results/impact.

Example: Student Organization Role

Before: Worked with team to increase membership

After: Led a 4-person team to increase membership by 100%, from 50 to 100 members, by creating a comprehensive social media campaign through TikTok and Instagram

Example: Volunteer Work

Before: Served food to over 100 people at the local shelter

After: Negotiated with university administration to repurpose and distribute over 50lbs of food from the university dining system to the local homeless shelter, providing sustenance for over 100 people

Example: Internship Experience

Before: Wrote manual for Human Resource team

After: Sourced research-based content for 50-page manual created alongside a team of three Directors to educate 150 personnel on diversity, equity, inclusion, and belonging (DEIB) initiatives

Example: Military Experience

Before: Taught courses to military personnel

After: Facilitated annual Operational Stress Management and Suicide Prevention curriculum to 2,500+ military personnel, resulting in a workforce that can identify, address, and mitigate stressors

Ask yourself these questions while building your accomplishment statements. Did you:

- work independently, on a team, or closely with a supervisor/colleague?
- use specific tools in that experience to execute on plans and needs?
- take the initiative to address any issues or problems?
- make any recommendations for process improvement?
- fold in additional knowledge sets, content, or data points?
- train others toward an organizational goal/purpose?
- bring together diverse populations, or serve a greater community?

MAJOR, INDUSTRY, & PROGRAM SPECIFIC ADVICE (BY ALPHA)

ACCOUNTING

Many Accounting Majors join the **Professional Program in Accounting** which is offered by the Accounting Department. If this is the case, you should add that to your Education section using the terminology below.

EDUCATION

Texas Christian University, Neeley School of Business

Fort Worth, TX

Bachelor of Business Administration

Month 20XX

Major(s); Minor(s)

GPA: X.XX

Track: Professional Program in Accounting (if applicable)

Honors/Awards: (optional)

Relevant Coursework: (optional)

Experience: The most important point is to quantify everything.

- ✓ Instead of saying “grew Sales,” say “increased sales by 27% over a three-month period”
- ✓ Instead of saying “managed employee benefit funds,” say “managed 30 employee benefit and personal trust funds”

BUSINESS INFORMATION SYSTEMS

TECHNICAL SKILLS: For BIS Majors, this is an additional section that belongs between EDUCATION and EXPERIENCE.

Include the Excel and PowerPoint certifications that are already present in the template. BI software, such as Tableau and Power BI, are also widely used in technology roles, regardless if it is in analytics or elsewhere. Other skills such as coding languages, database skills, CRM & ERP systems, and other SaaS platforms can bolster your value, so be sure to include them, but only if you have actual experience using them.

Guidance on technical skills that you may be able to include in your resume (as of Fall 2022):

JUNIORS:

TECHNICAL SKILLS

In progress through Fall 2022: SQL (via MS SQL Server), Python (IDE of VS Code), Axure, MS Visio, MS Project, MS Teams, Zoom, Slack, GitHub, Zoom

Frameworks: SDLC, Agile, Scrum, Lean, Design Thinking, Systems Thinking Microsoft Office 365/2019; Specialist Certification - Excel and PowerPoint

SENIORS:

TECHNICAL SKILLS

SQL (via MS SQL Server), Python (IDE of VS Code), Power BI, SharePoint, GitHub, Axure, MS Visio, MS Teams, Zoom, Slack
In Progress: Tableau, Alteryx

Frameworks: SDLC, Agile, Scrum, Lean, Design Thinking, Systems Thinking, Microsoft Office 365/2019; Specialist Certification – Excel and PowerPoint

** If you are taking ERP, you can also add HANA, Lumira to your “In Progress” list.*

** For Senior Capstone project course, add in the technical tools used to complete your capstone.*

** You are ultimately responsible for what is on your resume. Review your **technical skills** sections regularly to ensure that it represents YOUR experience with these tools. For instance, if you used SharePoint in the Intro class in teams – but maybe your specific role on the team did not use any component of SharePoint, then it should not be on your resume.*

Experience: When detailing your internships/jobs, focus on any process improvements or financial benefits you created. If you worked with different departments and stakeholders, make it known—BIS professionals often work with people across functions. If you used any technical skills, such as Excel, Tableau, programming languages, software, etc. you can also note how you used those to make an impact—you want to be sure you communicate some degree of technical ability. If you have a specific interest in BIS (i.e. security, data analytics, development, consulting, etc.), tailor your experiences to show that as well, since BIS encompasses many different areas.

