

Outline of a Chronological Resume - BCom

The Chronological Resume is the **resume of choice** for most recruiters and a one page resume is generally what campus recruiters prefer with two pages being the maximum. This format allows recruiters to efficiently find the relevant information they are looking for and allows candidates to tailor their skills to the specific posting without getting into unnecessary detail. Below are the key components you should include, as well as some optional sections depending on the role to which you are applying. Much of this information has been gathered from direct employer feedback.

- **Your Header**
- **Profile/ Key Competencies**
- **Technical Skills** (for students targeting jobs using their technology skills)
- **Education**
- **Work Experience**
- **Extra-curricular Activities or Community Involvement**
- **Skills and Interests**

1 Your Header



Name

Your name should be in capitals and/or boldface. If you generally use a preferred first name, put your legal first name in quotation marks after your preferred first name. i.e. **Shawn “Bo” Chan**. Or, if you prefer, simply note the name you wish to go by, i.e. **Shawn Chan**.

Contact Information

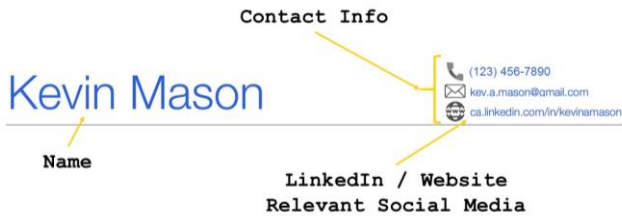
Include a current email address and telephone number, web site/personalized LinkedIn URL (optional). Ensure that a message can be left on your voicemail or with a reliable person who is fluent in English. Your voicemail should be brief and professional. Check your email messages and LinkedIn profile daily as recruiters are using these mediums as their primary means of communication with applicants.

Create a ‘letterhead’ or ‘header’ that reflects you professionally and will use on all your career management tools (e.g. resumes, cover letters, business cards, transcripts, references, thank you letters, proposals, etc.). This is your form of personal branding. Keep in mind the company/industry culture to which you are applying.

Contact information should appear on any subsequent pages (e.g. page two of your resume). This is where using the header comes in handy.

Headers

- o The banner at the top of the page that contains basic information



Headers

- o More Examples



2 Profile/ Key Competencies



The profile replaces the old notion of the ‘Objective’. In a few lines, it highlights your skills, traits and accomplishments that are included in the body of your resume. It presents the most relevant information about you to the reader, helping you to be screened to the “yes” pile. You have less than 10 seconds to get the reader’s interest– so make it easy for them. Feed them all the good (most relevant) stuff in here – right at the top of the resume! Be sure to include fluent language skills and relevant technical skills in your profile if applicable.

Using a Profile (paragraph) or Key Competencies (bulleted list) is a matter of personal preference but only use one, or the other, not both.

Profile / Key Competencies

- o A brief self-intro and preview of your resume

PROFILE

Fifth-year Business Technology Management candidate striving to disrupt global hardships using technology. Seeking a challenging, immersive role in business development or operations for high tech. Natural self-starter with a strong belief in the power of passionate teams and quick to contribute energy, empathy, and diligence to every endeavor.



Profile / Key Competencies

- o More Examples

PROFILE

A fourth year Sauder School of Business finance student fluent in French, with a dedication to the active promotion of sustainable initiatives, as demonstrated through various school-related and personal involvements. Proven ability to coordinate multiple projects simultaneously while maintaining a competitive GPA. Outstanding communication skills gained from years of experience in pre-professional theatre.

PROFILE

Dynamic and enterprising fourth year BCom student who has led numerous initiatives, while gaining experience as a goal-oriented achiever and a mentor. A disciplined student and employee who actively applies critical thinking skills and practiced verbal and written communication skills. Lives by the values of celebrating passions, leading with integrity, and striving for success.

PROFILE

Sauder School of Business BCom student with a high level of critical thinking and strong analytical skills, aspiring to enter the field of Finance. Driven and motivated to make a difference by applying entrepreneurial skills to solve a variety of complex problems. Always eager to learn and take on new challenges.

3 Key Competencies (alternative to a Profile) □

Competencies, what you are good at and also like to do, are your key selling features or differentiators in addition to your work experience. This section provides a mini snapshot of what you could contribute if hired and helps the employer make the choice around whether you are a right fit. This section should be limited to three to five concise bulleted statements summarizing your experience, qualifications and top skills. Be sure to refer to any applicable job, company and industry research when deciding on what key points to list.

