

Strive to Thrive

Career Tips For TRSM Students

These reports leverage the expertise of BCH Staff and share best practices for students and alumni.

What is a Resume?

In combination with an application package and/or a cover letter, a resume is often one of the first items a potential employer will receive during the job search process. Resumes act as a tool to help employers screen applicants; therefore, your resume should be a concise outline of your education, experience, activities, accomplishments and skills as they relate to your employment goals. Being a current student or recent graduate, you are encouraged to include your important extracurricular, volunteer and leadership experiences. Keep in mind that a resume alone usually does not secure you the position; however, it is a gateway for interviews.

The Importance of Tailoring your Resume

When developing your resume, be sure to tailor separate versions to fit each career field or job position you are applying for. Employers may spend only about 30 seconds scanning your resume to determine whether your background and skills match their requirements. An effective resume will convince an employer that you have the skill sets and qualifications for the job you are applying for.



Ask Yourself the Question

Will the Hiring Manager care about this skill and or past experience? If the answer is no, then do not include it

Check out page 2 and 3 of this report for more details on how to format your resume, followed by a resume samples on page 4 and 5.

Resume Format

FIRST NAME LAST NAME
Location | Phone | Email | LinkedIn

PROFILE

The resume can have a profile, but can also go without one. This section captures a very quick snapshot of who you want to be known as a professional. **What I am, what I've done, and where I want to go.** About 2-3 sentences.

*Optional: Typically, the employer preference is to omit a Profile statement and instead, use the "Summary of Qualification" / "Profile Summary" to highlight your skills and qualifications. However, please ensure to review the company's application instructions online, if available. Some employers may indicate a preference of including both a profile and/or the "Summary of Qualifications" section.

SUMMARY OF QUALIFICATIONS

This section will go into detail about specific skills you have, and how you have used or developed that skill. It is important to tailor this section to the position you're applying for. This section can have between 4-5 points.

- Each sentence should have a specific soft or technical skill and how you have used/developed that skill (3-4 Soft Skills; 1-2 Technical). Be sure to quantify wherever possible.
- Example of Soft Skills: Customer Focus, Communication, Interpersonal, Relationship Building/Collaboration, Leadership, Analytical Thinking, Detail Orientation, Time-Management, Organizational, Problem Solving, etc.)

EDUCATION

Bachelor of Commerce, Major, Minor September 2019 – Present
Ted Rogers School of Management, Ryerson University (OR) Expected Graduation: April 2022

- Dean's Honour List; CGPA: 4.00/4.33
- Awards & Recognitions
- Relevant Courses (3-4 courses): Professional Communication, Marketing Management, Strategies for Success
- *Depending on your experience, you can expand on details of your relevant courses including key projects and learning outcomes

PROFESSIONAL EXPERIENCE

Job, Employer Name September 2018 - Present

- Each bullet is a full and complete story of success, which you can write using the following formula: Action Verb (Skill) + who/what/why/how + Positive Outcome/Result/Value you added to the company
- Rule of thumb: No bullet should be longer than 2 lines. Ensure that your experiences are listed in reverse chronological order (most recent to most dated)

Resume Format

FIRST NAME LAST NAME
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- Each position can have between 3-5 bullets. Be sure to discuss different aspects of your role in each of your bullets
- Employers don't need to know everything that you've done in a role - ensure you are including what is relevant to the specific role you are applying to
- Ensure each experience is completely listed on the same page (it should not fall between two pages like it is here!)

LEADERSHIP/VOLUNTEER EXPERIENCE

Position, Organization

September 2018 - Present

- 1-2 bullets for each leadership/volunteer experience. If the experience and skills are most relevant to the role you are applying to, you can use greater detail, by including a 3rd bullet.
- Each bullet is a full and complete story of success, which you can write using the following formula: Action Verb (Skill) + who/what/why/how + Positive Outcome/Result/Value you added to the company
- Rule of thumb: No bullet should be longer than 2 lines. Ensure that your experiences are listed in reverse chronological order (most recent to most dated)

PROFESSIONAL or TECHNICAL DEVELOPMENT/CERTIFICATIONS

Name of Technical Skill or Certification, Organization

Date Achieved

(OR) Expected: April 2022

- Describe your workshop/certification and where you have obtained it, followed by 3-4 key functions or learning outcomes.
- List your experience in reverse chronological order with dates included.