(Academic) Projects: You can add a section with this header to be dedicated to either of two things: (1) any case competitions or personal projects you completed that demonstrate relevant experience, or (2) relevant projects that you completed in your classes. The second option is great if you have little to no internship experience, since you can show you have worked on projects that would be applicable to a professional role. For either option, highlight the benefit(s) that your project brought to whoever the solution was for. If you are applying to more technical roles, think about anything you built in the past, such as applications, dashboards, or even documentation. If you published a project online, include a link.

CONSULTING

Education: Consulting roles are housed in many industries and the solutions created by consulting firms can vary dramatically. When thinking about your relevant coursework, try to align subject-matter and content to the firms to which you are applying. Additionally, ensure that your financial acumen is clear. If you majored in a degree program such as Marketing and you focused on Analytics and Research, be sure to include those courses in this section.

Experience: For a consulting resume the most important point to get across is explaining the problem you were able to solve. You want to showcase how you played a key role in the development of a strategic plan, restructuring plan, or expansion plan of a business. Ideally, you also want to talk about working with third party businesses and interacting closely with their teams as this is ultimately what consultants do. Leveraging the use of technology, such as PowerBI, Excel, PowerPoint, and SQL, can help firms identify that you are familiar with the tools they often use to present solutions to their clients. Quantifying items is important and can add empirical strength to the changes you helped implement.

Following this format can be useful for experiences: *How did you identify the problem, what was the problem, how did you fix it, what will be the long-term result/impact?*

Leadership & Community Experience: Any consulting related organization is important, CAP Board, Consulting Club, etc. Show that you care about consulting and are excited about it to the point that you are willing to put in time outside the classroom. The next two things you should consider adding are a leadership experience and something relating to giving back to a community. People look for leaders and nothing helps you stand out more than being the President or founder of a club or your Greek organization, and some of the best leadership experiences are those that display growth. For instance, starting as the social media chair of your organization and then working your way to President shows commitment and drive. Demonstrating involvement within your community helps show your care for the wellness of others and helping organizations grow by devoting your own time to it – this specific aspect can be key for firms like Bain which emphasize what they call “the extra 10%”, which is their way of giving back to the community through their work.

Skills & Interests:

Technical Skills: Add anything related to Excel, PowerPoint, Word. While there are other tools that consultants use those three are universal. Anything else is welcomed and a plus.

Language Skills: Consulting is a global industry, and consultants are often working with companies that operate in multiple countries. Adding a language, even if you can only read it, can help you stand out. Be sure to specify your level of proficiency, and ensure it is accurate: if you share your level of proficiency is conversational, and your interviewer happens to speak that language, expect them to test you by initiating a conversation with you in that language.

Interests: People want to know more about you as a person and hope to see that you have hobbies outside of a job functional role. Add unique hobbies that can serve as conversation starters during interviews. The best way to link these to consulting is by adding hobbies that require a steep learning curve, as this is often a theme in consulting.

FINANCE

Education: If you are a Finance major, there is no need to include relevant course work as this would mainly be reserved for a student in other majors who are pursuing investment banking / finance and need to showcase content knowledge specific to banking or finance. If you are from a major outside of Finance, include any relevant coursework you have taken, such as financial management, accounting, financial reporting, valuation, etc.

Experience: The most important point is to quantify everything.

- ✓ Instead of saying “grew Sales,” say “increased sales by 27% over a three-month period”
- ✓ Instead of saying “managed sales portfolio,” say “managed a \$15mm portfolio”

Try to reference and include responsibilities similar to those that you would find in investment banking in your accomplishment statements (bulleted points), such as modeling, valuation, DCFs, building presentation decks, focusing on a project for an extended period, working cross deal-teams. By doing both of these you are essentially trying to display how your previous experiences are already preparing you for the skills needed to be efficient and valuable in finance.