The main difference between a Profile and Key Competencies is that Key Competencies are in bullet form where as a Profile is a paragraph.

Bullet 1 should include the experience you bring to the position:

- Three years of sales and customer service experience in the food and beverage industry
or
- Bachelor of Commerce graduate with 2 years' experience working in a professional office environment

**It is best to use a sentence that incorporates the word "experience" in the first bullet.*

Bullet 2/3: Should highlight the key skills, strengths, experience and/or attributes the employer is looking for:

- Entrepreneurial spirit with a passion for social media, digital brand building and customer service
- Resourceful in nature with the ability to think creatively and generate ideas combined with a strong analytical skill set
- Culturally sensitive with the ability to adapt to diverse and international business environments

Key Competencies

-
- Fifth-year Business Technology Management student seeking a challenging, immersive role with a technology leader; aiming to excel in a strategic project management or business development role
 - Advanced knowledge of SAP enterprise software; keen interest in technology strategy and innovation
 - Confident public speaker; excellent written and oral communication skills; high proficiency in HTML/CSS

KEY COMPETENCIES

- Four years marketing and sales experience in retail industry
- Proven skills in executing marketing projects with sales returns for large international clients
- Strong interpersonal skills with a solid ability to lead teams and projects

4 Technical Skills □

Recruiters looking for BTM / BUCS professionals have requested that your IT skills appear at the beginning of your resume. They can quickly assess if your technology skills match their needs. Generally this section does not appear under its own heading UNLESS you have extensive skills and believe it will help market yourself in your targeted position. If you are applying for a job that does not require extensive IT skills, list your computer skills in the “Skills and Interests” section.

Categorize your skills using subheadings such as Languages, Platforms and Applications.

Technical Skills

Technical Skills	
Programming Languages	Java • ActionScript • SQL* • HTML* • CSS*
Operating Systems	Windows • OSX • Linux
Development Tools/Frameworks	IntelliJ • Eclipse • Adobe Flex • Sublime Text • Firebug* • GitHub • MySQL*
Software/Applications	JIRA • Quicken • SAP ERP* • HyTek Team Manager
Other	Agile Development (Scrum) • SDLC • JSON* • Web Development • Bootstrap*

*basic knowledge or currently acquiring

5 Education □

Note your Education comes after your Profile/Key Competencies. This highlights that you offer recent and relevant business training as well as signifies what you are currently pursuing or have done most recently. Later in your career this section may go below your experience section. State the following:

Current Degree:

- Title of Degree, Option (include Co-op if applicable), Name of School, Location of School, and Completion Month/Date (e.g. Bachelor of Commerce, Marketing, Sauder School of Business, University of British Columbia, Vancouver, BC, Completion May 20XX).
- GPA or Honours.
- Scholarships and Awards (university only) – brief description on what it was awarded for.
- Courses related to the position you are seeking. Limit list to a maximum of 3 courses. (Optional)
- Class projects involving use of industry related skills. Highlight your experience solving real business problems.
- Case Competitions.

Specialized Training:

- Note training related to the position/career you are targeting (e.g. Canadian Securities Course; Java Programming; Chartered Financial Analyst – Level 1).

High School Diploma:

- You no longer need to note your high school diploma on your resume after your first year.

Education

- o A brief self-intro and preview of your resume

EDUCATION

Bachelor of Commerce • UNIVERSITY OF BRITISH COLUMBIA Completion: May 2016

Combined Major in **Computer Science & Business** • Co-op

- Dean's Honor Roll • Cumulative GPA: **3.85/4.0** (82.8%)
- Relevant Courses: Software Engineering (94%) • CIO Strategies (90%) • Management Information Systems (90%) • Human Computer Interaction (87%) • New Venture Design (1/45 students accepted from campus-wide application)

School Program	Expected Graduation	Academic Achievements
Key Courses / Projects	Awards	Competitions

Education

EDUCATION

Sauder School of Business at the University of British Columbia, Bachelor of Commerce
Vancouver, BC, Canada | Expected Completion: May 2016

