



Career Education Center

## WRITING A FINANCE RÉSUMÉ

# JANE G. HOYA (SAMPLE RESUME, MSB SOPHOMORE)

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## EDUCATION

Georgetown University, McDonough School of Business, Washington, DC, Expected Graduation May 2008  
Bachelor of Science, Major: Accounting and Finance  
Cumulative GPA: 3.3/4.0, Major GPA 3.6/4.0, Dean's List (2 Semesters)

## EXPERIENCE

Georgetown University Alumni and Student Federal Credit Union, Washington, DC  
An entirely student-run financial institution with \$12 million in assets and over 100 intern  
Loan Officer, June 2005-Present

- § Analyze loan applications and approved loans for students
- § Provide financial counseling for members
- § Design and implemented summer mailing resulting in 40% growth in membersh

Teller, September 2004 – June 2005

- § Processed approximately 50 financial transactions to personal accounts for customers each shift; assisted with daily operations
- § Closed out \$2,000 cash drawers at the end of each shift
- § Addressed member inquiries and ensured customer satisfaction

MBNA Career Education Center, Georgetown University

Career Assistant, September 2004-Present

- § Research internship opportunities and compile career resources and information
- § Develop creative advertising initiatives for outreach programs
- § Classify and input statistical data

## ACTIVITIES

Residential Judicial Council

Council Member, September 2005-May 2006

- § Served as a council member on Georgetown's Residential Judicial Council and assessed incident reports of student code violations
- § Facilitated weekly case hearings and interacted with culpable students to discuss disciplinary procedures

Caminando Unidos ("Walking Together"), Cuernavaca, México

Volunteer, June 2005-August 2005

- § Served as a volunteer mentor, educator and leader for three months at a charitable organization in Cuernavaca, México
- § Supervised underprivileged and homeless Mexican children and taught hygiene, reading, writing, and other life skills

## TECHNICAL & LANGUAGE SKILLS

- § MS Office: Word, Excel, PowerPoint, Outlook, WordPerfect, Adobe Photoshop
- § Advanced Spanish (speaking, reading, writing, comprehension)
- § Intermediate Italian (speaking, reading, writing, comprehension)

- Jane defines the credit union for non-Georgetown readers and gives employers a better scope of the business
- Jane highlights campus positions under "Experience." If she had a job or internship this summer she can combine her campus and internship positions under "Experience."
- The bullets under loan officer could be improved if Jane specified \$s and #s. The third bullet point is better because it is specific and shows an outcome.
- The bullet points under Teller specify #s and \$s—this is very important on a finance resume—show that you speak their language.
- The Credit Union positions are well organized because they show that she has been promoted within the same organization.
- Notice that Jane used months and not "Spring 2005" for her dates.

# JACK G. HOYA (SFS, SENIOR—WORKING AT GOLDMAN SACHS)

12 Smith Street • Washington DC 20057 • 202.666.5578 • jgh23@georgetown.edu

## EDUCATION

Georgetown University, Edmund A. Walsh School of Foreign Service Bachelor's of Science in Foreign Service, May 2006

§ Major: Regional and Comparative Studies, Concentration: Latin America and Africa

§ African Studies Certificate candidate, Proposed thesis topic: International Remittances and Africa

§ Second Honors, Dean's List, Major GPA 3.82/4.0, Cumulative GPA 3.27/4.0

La Universidad de Buenos Aires, Facultad de Ciencias Sociales Buenos Aires, Argentina, September–December 2004

## EXPERIENCE

*Chairman, Board of Directors*, Students of Georgetown, Inc. (Corp) April 2005–Present

§ Oversee largest, most successful, entirely student-owned and operated 501(c)(3) non-profit business in the United States with over \$3 million in yearly revenues.

§ Established Corp Philanthropy Committee and increased philanthropy budget by 38% to over \$35,000.

§ Spearheaded campaign to make the Corp a Federal Work-Study employer with projected savings of over \$19,000 in wages.