Leadership & Community Engagement: Any finance related organization is important, TIP Board, EIF, an investment club, etc. Demonstrate that you care about finance and are excited about it to the point that you are willing to put in time outside the classroom will go a long way. This can include holding a finance position (treasurer, philanthropic lead, etc.) in a fraternity or sorority. The next two things you should consider adding are a leadership experience and something relating to giving back to a community.

People look for leaders and nothing helps you stand out more than being the President or founder of a club or your Greek organization, and some of the best leadership experiences are those that display growth. For instance, starting as the social media chair of your organization and then working your way to President shows commitment and drive. Demonstrating involvement within your community helps show your care for the wellness of others and helping organizations grow by devoting your own time to it.

Showing your involvement with the community can also help your resume be more personable and round out your personal narrative when networking and interviewing.

Skills & Interests:

Technical Skills: Add anything related to Excel, PowerPoint, and Word. Those three are a must while everything else just serves as a plus.

Language Skills: Banking and finance are part of a global industry. You are often working with companies that operate in multiple countries. Adding a language, even if you can only read it, can help you stand out. Be sure to specify your level of proficiency, and ensure it is accurate: if you share your level of proficiency is conversational, and your interviewer happens to speak that language, expect them to test you by initiating a conversation with you in that language.

Interests: This is the part where you can stand out and showcase your well-rounded nature, so you may want to stay away from finance-related interests. People want to know more about you as a person and hope to see that you have hobbies outside of learning about finance and banking. Add unique hobbies that can serve as conversation starters during interviews. If you do not have space for an Interests line on your resume, don't worry: it is not necessary to include it.

MARKETING

Header: Include your creative portfolio link here, if you have one! Also, include the email address that you check most regularly to ensure you do not miss any important information from the employer.

Education: In this section, include your major(s) and minor(s), if applicable, as well as the degree you will be receiving: Bachelor of Business Administration. Include any honors you have received, such as Dean's List or TCU Scholar. You also have the option to include any relevant course work that aligns with the position to which you are applying. Examples of relevant marketing coursework you may consider including: Data Analytics, Marketing Research, and Digital Media. There may be additional classes to consider as well—think about the breadth, depth, and the content knowledge that may be relevant to the employer.

Experience: Highlight any significant projects you led or improvements you contributed to throughout the duration of your experiences—think about both the creative and analytical aspects of your experiences. Specify any campaigns you worked on, and if you contributed to the final outcome of the campaign, provide the details. Also, it is key to include any improvements across marketing platforms that you directly contributed to, i.e. response rate increased, clicks increased, etc., and by how much they increased. Including explicit numbers or percentages is a great way to exemplify your worth and work ethic on your resume. Highlight your unique contributions to teams, projects, and the company, focusing on your strengths.

Community Engagement and/or Project Experience: Include any relevant community engagement, such as clubs and campus organizations, as well as any relevant projects that you worked on in your marketing classes. Detail your unique involvement and contribution to the organization/project. If you held a position in the organization/club, include it! When describing your project experience, include information about what you accomplished in terms of the project outcome itself, but also if you helped to manage group meetings, team communication, situations of conflict if any arose, etc. This is important to show both your hard skills relevant to marketing, but also your character and personality in a team setting.

Skills: Much of what is included in this section should be up to your own discretion, but there are multiple content options for you to include. In terms of creative skills, include any experience related to design, writing, editing, etc. This is where you can showcase skills with platforms such as Canva, Photoshop, or InDesign. For technical skills, include your certifications in PowerPoint and Excel, as well as any relevant software/digital skills.

SALES

Considering sales roles are highly numbers-driven, it's pivotal to be quantifiable and metrics-oriented in your points. Be specific about your impact, highlighting the qualities that make excellent sellers (confidence, people-skills, etc.).

For example:

- Developed a business plan and oversaw licensing department which saw an increase in sales by \$16,400 (94% increase) and an increase in units sold by 294 (45% increase)
- Conducted 120+ sales presentations throughout the course of the summer, totaling \$64,418 in revenue.

The following content can be incorporated as space and priority allows either as its own section within your resume, under EDUCATION, or under SKILLS.