- Specialization: Marketing & Business Technology Management (BTM)
- Key Courses: Introduction to E-Business, E-Marketing, Market Research, Digital Media Foundations
- Awards: 2013 Outstanding International Student Award (\$5,000 awarded for showcasing leadership and academic achievement)

EDUCATION

SAUDER SCHOOL OF BUSINESS, UNIVERSITY OF BRITISH COLUMBIA Vancouver, BC
May 2016

Bachelor of Commerce, Major in Business Technology Management

- **Academics:** 84.6% GPA with key classes: Accounting Information Systems (A+); Management Information Systems (A+)
- **Honors:** Dean's Honor Roll Standing 2011W, 2012W, 2013W, 2014W; Trek Excellence Scholarship
- **Leadership:** Project lead for MIS term project to develop interactive web-based consulting game
- **Teamwork:** JDC West MIS case team competitor; CUS 1st Year Committee member
- **Exchange:** Commerce Exchange Program to Chulalongkorn University, Bangkok Thailand (January 2014 – May 2014)

EDUCATION

Bachelor of Commerce: Sauder School of Business, UBC **Projected Completion: 2016**

- **Double Major:** Accounting & HR Co-op (Based on analytical, communication, and problem-solving skills)
- **Awards & Scholarships:** Vancouver Canucks (\$750), Abbotsford Minor Hockey (\$500), Natasha Buttar (awarded to a well-rounded individual) (\$2,500), Passport to Education (\$2,000), Commerce Undergraduate Society Service (Silver)
- **Major Skills:** English & Punjabi, Oracle E-Business Suite, Simply Accounting, advanced Microsoft Office, MS Project
- **Key Project:** Obtained the top score on a case competition involving 15 students by solving a case on Starbucks Coffee, sponsored by Deloitte

6 Work Experience



This is the key area recruiters examine to assess your suitability for a position. They are specifically looking to see if your experience and skills match the requirements of the position for which they are recruiting, so it is important to spend time focusing on **relevant** information.

Recruiters review your competencies in areas such as leadership, decision-making, initiative, flexibility, customer service, team orientation, results achievement, analytical thinking, time management, and communication skills. Be sure to assess the requirements of the employer, and specifically describe how you have developed these skills through your work experience.

Describe in detail your position using key **'accomplishments'**. This allows you to demonstrate your transferable skills and core strengths. Use strong action verbs (see Section 7) to describe your accomplishments and skills.

Format:

List experience in reverse chronological order – most recent first based on start date.

- **Name** of employer, location (city, province or country).
- **Position title.** If the job title is directly related to the career you are targeting, then you may list the job title ahead of the name of the employer. Alternatively, if the employer is a well-known corporation, it may be more prestigious to note the name of employer first. Just be consistent throughout all sections.
- If position details are too long, list the position and company details on two separate lines. One line should include the position title and the other should include the company name, city and province. Specify the country only if the job is/was located outside of Canada.
- **Dates of employment.** Right aligned to allow for a visual break for the reader.
- **Optional -Descriptive sentence.** If the nature of the company is not recognized by its name, you may include a sentence explaining what it is that they do. This is very handy for international work experience. (Use this only where necessary to explain a company unknown in the market you are applying in).
- **Accomplishment statements** demonstrating your specific skills and how they benefited the employer. (Aim to have 3 or 4 per experience, however, more recent and/or more relevant experiences should have more whereas older experiences can have a minimum of one)
- Concise and specific phrases instead of complete sentences.
- Do not use first person (e.g. “I” or “me”) and eliminate unnecessary words such as “the”, “a”, “an”, etc.
- Use **action verbs** in the past tense to start each point (unless you are currently performing a job).
- Use business and technical terms, volumes, or dollar amounts that describe your work. Quantify your experiences by noting %, # and \$. If you increased profitability, note it in dollars (\$) or by percentages (%). If you led a project team, note the number of team members. Note that numbers 1-9 are generally spelled out (e.g. nine) for more formal resumes whereas 10 or greater is shown in digits.

