

RESUME GUIDE

for School of Business Administration Majors

Your resume is a summary of your qualifications for a specific job or internship. The main goal of a resume is to generate interviews with employers. Use your resume to highlight your relevant skills and accomplishments.

To view additional job search information online, visit the Career Services website at www.sandiego.edu/careers and select *Resumes and Cover Letters* in the *Resources* section.

Make sure your voicemail greeting is professional.

Feature your achievements from the most relevant experiences.

Focus on skills the employer is seeking.

Activities and service provide a fuller picture of you as a candidate.

YOUR NAME
Address
Phone
Email Address

EDUCATION

University of San Diego San Diego, CA
Degree and Major Expected graduation date
Include minor and study abroad
List overall and/or major grade point average if 3.0 or above
Be selective in listing academic honors

EXPERIENCE

Job Title DATES OF EMPLOYMENT
ORGANIZATION City, State

- Describe your achievements here, starting with active verbs.
- Make your descriptions energetic and relatively short.
- Present the most significant responsibilities first.

Job Title DATES OF EMPLOYMENT
ORGANIZATION City, State

- Bullet format is preferred by many employers.
- Focus on results, skills, leadership, initiative and teamwork.

SKILLS

Include foreign language skills.
Emphasize computer software programs.
Avoid listing general skills (like communication skills) but include skills specific to your field, like laboratory skills.

OTHER HEADINGS

Include one or two additional headings that highlight your accomplishments or leadership positions. These sections might include:

**ACTIVITIES
ATHLETICS
COMMUNITY SERVICE
HONORS
LEADERSHIP
PROFESSIONAL ORGANIZATIONS**

Use an email address that conveys professionalism.

Increase visual impact through selective use of bold, underlining, and capitalization.

Spell check and review your resume carefully for errors.

Limit your resume to one page. Use a common font like Arial or Times New Roman.

Resume Checklist

Employers may spend less than a minute evaluating your resume. They prefer resumes that are easy to read and created in a familiar format. Use the following guidelines as you create or edit your resume.

FORMAT

- **Templates:** Avoid resume wizards and resume software templates. They are difficult to edit and do not allow you to present information in the most effective format.
- **Length:** For college students and recent college graduates, use a one-page resume.
- **Font:** Choose a basic, easy-to-read font such as Times New Roman, Arial or Helvetica in 10-12 point size. Use black font color.
- **Paper:** To print, use 8 ½" x 11" resume-quality paper in a light color such as white or off-white. Use matching paper for a cover letter.
- **Spacing:** Margins of 0.7 to 1 inch and double-spacing between headings improves readability.
- **Layout:** Use bullets, bold, capitalization, and underlining sparingly to call attention to the most important information. Leave some white space to create an uncluttered look.
- **Reverse Chronological Order:** Present most recent information first.
- **Professionalism:** Eliminate all errors by using spell check first, and then by asking several other people to proofread.
- **Document Title:** Use your name in the document title when emailing your resume as an attachment. Example: Tom.Torero.doc

CONTENT

- **Image:** Decide what overall impression you want your resume to communicate. Does it show that you are a leader, a team player, an artist, an innovator, a salesperson, or something else?
- **Style:** Start phrases with action verbs to convey enthusiasm and achievement. Sample verbs include: *Advised, Analyzed, Assisted, Coordinated, Created, Developed, Evaluated, Guided, Handled, Implemented, Increased, Led, Maintained, Managed, Organized, Performed, Planned, Presented, Processed, Researched, Served, Sold, Taught, Trained, Wrote*. See handout entitled "Resume Action Verbs" for more ideas.
- **Objective:** Using an objective is optional. If you include an objective, make it brief and specific to a particular job or career field.
- **Summary of Qualifications:** A candidate with significant experience in a career field may choose to start a resume with a brief overview of professional skills. This section is less appropriate for new college graduates.
- **Section Headings:** Group your experience to reflect your strengths. Common headings include:

EDUCATION	LEADERSHIP EXPERIENCE
EXPERIENCE	COMMUNITY SERVICE
SKILLS	ATHLETICS
ACTIVITIES	PROFESSIONAL AFFILIATIONS
- **High School:** Remove high school information by the end of your junior year of college.
- **References:** List your references on a separate page: see handout entitled "Reference Lists for the Job Search."
- **Cautions:** Never reveal confidential data on your resume such as your social security number or date of birth. Do not list a personal website if it includes any nonprofessional content.