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Final Resume Notes

Important notes to consider:

1. Attention to detail matters! Make sure that there are no spelling mistakes and that your formatting looks clean and consistent
2. Your resume should be either 1 full page or 2 full pages - not 1.5 pages
3. Your font should be size 11 or 12 and should be easy to read and professional, font size and style should be consistent to cover letter font size and style
4. You do not need to list your high school diploma under Education (now that you're in university, we assume that you have your diploma)
5. You do not need "References Available Upon Request", reference lists or reference letters included in your application (unless specifically requested). You can provide this information at the employer's request during the interview stage

Resume Sample

FIRST NAME LAST NAME
Location | Phone | Email | LinkedIn

PROFILE

First-year Accounting and Finance student at the Ted Rogers School of Management. Strong communication and interpersonal skills developed over four years of customer service experience; bilingual in English and French. Aspiring CPA professional, and driven to excel in the public accounting industry. (*OPTIONAL - see notes above)

SUMMARY OF QUALIFICATIONS

- Proven customer focus and interpersonal abilities through 4 years of frontline customer service in foodservice environment providing exceptional customer experiences
- Exceptional interpersonal skills and ability to collaborate with teams of 5-7 members, demonstrated through the management of a significant number of customer events executed
- Excellent verbal and written communication skills demonstrated through numerous customer-focused roles, providing clear and effective information to clients; bilingual in French
- Utilized efficient accounting and financial skills when handling projects with financial statements by analyzing profit/loss and investigating various discrepancies in the financial reports.
- Advanced proficiency with Microsoft Office, including Excel, Word, PowerPoint and Outlook, Adobe including PDF, InDesign and Photoshop, Tableau, Canva, SPSS

EDUCATION

Bachelor of Commerce, Accounting Major, X Minor September 2018 – Present
Ted Rogers School of Management, Ryerson University (OR) Expected Graduation: April 2022

- Dean's Honour List; CGPA: 3.20/4.33
- Awards & Recognitions
- Relevant Courses: Forensic Accounting and Internal Audit, Management Accounting, Principles of Finance

PROFESSIONAL EXPERIENCE

Customer Service Representative, TD Bank January 2020 – Present

- Process transactions such as deposits, withdrawals, transfers, and money orders in a timely and accurate manner, ensuring that clients have a legendary customer service experience
- Maintain a high level of knowledge regarding products and services in order to provide customers with recommendations based on their needs, which resulted in an increase of 25% in sales
- Collaborate with a team of 7 to refer customers to the appropriate team member; escalating challenges to senior management when required to ensure customer satisfaction

Resume Sample

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Cashier, No Frills

August 2018 – January 2020

- Interacted with 100+ customers daily by processing transactions in an efficient and professional manner in a fast-paced environment to decrease customer wait time
- Managed the store and confirmed customer satisfaction by constantly assisting them with their needs to ensure their commitment to the store and No Frills brand

Corporate Intern, Loblaw

April 2019 – August 2019

- Shadowed and collaborated weekly with Senior Business Analysts using Excel to analyze, evaluate and make decisions concerning upcoming product need forecasts
- Observed and studied 3 major Loblaw stores to develop a refined understanding of customer preferences, planogram implementation, and product placement
- Led fellow Corporate Interns to research, design, and present to groups of 10 senior managers on using Instagram to analyze Canadian promotional trends

LEADERSHIP/VOLUNTEER EXPERIENCE

Finance Associate, Ryerson Consulting Association

September 2021 – Present

- Create and analyze several financial budgets for events to settle the expenses incurred for the association
- Strategize and coordinate 6 events to build relationships, as well as strengthen the welfare of the Ryerson community

Mentor, Tri-Mentoring Program

September 2020 – August 2021

- Provide proper guidance and advice to income Co-op students by answering questions and providing them with resources that could assist them in their job applications
- Attend various leadership events and workshops to develop strong connections with mentees as well as develop communication and interpersonal skills

Associate, Ted Rogers Student Society

January 2019 - August 2020

- Represented the Ryerson student body through collaborating with team members to raise publicity for new and innovative school features, resulting in an improved campus with heightened student morale
- Utilized socialization skills to engage with students in conversations to promote upcoming functions, driving success to various events by achieving attendance targets

PROFESSIONAL or TECHNICAL DEVELOPMENT/CERTIFICATIONS

Ted Rogers School of Management Bootcamps

March 2021- October 2021

- Power of Excel (Levels 1 - 3): Pivot tables, XLOOKUP, Index match, slicers
- Power BI (Levels 1 - 2): Dynamic dashboards, Dynamic filter data, moving averages
- VBA (Levels 1 - 2): Record macros and alter coding, create macros to automatically generate charts, VBA Buttons



Visit the Business Career Hub

Employer Events

The BCH hosts several employer events to prepare you for your professional career. Refer to your weekly 'BCH Careers Newsletter' for a list of upcoming events.

Bootcamps/Prep Programs

Advance your technical and soft skills, earn digital badges, and gain an advantage in today's workforce through bootcamps. [Click here to register for current bootcamps.](#)

Coaching & Mock Interview

For career coaching, interview prep and more, [schedule a 1:1 appointment](#) with a Career Consultant or a Co-op Coordinator.



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www.torontomu.ca/trsm-careers



Career Consultant Contributor

Paige Fong

Paige Fong is Career Consultant and a proud alumnus of Ted Rogers School of Management, with experience in Talent Acquisition supporting Public Sector and Non-Profit clients. Paige is passionate about career development, experiential learning, building meaningful relationships, and empowering others to realize and apply their strengths.