CERTIFICATE IN CONSULTATIVE SALES

- 100+ hours of sales training/experience covering in-person and remote role-plays, Salesforce, and SPIN Selling

You may incorporate your version of the following bullet points as applicable based on completion and awards received in the program

- Researched, identified and called on [#] targets for [specify sales project based on semester] that resulted in [# or\$] sales and [when applicable] ranked [#] in class
- [Top Producer Award] –Achieved X% of quota earning [#] within TCU Sales Program

SALES (TECHNICAL FOCUS)

General: Cater your resume to your target positions/roles by finding key words in the job posting (ex. 'KPIs, sales pipeline, customer satisfaction, etc.) and incorporating them into your bullet points.

Include quantitative information any time it is possible, for example: "closed \$37K+ in sales"

EDUCATION:

- When listing honors/awards, do not include the specific semester unless it is 'All Semesters'

TECHNICAL SKILLS:

- BIS majors:
 - include programs/software learned in your courses, such as: SQL (via MS SQL Server), Python (IDE of VS Code), Power BI, SharePoint, Axure, MS Visio, MS Project, MS Teams, Zoom, Tableau, Alteryx, SAP GUI, GitHub
- BIS and/or Supply Chain majors:
 - include frameworks learned in your courses, such as: SDLC, Agile, SCRUM, Lean, Design Thinking, Systems Thinking

SUPPLY AND VALUE CHAIN

Education: If you are pursuing a double major, list the supply chain major first if those are the jobs you're applying to. Adding relevant coursework to this section should only be done if you do not list projects from courses in a separate (optional) Academic Projects section.

Experience: When explaining any internships/jobs you've had, focus on any process improvements or financial benefits that resulted from your work. If you worked with different departments and stakeholders, make it known—supply chain professionals often work with people across the value chain. If you utilized any technical skills, such as Excel, Tableau, programming languages, etc. you can also note how you used those to make an impact, because analytical abilities bode well in the supply chain profession. If you have a specific interest in supply chain (i.e. logistics, planning, purchasing, etc.) you can tailor your experiences to show that as well, since supply chain encompasses a lot of different roles.

(Academic) Projects: This is a section that can be added in to accommodate either of two things: (1) any case competitions or personal projects you have completed that demonstrate relevant experience, or (2) projects that you have completed in your classes that are relevant. The second option is great if you have little to no internship experience, since you can show you have worked on projects that would be applicable to a role in the field. For either option, make sure you highlight the benefit(s) that your project brought to the organization, and which problems you were specifically solving.

Leadership & Community Engagement: As best as you can, demonstrate interest in supply chain in this section. If you aren't in any organizations related to supply chain, maybe you held a position where you helped improve a process or communicated with people outside the organization to collaborate, subscribe to a service, or make a purchase. While showing involvement and leadership is important, if you can frame it in a supply chain context, it can help elevate your resume.

Skills: Technical skills are vital for supply chain professionals. Be sure you include the Excel and PowerPoint certifications that are already present in the template. BI software, such as Tableau and Power BI, are also widely used in supply chain. Other skills such as spoken/written languages, coding languages, database skills, CRM, and ERP systems can bolster your value, so be sure to include them, but only if you actually have acquired these technical skills. If you are taking ERP, add in progress: HANA, Lumira.

Finally, the Interests subsection is a great place to help you stand out beyond your academic and professional pursuits. Do not be afraid to be unique; conversations often spring from this part of the resume.

FREQUENTLY ASKED QUESTIONS

How do you handle study abroad experiences?

List your study abroad in the Education section, noting where and when it took place, as well as the academic focus of the program. If you have room to add bullets or an explanation, you should. This is an opportunity to share your international awareness to an employer. Your study abroad section should reflect genuine learnings and takeaways so that it reveals your authentic experience.

Can I be creative on my resume if my major is Marketing?

This depends on the company and the position. If you are applying to a school program and are a marketing major, you are still required to follow the guidelines and formats for those certain programs. If you are applying to a job, you may want to highlight your creativity in another outlet rather than your resume. Many online applications allow you the option to attach projects or samples of your portfolios, or links to personal blogs or webpages. Best practice for specific companies would be to contact a hiring professional at the company and ask about their submission process.

Should I include “Need Visa Sponsorship for Extended Work Authorization in the U.S.”?

A better choice would be to research companies and understand their policies before applying to a job posting. Unless the application requires it, do not post visa status.