§ Created Corp-sponsored admissions textbook scholarships for accepted students in the amount of \$6,000 and coordinated the partnership with the Dean of Student Financial Services at Georgetown University.

§ Coordinate Re-Imagining Georgetown Grants and Corp undergraduate scholarships totaling \$10,000.

§ Serve as public face to the community for all projects coordinated and executed by the Corp.

*Public Affairs Intern*, Manning Selvage & Lee, Washington, DC January–May 2005

§ Conducted comprehensive media monitoring, targeted media pitches, special event planning and management, and client-based research regarding sales and positioning techniques.

§ Researched competition for Eli Lilly & Co. campaign during FDA approval of Byetta, a first-in-class type-2 diabetes drug.

§ Brainstormed ideas for a new business pitch in the securing of National Geographic's Geography Literacy Campaign.

*Student Assistant*, Mortara Center for International Studies, Walsh School of Foreign Service January–May 2004

§ Assisted a prestigious academic center under the direction of former Secretary of State Madeleine Albright in the daily running of the office.

§ Duties included budget reconciliation, event planning and implementation, research and editing of promotional materials for the center, and preparing material for undergraduate classes taught by the former Secretary.

*Research Assistant*, Dept. of Sociology & Dept. of African Studies, Georgetown University January-May 2004,2005

§ Performed 70 hours of research per term on pertinent academic subjects under the direction of distinguished Georgetown faculty and presented findings in an array of formats, including culminating presentation at major political action agency.

## ACTIVITIES

*Member-at-Large, Editorial Board*, The Hoya September 2005–Present

§ Write the endorsed editorials for the largest and most-read campus newspaper.

§ Collaborate with board members on the most pertinent issues facing the campus community that need to be addressed.

*Vice President*, Georgetown Admissions Ambassador Program May 2003–Present

§ Assist in recruitment and retention of the most accomplished high school graduates to the university.

§ Coordinate four weekend-long events in the spring to showcase the university in order to retain recruited high school students.

*Member*, Blue and Gray Society January 2003–Present

§ Conduct walking tours to diverse audiences while highlighting the university's academic reputation, accomplishments, and social service.

## SKILLS

§ Languages: Rating of excellent in Spanish proficiency (oral, written, and reading); Introductory level in Portuguese

§ Computer: Microsoft Office Suite, Adobe PageMaker & PhotoShop, Bacon's Media Source

## Things to note about Jack G. Hoya's resume:

- Jack's name is nice and large so that an employer can easily find his resume in a stack of 100s of resumes
- The Education section is condensed and easy to read.
- States GPA, including major GPA, which is significantly higher than cumulative GPA.
- Study abroad is included in education section with full name of school, dates and location of program
- Jack could have included a relevant courses section under education if he had taken any finance or accounting courses. Relevant courses should not restate your major (one assumes an accounting major has taken accounting. If you are a finance major you do not need to list every finance course you have taken.) But if you are in the SFS and have taken 3 finance courses you should definitely list these courses (including full title of course but not course #). If you are an underclassman and have taken accelerated coursework you should also highlight these courses.
- Experience: Jack does an excellent job of discussing his campus experience in a professional manner. Note the way he defines The Corp in professional terms and specifies yearly revenue. He also gives an excellent idea of the scope of The Corp and his role within it: "Oversee largest, most successful, entirely student-owned and operated 501(c)(3) non-profit business in the United States with over \$3 million in yearly revenues." (This sounds very different from saying "campus organization that runs several student-run businesses"). Jack quantifies achievements through specific dollar amounts, percentages and numbers whenever possible. He focuses on achievements, skills and accomplishments, not on duties.
- Note that even though he is applying to (and landed) an investment banking job he had never had an IB internship or finance coursework. He was able to demonstrate his quantitative skills and finance-based experience through his other experience (esp. his business experience at The Corp). He targeted his resume toward finance based positions by including the budgeting and finance experience he did have in a non-banking position.
- Skills: this section could be made stronger by calling it skills and languages to highlight that Jack speaks both Spanish and basic Portuguese. Jack also could have listed the specific computer programs he knows, especially Excel, which is critical for IB jobs.

