



## Resumes: Adding Details

### Listing Your Degree

Most employers set specific minimum academic requirements for new hires. For this reason, it is crucial that you list your degree accurately on your resume. An education section must have, at minimum:

- The name of the **institution**, Indiana University South Bend (do NOT just say Indiana University)
- The **month and year** you completed the degree (i.e. May 2019) or that you estimate you will complete the degree (i.e. Anticipated May 2021)
- The official **title** of your degree. Here is how you list undergraduate degrees from the Judd Leighton School of Business and Economics:

- Bachelor of Science in Business: Accounting
- Bachelor of Science in Business: Advertising
- Bachelor of Science in Business: Finance
- Bachelor of Science in Business: General Business
- Bachelor of Science in Business: Health Care Management
- Bachelor of Science in Business: Human Resource Management
- Bachelor of Science in Business: Management Information Systems
- Bachelor of Science in Business: Marketing

If you have a **double major**, list both. It does NOT matter which goes first:

- Bachelor of Science in Business: Advertising/Marketing

If you have a **minor**, note that after the major, if relevant to the job

- Bachelor of Science in Business: General Business; Minor in Finance

### Example

Indiana University South Bend	Anticipated May 2021
Judd Leighton School of Business and Economics (AACSB accredited)	3.50 GPA (4.0 scale)
Bachelor of Science in Business: Management Information Systems; Minor in International Business	

### GPA

If your GPA is 3.00 or higher, mentioning it on your resume makes sense. Some industries, such as accounting, prefer applicants with high GPAs (3.00+). Other industries, such as marketing, are less concerned with GPA. If you were on the dean's list, received an academic honor or scholarship or graduated with honors, it is a good idea to include that in the education section of your resume.

### Tips:

High school information is unneeded on a professional resume (unless you are still a freshmen or sophomore).

If you took classes at a college or university, but never earned a degree from that institution, there is no need to put it on your resume.

Punctuation at the end of sentences should be consistent. Either use periods at the end of clauses and phrases, or not. Be consistent.





## Avoid Buzzwords

Employers spend less than **20 seconds** reading resumes. Use of “buzzwords,” or cliché descriptions, therefore, is not recommended. Focus your resume on your skills by citing specifics from your work history.

**Avoid** using these words:

- Highly
- Focused
- Think outside of the box
- Enthusiastic
- Passionate
- Synergy
- Determined
- Top-notch
- Value added
- Diligent
- Best of the breed
- Results-driven
- Aggressive
- Go-getter
- Keenly

## Improving Inefficient Phrases

*Original:* “Go-getter who worked diligently to increase sales”

*Improvement:* Increased sales by 20 percent using up-sale techniques

*Original:* “Highly determined marketing expert, dedicated to achieving goals”

*Improvement:* Completed 95 percent of all assigned tasks on time or ahead of schedule

*Original:* “Aggressively problem solved in a high stress environment”

*Improvement:* Served 50 customers per hour in a front line, food-service setting, ensuring order accuracy

## Using Microsoft Word Functions

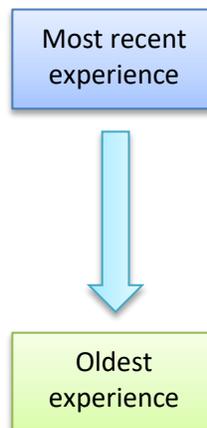
It can be difficult to arrange your resume if you are not familiar with the format settings of Microsoft Office. The following links provide information on the most common format features used in creating resumes.

- [Line spacing, paragraph spacing](https://bit.ly/2P2zV3E) | <https://bit.ly/2P2zV3E>
- [Bullet points](https://bit.ly/2P47RNo) | <https://bit.ly/2P47RNo>
- [Setting tabs](https://bit.ly/2uWWvj5) | <https://bit.ly/2uWWvj5>

## Experience Section

Each section of a resume is organized in reverse chronological order—meaning the most recent experience goes at the top and the oldest experience is at the bottom.

This is true for education as well. If you have more than one degree, or certification, put the most recent at the top, and the others below it.



**Your Resume**

**EXPERIENCE**

Job Number 3 Sales Representative	May 2019 to Present South Bend, Indiana
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Job Number 2 Inventory Controller	Apr. 2018 to May 2019 Mishawaka, Indiana
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Job Number 1 Cashier	May 2017 to Apr. 2018 Elkhart, Indiana
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## Experience Headers

Each individual experience on your resume should start with an informational header which includes: The **name of company** (or place where you got the experience), **your title**, the **month and year** of when the experience started and stopped and the **city and state** where the experience occurred. If you got the experience out of the United States, include the country.

**Tip:**

Be consistent throughout your resume with the order, style & format of information in your headers.