ALEX TORERO

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EDUCATION

University of San Diego

Bachelor of Accountancy

San Diego, CA

Expected May 2012

- Accounting GPA: 3.5 Major GPA: 3.6 Overall GPA: 3.4
- Studied abroad at ITESO in Guadalajara, Mexico
- Awarded Moss Adams Scholarship

Summer 2009

EXPERIENCE

Budget & Treasury, University of San Diego

Accounting Intern

March 2011 – present

- Post journal entries and reconcile investment activity for the University's \$300 million portfolio
- Prepare MS Excel spreadsheets and reconciliations in support of external audit
- Assist Controller in the audit of academic and administrative departmental budgets maintained in the University's Oracle ERP System
- Prepared manual for University President outlining gifts comprising endowment fund balance

Registrar, University of San Diego

Student Assistant

Sept. 2010 – May 2011

- Assisted Information and Records Coordinator in processing transcript requests
- Prepared official and unofficial transcripts from confidential files
- Handled data entry and retrieval, filing, and student requests

Athletics Unlimited

Sales Representative

Sacramento, CA

Summers 2008 – 2010

- Handled sales and customer service for customized athletic products
- Delivered team purchases to schools, team sites and businesses
- Utilized creative advertising techniques to increase company visibility
- Processed sales orders, filed purchase orders, performed maintenance and opened/closed store

SKILLS

- Proficient in MS Word, Excel and PowerPoint
- Knowledge of Oracle, QuickBooks
- Proficient in Spanish

LEADERSHIP & COMMUNITY SERVICE

Accounting Society

- Student Accounting Lab Tutor
- Outstanding Member, Fall 2011

Beta Alpha Psi

USD Intercollegiate Football Team 2008-2010

- Devoted 30 hours/week to training and competition while maintaining strong academic record

Mentor Connection Program

- Mentored and advised first-year students at the University of San Diego

Volunteered with Special Olympics, beach clean-ups, MS Walks, and tutoring elementary school students

Bailey Ann Torero

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EDUCATION

University of San Diego

Bachelor of Business Administration
Dean's List four semesters

San Diego, CA
Expected August 2012
Major GPA: 3.4

EXPERIENCE

MetLife Financial Planning Division

Case Design Unit Intern

San Diego, CA
Jan 2011 - Present

- Prepare and analyze financial plans to strategically provide guidance to clients
- Analyze investment portfolios using Morningstar Advisor workstation
- Coordinate monthly training schedules for multiple MetLife offices
- Trained in the use of financial planning software

University of San Diego, La Paloma Café

Cashier/Food Service Worker

San Diego, CA
Sept 2010 - Dec 2010

- Worked 18 hours/week while carrying a full-time schedule of classes
- Operated cash register in fast-paced food service environment
- Stocked inventory; prepared coffee and sandwiches according to customer traffic
- Trained new cashiers in operation of cash and credit transactions

YMCA, Mission Valley

Front Desk

San Diego, CA
Sept 2009 - Sept 2010

- Worked 10 hrs/week while enrolled in USD full-time
- Assisted members with program registration and membership issues
- Ensured proper check-in procedures were followed
- Answered inquiries and obtained appropriate information to direct and transfer calls

Westport Country Club

Lifeguard Supervisor

Westport, CT
Summers 2008 & 2009

- Promoted from Lifeguard to Supervisor: Supervised a 15-person lifeguard staff
- Coordinated lifeguard schedule, swim lessons, and camp activities
- Organized and directed bi-monthly guard meetings and monthly special events
- Ensured adherence to safety and facility rules and health standards

Lifeguard

Summer 2007

- Assured cleanliness of area and safety of pool patrons; reacted quickly in emergencies
- Conducted ten swimming lessons per week
- Created positive customer relations

LEADERSHIP

Delta Sigma Pi, Professional Business Fraternity

2008 - 2011

- President, 2010-11: Chaired Executive Board and led weekly meetings; introduced speakers
- Vice President for Membership, 2009-10: Increased membership by 20% through marketing campaign

SKILLS

Computer: MS Word, PowerPoint, Excel, Access, Outlook; Dreamweaver website software
Languages: Conversant in Spanish

FIONA TORERO

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EDUCATION

Bachelor of Business Administration in Finance

University of San Diego
Minor: Communication Studies

Anticipated May 2012
San Diego, CA
GPA: 3.4

EXPERIENCE

Whitworth & Chamberlain Financial Partners

Operations Team Intern

San Diego, CA
Sept 2011 – Present

- Work 20 hours per week while attending college full-time
- Research and contact prospective clientele
- Schedule client meetings with financial planners
- Assemble financial packages and create preliminary portfolios
- Answer phone inquiries regarding products, accounts and appointments
- Gained extensive knowledge of security products, including mutual funds, annuities, IRAs, 401Ks, and life insurance