WORK EXPERIENCE

COMPANY NAME, City, Prov, Country 200X-200Y

Customer Service Representative (CSR)

- **Exceeded branch CSR goal by 50% in TD product sales by clearly identifying customer needs**
- **Achieved “Employee of the Month” and two customer service awards through attention to detail by minimizing errors in orders and greeting every customer with a smile**
- **Selected by management out of a group of seven to train two new hires resulting in trainees surpassing standards for new CSR’s by 45%**

Accomplishment verb + Transferable + Quantifying a scope of = **Accomplishment Statement**
with result Skill what was accomplished

Note: use of bolding, italics and underlining in bulleted statements above is for instructional purposes only. Do not do this in your resume.

WORK EXPERIENCE

COMPANY NAME City, Country

Customer Service Representative, CSR, 20XX-20YY

- Exceeded branch CSR goal by 50% in TD product sales by clearly identifying customer needs
- Achieved “Employee of the Month” and two customer service awards through attention to detail by minimizing errors in orders and greeting every customer with a smile

7 How to Write an Accomplishment Statement □

Some action verbs are more result oriented than others. The key verbs to express your accomplishments are:



Formula for creating an “Accomplishment Statement”

$$\text{Accomplishment Verb} + (\text{Proof/result}) + \text{Transferable Skills (Action)} + \text{Context (Situation/Task)} = \text{Accomplishment Statement}$$

Accomplishment Verb with result	Transferable Skill(s) Describing what skill-set you used	Quantify the scope of what you did
Examples	Examples	Examples
Increased page views and click through rate 55%	by analysing and optimizing keywords	using Google analytics
Developed sales process and promotional activities to better support and enhance company brand	by leading team meetings	that outlined the process of converting a lead to a client
Raised over \$700 for United Way	by collaborating with five AMS clubs	to organize two-day campus wide sales campaign
Increased student grades from B average to A- average in six months	by preparing weekly lesson plans and assessing progress	tailored to individual strengths and weaknesses
Appointed as team lead by manager	for modelling consistent conflict resolution and customer service skills	over a three month period
Created and delivered a three hour workshop	by developing a through, well timed lesson plan and interactive activities	to 45 summer campers ages 10 to 12

When updating your resume, the following examples may help you to move from an activity based approach to an accomplishment based approach.

EXAMPLE 1:

Old Style – Activity or Duty-based:

- Created marketing campaigns for new product launches.

New Style – Accomplishment-based:

- Exceeded sales targets by 10% by designing marketing campaign developed through extensive competitor analyses, targeting untapped market sectors, and working with dealers to develop stronger merchandising incentives.

EXAMPLE 2:

Old Style - Activity or Duty-based:

- Served customers coffee and snacks

New Style - Accomplishment-based:

- Received positive feedback through surveys by greeting guests and taking order requests in a friendly and timely manner.

8 Extra-curricular Activities or Community Involvement

Recruiters are interested in assessing your volunteer work for your employability skills in areas such as leadership, management, and problem solving. These activities also give an employer an indication of what you are like as a person. Include:

- Volunteer activities (list in reverse chronological order; include your leadership roles)
- Involvement in Sauder or AMS Clubs and professional associations (include any leadership roles held)
- Participation in team sports (including the level of competition and your role)

Ensure that formatting is consistent across all sections of your resume.



You may choose to rephrase this section to best reflect your activities. Other appropriate titles include “Community Involvement” or “Leadership”.

9 Skills and Interests



List your skills and interests/hobbies that are team based, goal oriented, social, and/or industry related (e.g. Gold competitive soccer forward, avid hiker of North Shore Mountains, Backpacking across Eastern Europe, Reader of classic literature, Die hard Canucks fan). Be specific in this section, mentioning specific countries you have travelled to rather than just stating 'travel' is much more likely to bring up questions and conversation around something you are passionate about. This is to illustrate that you are a balanced and well-rounded individual. Highlight your computer skills or unique training in this section if you have not done so previously.

Interests

- o Soccer
 - o Dance
 - o Travelling
 - o Reading
- 
- o Triple A competitive Soccer (forward)
 - o Contemporary ballet (5 years' experience)
 - o Backpacking through Eastern Europe
 - o Reading classical fiction by Jane Austen and Charles Dickens
- 

Interests

- o Be able to speak extensively about the topics you put here...
 - o Hold at least a 5 minute conversation on the topic
- o Specifics
- o Differentiate yourself!
- o Be well rounded (Physical/creative/worldly-ness)
- o Cater to your employer where possible (ONLY IF IT'S REALLY TRUE!)

Be FUN but *appropriate*