How do I convey a significant number of credits transferred from a community college?

If you attended a previous college, list the degree received or the courses completed and hours attained if greater than ten. After completing two semesters at TCU and earning a GPA, or at start of your senior year, you may remove the previous college and use only Neeley.

Can I list an “interests” section?

An interests list is most relevant for students who are looking for career opportunities in Finance and Consulting. The important thing to consider when building an interest list is making your interests as specific as possible. Listing “basketball” or “fashion” will not make you stand out. However, listing “Minnesota Vikings Football” or “Modern American Art” will. You want the interests you list to spur conversation with during an interview, so make sure you are thinking carefully and deeply about your interests before adding them to a resume so that you don’t appear to be adding fluff. If you do add your interests, list them in a comma delimited list at the bottom (the last bullet within the SKILLS section).

Where do I start if I have no bullets for my resume?

Use action words to start every phrase when describing your experiences. Elaborate on the descriptions of your experience by using the X+Y+Z method - what you accomplished, how you accomplished it, and the impact of what you did in a quantifiable result (money saved, time saved, efficiency percentage increased, increased sales, personal or team award, decreased lost time, improved processes and reduced waste, etc.).

Should I list my GPA for my Major?

If your Major GPA is higher than your cumulative GPA you may choose to add it to your resume to reflect your increased competence in relevant coursework. To do this you will add the word “Cumulative” to your overall GPA and directly underneath that one you will list “Major GPA: x.xx”

What if I am on track to receive 2 degrees?

You will want to list both degrees without listing each college. Here is an example of how to show this situation:

EDUCATION

Texas Christian University	Fort Worth, TX
Bachelor of Business Administration in Supply and Value Chain Management	Month 20xx
Bachelor of Science in Political Science	GPA: x.xx
<i>Honors: Dean's Scholar, Dean's Honor List, TCU Scholar, John V. Roach Honors College</i>	

What if I am a transfer student?

Keep your previous institution listed on your resume until you receive your TCU GPA (after one full semester). Then you can remove the previous institution if you choose to do so. Sometimes students want to keep their previous institution listed for various reasons (ie., you had an impressive GPA there or you earned an Associates Degree). The Education section for a transfer student can look like this:

EDUCATION

Texas Christian University, Neeley School of Business	Fort Worth, TX
Bachelor of Business Administration	Month 20XX
<u>Major(s)</u> ; <u>Minor(s)</u>	GPA: X.XX
<i>Honors/Awards: (optional)</i>	
<i>Relevant Coursework: (optional)</i>	
Lone Star College	Houston, TX
Associate of Arts	May 2022
	GPA: X.XX

What content do I use if I don't have relevant experience?

Think about your volunteer efforts, club and organizational leadership, summer seasonal work, internships, sports teams' collateral duties, etc. These experiences played foundational and developmental roles in your growth and leadership. When worded and presented in the correct way, past experiences and school leadership experiences can provide a professional and qualifying base.

Examples:

- Babysitter/Nanny
- Lifeguard/ Sports Teams
- Volunteer Work

WORK EXPERIENCE

Waitress/ Waiter/ Food Service Professional	Month Year – Month Year
<i>Name of Country Club</i>	
• Worked on commission and met daily food and beverage sales goals. <i>Better: Maximized success and surpassed daily food and beverage sales goals by X%.</i>	
• Responsible for carding members when serving alcohol. <i>Better: Ensured responsible behavior by checking IDs of members ordering alcohol to reduce liability risk.</i>	
• Waited tables, placed food orders, and cleared tables <i>Better as 2 bullets:</i>	
• Streamlined club processes by waiting tables, placing food orders, and clearing tables on a daily basis.	
• Awarded Employee of the Month based on submissions of customer satisfaction surveys.	

Waitress/Waiter/Hostess/Food Service Professional

Month Year – Month Year

Name of Restaurant

- Calculated total sales and completed a bank deposit slip for cash profits

Better: Ensured accurate accounting for financials such as total sales and cash profits with zero discrepancies.

- Guided new employees through training

Better: Directed 10 new employees to success by teaching innovative training objectives.

- Entrusted with a key and alarm code to open and close the café

Better: Entrusted to comply with opening and closing procedures in order to manage safety and security.