University of San Diego

Alumni Relations Fundraiser

San Diego, CA
August 2010 - April 2011

- Contacted alumni by phone to solicit donations to the University Fund
- Worked on a team that raised over \$2 million

University of San Diego Community Service-Learning

Site Coordinator and Tutor

San Diego, CA
Sept 2009 - May 2010

- Coordinated the schedule of six USD tutors with a local elementary school
- Assisted third grade students with math assignments

Express Fashions

Sales Associate

Palm Desert, CA
Summers 2009 & 2010

- Assisted customers with merchandise selection and purchases
- Operated cash register, maintained merchandise inventory, stocked shelves

LEADERSHIP ACTIVITIES

USD Finance Club

Vice President of Finance

Sept 2010 - Present

- Oversaw the record-keeping and management of the chapter's finances
- Worked with President to create budgets for the upcoming school year
- Collected membership dues and made bank deposits
- Managed \$15,000 annual cash flow

Social Chair

Sept 2008 - May 2009

- Planned campus and off-campus social events for chapter members
- Organized and scheduled activities with local organizations and venues

COMPUTER SKILLS

General Applications: MS Word, Excel, Access, PowerPoint

Finance Applications: QuickBooks, Quicken, Net Exchange Pro (brokerage service software)

ISABELLE B. TORERO

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EDUCATION

University of San Diego
BBA, International Business
Spanish Minor

San Diego, CA
Expected May 2012

Fundacion Jose Ortega y Gasset
Spanish language immersion program

Madrid, Spain
Spring 2011

EXPERIENCE

SAN DIEGO WORLD TRADE CENTER
Trade Services Intern

San Diego, CA
Fall 2011

- Research and analyze foreign export market data as well as local industry cluster information of use to foreign investors in the San Diego region
- Participate in marketing campaign for Port of San Diego by leading interns in a comprehensive research project detailing data on non-containerized imports into California ports
- Assist in the development of an E-Commerce export promotion proposal to the U.S. Department of Commerce

AMERICAN PROPERTY MANAGEMENT CORPORATION
Finance Intern

La Jolla, CA
Summer 2011

- Reviewed hotel property financials, identified discrepancies
- Prepared monthly Trailing-12 and Capital Expenditure worksheets
- Became proficient with Profitvue accounting software

LEADERSHIP

STUDENT INTERNATIONAL BUSINESS COUNCIL, USD
President

San Diego, CA
Spring 2011-Present

- Lead a group of 75 members towards a vision of "Peace Through Commerce"
- Orchestrate weekly meetings hosting business leaders from around the world
- Develop projects to send students to Sierra Leone, Paraguay and Dominican Republic
- Lead strategic planning with an eight-member Executive Board

SKILLS & ACTIVITIES

- Languages - fluent Spanish, intermediate Italian, beginning French
- Proficient in MS Word, Excel, PowerPoint and Publisher; Mac OS
- Experience translating and analyzing Spanish language political and business articles
- Active member of USD's Finance Club and AIESEC

Marcos Torero

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EDUCATION

Bachelor of Business Administration in Marketing Anticipated May 2012
University of San Diego, San Diego, CA GPA: 3.3

Study Abroad Fall 2011
St. Clare's International College, Oxford, UK

MARKETING & PUBLIC RELATIONS EXPERIENCE

Marketing Intern Dec 2011 - Present
West Coast Aviation San Diego, CA

- Devote 15 hours per week to planning and overseeing promotional events
- Maintain website using Contribute software
- Develop high-impact advertising materials, create podcasts, write copy for monthly newsletter
- Interact with prospective clients at local golf tournaments and career fairs
- Assist with the administration of client and financial records

Public Relations Intern Summer 2011
Landry McGregor Hospital for Children Los Angeles, CA

- Interned 30 hours per week for a hospital treating pediatric orthopedic conditions
- Assisted in writing cut lines, press releases, public service announcements and blurbs for LMHC internal newsletter
- Scheduled and set up photo shoots with patients and staff
- Logged all press coverage and contacted local television, newspapers, and radio stations to help support and improve community awareness for hospital events
- Promoted events, including Drive for Health Golf Tournament, Kids in Motion 5K Run, and Los Angeles Children's Theatre "Nutcracker" performance