# The Nuts & Bolts: Résumé Formatting

## Step 1: Header

- § Make your name stand out; you want the employer to remember you. Your name should be in bold and in a slightly larger font than the rest of the résumé.
- § Below your name, list your current mailing address, phone number, and the email address you most frequently use. You may use your permanent mailing address if you wish.

## Step 2: Education

- § Always list your most recent education first. Indicate your university, your school (e.g. McDonough School of Business), major(s), minor(s), and graduation year.
- § Include your GPA (optional, see "Dos" next page); you may also include your GPA for your major and minor if you wish, especially if they are higher than your overall GPA.

## Step 3: Experience

- § There are three main formats for summarizing your experience: Chronological, Functional, and Combination. Remember that relevant experience can include jobs, internships, volunteer experiences and coursework.
- § Chronological is the format most commonly used by college students. This format lists your experiences in order of occurrence with your most recent position listed first. This format is a good way to showcase your experiences while highlighting all of your assets.
  1. List experiences, starting with your most recent position.
  2. On the first line write the name of the company, your title, location and the dates you worked.
  3. Include three or four bullets (or as many as needed) highlighting your accomplishments and the skills you gained. Focus less on your job duties (answered phones) and more on your accomplishments (devised new intake system that reduced caller wait time by 50%). Think about what you actually contributed to the job or organization and how your role was significant. While every duty does not have an accomplishment, you have at least one accomplishment at every job.
- § Combination (of Chronological and Functional formats) allows you to highlight your experience in specific fields. Work experiences are listed chronologically under functional categories (e.g., Financial, Legal, etc.). This format can be especially useful if you are applying for jobs outside of your field/major. For example, if you are a finance major but you have had two marketing internships and are now applying for fulltime marketing positions you should consider a combination resume.
  1. Create categories based on skills that are most important to the job field (e.g. Financial, Education, Research, Technology, etc.)
  2. List work experiences under each category starting with your most recent position.
  3. Follow steps 2 to 4 as outlined under the Chronological format.

## Step 4: Activities

- § This is the place to list your extra-curricular activities, such as sports, on-campus involvement, volunteer experience, etc. You may provide a brief description of accomplishments and responsibilities for each if you wish.

## Step 5: Skills

- § Important skills to include are:
  - Languages (Basic, Intermediate, Advanced or Fluent)
  - Technical skills; list specific software with which you are familiar (e.g. MS Word, Excel, PowerPoint, WordPerfect, Adobe Photoshop, etc.)
  - Any specific training or certification programs you have completed that would be relevant to the job for which you are applying.
  - You may list these under two separate subtitles ("Extracurricular Activities" and "Skills") or one ("Skills & Activities") if you need to conserve space.
  - Use the name of the header to your advantage. If you are focusing on language skills, you should label the category "Languages and Skills."

## Dos and Don'ts of Resume Writing

Your résumé should be one page, printed neatly (using a laser printer), and without spelling errors. It is critical that you thoroughly proofread your resume and cover letter. Some employers discard applications with even one typo. A few Dos and Don'ts to keep in mind as you write your résumé:

- ü Do customize. This means tailoring your résumé by detailing work and extracurricular experiences to the job and industry you are targeting. Taking the time to target your resume will set your application apart.
- ü Do spend time doing your research on the company. Make sure you understand the firm and the industry. Use key terms, where applicable, in your resume (this will help it get selected if the company uses a computer program for the initial resume scan).
- ü Do be concise. Use brief, succinct statements and keep it to one page if you are a BA candidate.
- ü Do keep font size to 10, 11, or 12 pt.
- ü Do use italics, bold and underline judiciously and with purpose. All of your headers or titles could be bolded or underlined, but make sure you are consistent (if you bold the title of your positions, you should bold the title of all positions, see samples). Use special fonts and text treatments to help the reader quickly navigate your resume. Remember the average reader spends an initial 30 seconds scanning a resume. Use bold, underline, italics to help guide them to what's important (and be sure not to distract them)
- ü Do make sure to open you resume in PDF or on the companies web browser (if submitting online). Your formatting may look fine in Word but different once converted. Take the time to make sure it will look the way you want when the employer opens the document.
- ü Do pay attention to verb tense. Use past tense when describing past positions and present tense for your current position(s).
- ü Do be consistent with punctuation use.
- ü Do use the phone number where the employer can reach you to set up an interview.
- ü Do make sure your voice mail greeting is professional!
- ü Do include an email address. Do make sure that the address is professional (for instance, no "partygrrl@hotmail.com")!
- ü Do pay attention to information posted about you on internet sites like Facebook, My Space, Friendster, etc. Increasingly employers are referencing these sites to check on candidates. Absolutely make sure there are NO pictures of or references to you doing anything illegal, beyond that—use good judgment. If it is not something you would want an interviewer to see, take it down. Make sure to also periodically monitor the content someone else can post about you.

- ü Do include a GPA of 3.3 or better. Including/excluding GPA ultimately is up to you, but should be guided by the industry you are targeting. For financial services, consulting and accounting you will most likely be asked include your GPA (and usually asked for a transcript). For consulting you will also include your SAT scores (do not include them on other resumes). If a job posting asks for GPA, always list it. Do consider including your GPA in your major if it is significantly higher than your cumulative GPA. If your GPA is lower than the required GPA for the position, but you think you still have the skills and experience for the position, go ahead and apply. If there is a reason your GPA is lower (for example there is just one low semester that is pulling down an otherwise higher average) you may want to make a note of this; remember a brief explanation is helpful, a longwinded paragraph just draws unwanted attention to the situation.
- ü Do refer to the “Action Verbs” sheet attached—use these as an alternative to common action verbs such as “do/did,” “completed,” etc.
- ü Do make sure to sell your campus experience as “real” experience. Often students mistakenly feel that only paid work counts as real experience. Not at all! Campus work experience is often the best experience on your resume—treat it as you would a paid position. Emphasize your accomplishments and the skills you learned.
- ü Do include a relevant subject line in the email, such as “Technical Writer Position #4420.”
- ü Do heed aesthetics — print all documents on résumé paper and use a laser printer.
- ü Do include multiple titles and responsibilities if you had multiple roles at one organization.
  
- ✘ Don’t lie or include something that you would not feel comfortable discussing in an interview. Remember you need to be prepared to discuss everything on your resume.
- ✘ Don’t include an “Objective” subheading, unless you can be specific about the position to which you are applying (ordinarily, you omit it and state your objective in your cover letter).
- ✘ Don’t use Georgetown jargon or acronyms without explaining (e.g. GUSA, MSB, etc.).
- ✘ Don’t rely on spell-check! Have someone read over your résumé for typos and remember — spell-check won’t tell you if you’ve spelled the company name incorrectly.
- ✘ Don’t use “I” or other first-person pronouns.
- ✘ Don’t include personal data (e.g. birth date, marital status).
- ✘ Don’t include a photo
- ✘ Don’t use dark or speckled paper that can be difficult to read once photocopied or faxed.