- Controlled the register, placed food orders, and washed dishes

Better: Managed the register by placing food orders and satisfying customers' requests and exceptions.

TCU Campus Recreation, Fort Worth, TX

May 20XX - present

Operations Supervisor

- Supervise 180 student staff members in fitness departments ensuring accurate registrations
- Resolve staff and patron conflicts while upholding company policies of risk management
- Oversee the daily safety of 2K+ patrons and provide First Aid, CPR/AED when necessary

Weight Room Attendant

February 20xx – May 20xx

- Enforced standards by scheduling equipment maintenance and organizing workout equipment
- Provided training guidance, exercise demonstrations, and fitness and health assistance to patrons
- Oversaw facility safety and communications to ensure compliance with sanitation standards and proper execution of exercise practices

YMCA, San Diego, CA

Summers 20XX, 20XX

Life Guard

- Created interactive, challenging, and age-appropriate swim classes for 20 clients, from ages 3 to 15
- Monitored pool patrons' safety by communicating messaging of youth safety to parents; resulted in zero mishaps during lessons
- Recommended club memberships by highlighting amenities, leading to 10 new customers
- Instructed and mentored over 50 children between ages 3-12 in basic water survival, form and technique
- Enforced facility rules and regulations by fostering a positive learning and training environment

Action Word List

Administered	Defined	Informed	Regulated
Accelerated	Delegated	Initiated	Rehabilitated
Achieved	Delivered	Inspected	Remodeled
Acquired	Demonstrated	Inspired	Reorganized
Advanced	Designed	Instituted	Replaced
Advised	Developed	Integrated	Resolved
Advocated	Devised	Interpreted	Restructured
Aligned	Diagnosed	Introduced	Revamped
Amplified	Directed	Investigated	Reviewed
Analyzed	Discovered	Itemized	Revitalized
Arbitrated	Dispatched	Launched	Screened
Assembled	Documented	Lessened	Scrutinized
Assessed	Earned	Lifted	Secured
Attained	Edited	Lobbied	Shaped
Audited	Educated	Mapped	Showcased
Authored	Enabled	Maximized	Simplified
Authorized	Enforced	Measured	Standardized
Awarded	Engineered	Mentored	Stimulated
Blocked	Enhanced	Merged	Streamlined
Boosted	Ensured	Mobilized	Strengthened
Briefed	Established	Modified	Succeeded
Built	Evaluated	Monitored	Supervised
Calculated	Examined	Motivated	Surpassed
Campaigned	Exceeded	Navigated	Surveyed
Capitalized	Executed	Negotiated	Sustained
Centralized	Expanded	Operated	Targeted
Chaired	Expedited	Orchestrated	Taught
Charted	Explored	Organized	Tested
Clarified	Facilitated	Outpaced	Tracked
Coached	Fielded	Outperformed	Trained
Co-authored	Forecasted	Overhauled	Transformed
Completed	Forged	Oversaw	Unified
Composed	Formalized	Partnered	United
Conserved	Formed	Persuaded	Updated
Consolidated	Formulated	Pioneered	Upgraded
Consulted	Fostered	Planned	Verified
Controlled	Founded	Produced	Yielded
Converted	Furthered	Programmed	
Conveyed	Gained	Promoted	
Convinced	Generated	Publicized	
Coordinated	Guided	Qualified	
Corresponded	Headed	Quantified	
Counseled	Hired	Reached	
Created	Identified	Reconciled	
Critiqued	Illustrated	Recruited	
Cultivated	Implemented	Redesigned	
Customized	Improved	Reduced	
Decreased	Incorporated	Refined	
Deducted	Influenced	Refocused	

About the Professional Development Center

The Professional Development Center (PDC) provides the strategy, support, and resources for student talent development. Succeeding in today's dynamic workplace requires an ability to effectively manage interpersonal and team relationships on a global scale. With an emphasis on self-awareness, the PDC equips students with the skills necessary to establish themselves as business professionals capable of communicating their thoughts, ideas, and opinions to influence others and achieve goals. M.J. Neeley established the center, originally called the Center for Productive Communication, in 1987. He owned many businesses and had the foresight to understand the critical role communication has in business.

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of Business

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