Marketing Director Aug 2010 - May 2011
USD Residence Hall Association San Diego, CA

- Developed campus-wide marketing plans for housing organization events
 - Maintained website, devoted 10 hours per week to meetings and office hours
-

ADDITIONAL ACTIVITIES & SKILLS

Host/Server Summers 2010 & 2011
Constantine Family Restaurant Los Angeles, CA

- Seated and served customers at a high-traffic dining establishment
- Trained new hires in all aspects of serving operation

USD Marketing Club

Computer Skills: MS Word, Excel, PowerPoint; Dreamweaver; PhotoShop; Contribute

Press releases, newsletter articles, public service announcements, and podcasts available at:
www.marcos.torero@gmail.com

RAYMOND E. TORERO

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EDUCATION

University of San Diego

Bachelor of Business Administration in Real Estate

San Diego, CA
Expected May 2012

Relevant Coursework:

Real Estate Law Principles of Real Estate Investments
Corporate Finance Quantitative Methods

EXPERIENCE

CB Richard Ellis

Commercial Brokerage Intern

Ontario, CA
5/11 - 9/11

- Assisted with price negotiations for tenants and owners by conducting market research to identify comparable properties
- Organized and reviewed leases
- Conducted cold calls to develop client leads for senior brokers
- Educated clients about real estate investment opportunities
- Delivered leases and plans to escrow companies
- Prepared collateral materials regarding new buildings and property listings
- Upheld company objective to provide superior customer service

University of San Diego

Event Staff/Fitness Center Staff

San Diego, CA
9/09 - 1/11

- Prepared settings for concerts and basketball games
- Supervised an event staff of 7-10 student workers
- Conducted tours of the fitness center for new and prospective students
- Cleaned and maintained fitness center equipment

Walt Butler Sports Shoes

Assistant Manager and Sales Representative

Pasadena, CA
Summers 2007/2008

- Prepared daily income analysis and paid bills
- Assessed stock quality and approved new inventory
- Assisted customers with final purchases and refunds

COMMUNITY SERVICE

USD Community Service Learning Center

Summer 2010

- Transported volunteers to and from tutoring sessions
- Participated in educational outreach trips to Tijuana orphanage homes

Volunteer at East Valley Hospital

2008 - 2010

Volunteer at Holy Family Middle School

2008 - 2010

ATHLETICS

Four-year USD Intramural Captain and Player - soccer, flag football, basketball
Competitive triathlete, marathoner, and bicycle road race competitor

SELENA C. TORERO

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EDUCATION

University of San Diego San Diego, CA
B.B.A. in Business Economics May 2011
Minor in Supply Chain Management
Major GPA: 3.72 Minor GPA: 3.63
Awarded USD Presidential Scholarship in recognition of academic excellence

EXPERIENCE

Pentair Electronic Packaging/Birtcher Products San Diego, CA
Lean Manufacturing Intern September 2010 – present

- Evaluate new processes for expediting manufacturing with an improved productivity rate
- Participate in weekly focus meetings to prioritize projects
- Assist in creating an inventory database using MS Access

IntelliDOT Corporation San Diego, CA
Manufacturing & Purchasing Intern June – August 2010

- Sourced, tested and procured components and commodities for use in the manufacturing process
- Managed purchase orders using Great Plains accounting system
- Worked on a Six Sigma team to identify, measure, analyze, and improve quality in the medication administration system

InterKnowlogy Carlsbad, CA
Marketing & Sales Intern June – August 2009

- Tracked sales metrics and created case studies for completed projects
- Created newsletter content; edited and compiled statements of work
- Updated employee performance evaluation tools

Wells Fargo San Diego, CA
Teller June 2007 – May 2009

- Managed deposits of over \$100,000 and cash drawer of \$50,000
- Prepared cashier's checks, maintained cash in automatic teller machines, and updated worksheets
- Used bilingual skills to respond to customer inquiries in both English and Spanish
- Worked part-time during academic year and full-time in summer to help finance college education

CAMPUS INVOLVEMENT

Supply Chain Management Association: Participated in practitioner workshops and employer tours
United Front Multicultural Center: Planned the Diversity Banquet for May 2010
USD Ambassadors Club: Hosted prospective students visiting the USD campus
Community Service-Learning: Tutored Spanish-speaking adults at Bayside Community Center

SKILLS

Proficient in MS Word, Excel, PowerPoint and Access
Familiar with SPSS statistical analysis software
Native fluency in Spanish