

The BYU Marriott School of Management Resume Guide

Recommended Principles for Consistent Undergraduate Resume Production

Purpose of this Guide

The purpose of this guide is to provide you with the information you need to create a high quality business resume. In addition following this guide, we suggest that you get personalized feedback from professionals in your specific area of interest to further improve your resume. Keep in mind that no matter what feedback you get on your resume, you and you alone are responsible for it; you need to own the changes you make. If you are uncomfortable with a suggestion, you probably shouldn't use it. Often, you will receive comments that seem to be in direct opposition to each other, so use what best sells you to your preferred employer.

Format

The format of your resume should be clean, easy to scan, and not be distracting to the reader. For this reason, BYU's Marriott School provides a suggested resume format for students. While the Marriott School does not require that you use the suggested format, the MSM undergraduate format reinforces your professionalism and sets you apart as a business school student. You can obtain the Marriott School Undergraduate Resume Template by visiting byumusa.com. Your resume should generally not exceed one page. You should use 10-12 pt font depending on the amount of information on your resume. Use an email address with a professional appearance on your header and avoid emails like "hotstuff8824@hotmail.com". In general, don't use periods at the end of bulleted items. Also, it is wise to send or upload your resume as a PDF, not as a Word document.

Education

As a student, your Education section should normally come first on your resume. The Education section is straight-forward. Show your university, major, GPA, and then a list of school awards and activities relating to your education. When you state your degree, say "Bachelor of" and not "Bachelors of." Bullet points don't need to begin with action verbs like those in the "Experience" section; rather, they should read like a list with the most eye-catching bullet points at the top. It is helpful to explain honors and awards such as what percentile of your class you are in if you get "Dean's List Honors," or what it means to be a member of Phi Kappa Phi, etc. You can view examples of other students' resumes by visiting byumusa.com.

Experience

The bullet points on your resume should not be a list of job responsibilities. While everybody has responsibilities, exceptional people achieve results. Whenever possible, quantify your achievements showing your personal impact (3, \$545 K, 67%). Each bullet point should answer the following question: What unique value did I personally add to the organization? Each bullet point must begin with an action verb. Try to avoid general or less descriptive verbs like "helped," "assisted," "managed," or "supervised." A good way to get started is to (1) write down a list of everything that you did while at that job, (2) pick out the activities where you feel like you made the biggest contributions, and (3) quantify your results and contributions. Always present your experience in reverse chronological order with the most recent experiences at the top. Place the bullet points that would be most impressive to your potential employer at the top of your list of achievements. Consider the following examples:

Poor: Managed accounts receivable of over \$10mm & supervised 10 employees in the collections department
Best: Increased collections by 10%+ each year and increased employee productivity by over 25% in collections department

Poor: Answered phone calls and managed appointments for senior attorney

Best: Earned the "Most Friendly Receptionist" award in our firm and increased senior attorney billing time by 10%

Personal

The personal section on your resume is a place to display some of your unique and valuable qualities, interests, and experiences that don't relate specifically to one of your prior experiences. Whenever possible use quantifiable results; however, don't leave something out that makes a difference. For example, it is better to say, "Placed 3rd in Utah Valley Marathon" than "Enjoy running marathons." You can include travel experiences and hobbies to show that in addition to your work skills you are a well rounded individual with diverse abilities. Be as specific and unique as possible—do not list unsubstantiated soft skills such as "Strong verbal skills," or "Good at resolving conflict." These abilities should be demonstrated via your bullets under Experience.

Mission Experience

It is important to present your mission properly and professionally on your resume. An experience shared by a friend of the Marriott School illustrates just how valuable your mission experience is in the professional world:

"A new college graduate was interviewing for his first job out of school. During the interview the president of the company said, 'I'm not really familiar with this whole mission thing. How do you think the experience that you gained from that experience could help my company?' Pausing for a second, the candidate answered, 'While my college education taught me the technical skills I needed to succeed in this field, the two years on my mission taught me effective time management, interpersonal skills, leadership and organizational skills, and how to listen to and communicate with a wide variety of people in diverse settings.' The president looked at another member of his staff and said, 'None of our new graduates have any of those skills. We need someone like you in our firm.' He then offered this candidate nearly \$10,000 more than any of the other eight offers he had received because the candidate knew the value of the things he had learned on his mission and how to explain them in business language that could be understood."

Your mission adds considerable credibility to your resume and can help set you apart from other candidates. Use language that would be understood by your business recruiter and avoid terms peculiar to the LDS culture (ZL, AP, greenie, comp, etc.). Also, it's best to avoid quantifying things like baptisms or activation percentages for a ward. Because other churches pay their missionaries, use the title "Volunteer Representative" or "Representative". Consider the following examples for possible bullets:

- Averaged 70+ hours work a week teaching life skills among people from more than 63 different countries
- Appointed to leadership positions of increasing scope and responsibility including Assistant to the President
- Engaged in leadership training and shared administrative oversight of over 170 full-time representatives
- Taught and interacted with underprivileged youth in the greater Washington D.C. area
- Organized presentations and seminars focused on effective instruction, education, and service
- Coordinated food drives, community projects, and participated regularly in sponsored service projects

Resources

In addition to this guide, the Marriott School and BYU offer many excellent resources to you:

- The Career Center (446 TNRB): Here you can have alumni and professional advisors review your resume
- University Career Services (2410 WSC): a university wide dept. <http://ccc.byu.edu/ucs/resumes-more>
- Resume workshops in the Marriott School: Ask the Career Center for upcoming dates
- www.byu.optimalresume.com – OptimalResume.com is a service that BYU pays for to help you improve your resume and cover letter

To get the suggested Marriott School Undergraduate Resume Template, visit byumusa.com.

To get a packet that contains a sample of 14 Marriott School student resumes please visit byumusa.com. This packet includes resumes from students with emphasis in accounting, finance, information systems, marketing, OBHR, and strategy.