Under each informational header, describe what you did and the skills you used. Use bullet points when listing this information. Here are examples:

Diagram labels: Name of employer, Your title, Month/year you started & stopped work, Location where you worked

**Emony Bank** January 2021 to May 2021  
Investments Intern Vancouver, BC, Canada

- Partnered with senior bank staff to assess and report fund investment performance
- Completed qualitative and quantitative analysis on long and short equity mutual funds for the investments team
- Designed an Excel spreadsheet to process, analyze and report large pools of returns and performance data. Portfolio managers continue to use this when assessing asset allocations

-- or --

Diagram labels: Month/year. By using the word "present," at the end of the date, you indicate you still work here., Name of employer, Your title, Location where you worked

Oct. 2020 – Present Majesty Boats Account Payable Specialist Michigan City, Indiana

- Completed payments and controlled expenses by receiving, processing, verifying and reconciling invoices totaling over \$300,000 per week
- Verified tax ID numbers; scheduled and prepared checks; verified purchase order, contract, invoice, and payment documents from 200 vendors, monthly





## Using Class Projects as Experience

In-class projects can be used as experience on resumes, just like work experience. Describe the project, the skills you used on it and the results of your work. Include industry-specific terminology. Here are examples:

Class Project, Management Information Systems Capstone Class  
Indiana University South Bend

August 2020 to December 2020  
South Bend, IN

- As part of an in-class team, designed a web-based, customized software solution that integrated multiple business processes for a nonprofit organization. Delivered an application that saved hundreds of personnel hours, monthly, by automating data collection and entry
- Utilized enterprise application development, security, Java/C/VB programming, IT project management, database programming, web design, computer architecture

Class Project, Finance  
Indiana University South Bend

Jan. 2021 – May 2021  
South Bend, Indiana

- Managed an investment portfolio of \$50,000 in a stock-trading simulation. Determined successful investment strategies, tested theories and researched North American and European markets
- Grew initial portfolio by eight percent over the course of four months

## Using Classes as Experience

Another way to showcase skills is to cite what you have learned in classes. This can be done in either the education or experience section of your resume. If you choose to do this, be sure to cite only those classes that are the most relevant to an employer.

Marketing 401 - International Marketing  
Indiana University South Bend

January 2021 to May 2021  
South Bend, IN

- Researched how previous marketing campaigns have utilized segmentation to promote products or services in the United Kingdom, Germany and France
- Examined three years of demographic and geographic segmentation data and psychographic studies in target countries
- Compared legal and cultural definitions of deceptive practices, invasion of privacy and breaches of confidentiality in target countries

Business 430 - Organizations and Organizational Change  
Indiana University South Bend

August 2020 – December 2020  
South Bend, IN

- As a part of an in-class team of five students, used case studies to assess environmental influences on organizations and predict potential threats and opportunities
- In-class project: established the goals of a city police department, inclusive of mission statement development, operational objective creation and evaluative metrics. Researched over 20 actual police departments and interviewed leaders of the South Bend Police to benchmark the proposal to real-world peers
- Learned the interactions between organizational strategy and the different elements of an organization, in both a historical and current context





## Using Involvement as Experience

Involvement in clubs or organizations, on or off campus, can provide experience employers value. Involvement can be its own section in a resume, or included in the overall experience section.

No matter where you include involvement activities, it is recommended that you organize them on your resume exactly as you would experience. Cite specific skills you learned and accomplishments you achieved.

The total number of involvement activities is less important than what you did in those activities. **Employers want to see your skills, not just a list of club names.**

International Club, Indiana University South Bend Public Relations Officer & Treasurer	August 2019 to May 2021 South Bend, IN
<ul style="list-style-type: none"> <li>Organized faculty dinner for 80 guests and presented awards (2019)</li> <li>Managed publicity via social media for International Week and other functions</li> <li>Managed a \$1,500 operating fund; collected and deposited dues from 35 members</li> </ul>	

President and Treasurer September 2019 – May 2021	Society of Human Resource Management (SHRM) Student Chapter Indiana University South Bend
<ul style="list-style-type: none"> <li>Served as President (August 2020—May 2021). Organize and lead biweekly chapter meetings where an average of 30 students attend. Invited six guest speakers to present on human resource topics</li> <li>Served as Treasurer (August 2019—April 2020), and led a successful fundraising drive, generating \$3,500 which allowed six organization members to attend the Regional 2019 SHRM Conference</li> <li>Volunteered with Michiana SHRM to host professional speakers and organize professional luncheons</li> <li>Contributed to the IUSB Student Chapter earning the 2019 and 2020 Superior Merit Award for excellence in chapter operations, chapter programming and professional development of members</li> </ul>	

## Differing Resume Advice

This document describes what employers *generally* prefer. But, there is no one “right” way to craft a resume. If you get advice differing from what you read here, it *may not* be wrong. For example, this document advises you to list your degree this way: **Bachelor of Science in Business: Accounting**.

But these are also correct:

- Bachelor of Science in Business (Accounting major)
- Bachelor of Science in Business, Accounting concentration

But this is not correct, because IUSB does not have a degree with this title:

- Bachelor of Business Administration in Accounting

In class, if a professor tells you to write a resume in a certain way, or says you “have to” include specific things, *do what the professor tells you* (even if it contradicts this document)!

When applying for jobs or internships you decide how your resume should look and what it should contain. Listen to advice, but you make the decision.