# Action Verbs

Activated	Marketed	Conceptualized		Ran	Distributed
Adapted	Met (deadlines)	Critiqued	<u>Created /</u>	Replaced	Enforced
Advertised	Modified	Defined	<u>Developed</u>	Serviced	Fired
Advised	Monitored	Detected	Acted	Transported	Followed (through)
Advocated	Motivated	Determined	Authored	Upheld	Governed
Aided	Navigated	Diagnosed	Conceived	Utilized	Headed
Arranged	Negotiated	Discriminated	Constructed	<u>Organized</u>	Hired
Assembled	Observed	Dissected	Designed	Accumulated	Instructed
Assessed	Obtained	Estimated	Devised	Balanced	Mentored
Bolstered	Ordered	Examined	Discovered	Budgeted	Oversaw
Briefed	Organized	Figured	Drafted	Cataloged	Presided
Built	Perceived	Graded	Expérimented	Classified	Retained
Cared	Performed	Judged	Fashioned	Collated	Selected
Chaired	Persuaded	Predicted	Financed	Collected	Updated
Charged	Planned	Projected	Formulated	Compiled	
Chartered	Prepared	Qualified	Founded	Copied	
Clarified	Preserved	Reasoned	Increased	Detailed	
Coached	Prioritized	Researched	Initiated	Developed	
Completed	Produced	Scanned	Innovated	Displayed	
Composed	Programmed	Studied	Instituted	Filed	
Concluded	Promoted	Surveyed	Introduced	Gathered	
Conducted	Protected	Symbolized	Invented	Graphed	
Consolidated	Provided	Verified	Launched	Kept	
Consulted	Purchased		Modeled	Methodized	
Continued	Ranked	<u>Assisted</u>	Originated	Processed	
Coordinated	Read	Brought	Pioneered	Reproduced	
Corrected	Recommended	Collaborated	Proposed	Retrieved	
Correlated	Recorded	Contributed	Refined	Revised	
Dealt	Reduced	Cooperated	Shaped	Routinized	
Debated	Regulated	Ensured	Styled	Structured	
Edited	Reinforced	Participated		Systemized	
Educated	Related	Referred	<u>Improved /</u>		
Eliminated	Represented		<u>Increased</u>	<u>Served</u>	
Encouraged	Resolved	<u>Communicated</u>	Accomplished	Assisted	
Enlisted	Responded	Addressed	Achieved	Attended	
Established	Restored	Answered	Acquired	Catered	
Evaluated	Revamped	Corresponded	Advanced	Delivered	
Executed	Reviewed	Expressed	Allowed	Dispensed	
Exercised	Scheduled	Presented	Assured	Entertained	
Expanded	Screened	Printed	Attained	Furnished	
Expedited	Served	Publicized	Conserved	Procured	
Explained	Set	Quoted	Enlarged	Satisfied	
Facilitated	Simplified	Reported	Guaranteed	Supplied	
Fixed	Solved	Rewrote	Mastered		
Fostered	Spoke	Wrote	Maximized	<u>Sold</u>	
Generated	Stimulated		Minimized	Auctioned	
Guided	Streamlined	<u>Counseled /</u>	Overcame	Bartered	
Handled	Strengthened	<u>Instructed /</u>	Perfected	Bought	
Helped	Substituted	<u>Learned</u>	Upgraded	Raised	
Implemented	Summarized	Applied	<u>Negotiated</u>	Recruited	
Improved	Supported	Comforted	Arbitrated		
Indexed	Sustained	Communicated	Bargained	<u>Supervised /</u>	
Influenced	Synthesized	Demonstrated	Closed	<u>Managed</u>	
Inspected	Tabulated	Emphasized	Lobbied	Administered	
Inspired	Taught	Enabled	Mediated	Allocated	
Integrated	Trained	Enlightened	Merged	Approved	
Interpreted	Visualized	Familiarized	Reconciled	Assigned	
Interviewed		Informed		Authorized	
Inventoried	<u>Analyzed</u>	Manipulated	<u>Operated /</u>	Confronted	
Investigated	Abstracted	Prescribed	<u>Repaired /</u>	Contracted	
Lectured	Anticipated	Reflected	<u>Maintained</u>	Controlled	
Led	Ascertained	Saved	Adjusted	Decided	
Listened	Audited	Shared	Changed	Delegated	
Located	Calculated	Tutored	Installed	Directed	
Maintained	Compared	Validated	Piloted	Dispatched	
Mapped	Computed				