

Resume Guide

Use this guide to help you transfer the skills and experiences on your Mind Map into a resume format.

Formatting

- Name your file appropriately and professionally, e.g. Resume_Silva_job title.
- Maintain current contact information.
- Use professional fonts, i.e., Verdana, Arial or Times News Roman.

Language

- When applying for specific roles, look at the language being used in the posting. See if there are relevant words or phrases that you can adopt to your resume and where they make contextual sense to your experience.
- Start each bullet with an action verb but avoid overusing the same verbs.
- Use active language, i.e. “*Collaborated*” instead of, “*helped with*”.

Content

- Quantify where possible. How many people were impacted by your work? By what percentage did you exceed your goals?
- Be truthful and do not embellish, remember that you will need to speak to each point in your resume in an interview.
- Keep content recent and relevant.

Other Notes

- **TFI’s Future Skill Report** is a great resource to help guide you to the skills that financial services employers are looking for:
https://cdn2.hubspot.net/hubfs/4372260/Talent/TFSA_PwC_Unlocking_human_opportunity_Future-proof_skills_2018_FF.pdf

Jason Silva

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QUALIFICATIONS SUMMARY

Motivated and highly innovative university student, currently pursuing a comprehensive 4-year Bachelor of Computer Science degree, gaining educational experience, and laying the solid groundwork for an eventual career in the financial services sector. Completed coursework includes data structure and analysis, calculus and computational models, Introduction to UNIX, C and C++ .

Technical Proficiency: Microsoft Office Suite, JavaScript, HTML, Turing, and C.

Communication & Presentation: Strong networking and interpersonal skills with the ability to build trusting relationships with peers, educators, and customers.

Organization: Able to manage a full course schedule, part-time jobs, and extracurricular activities through excellent organization and time management.

Key Strengths: Openly receives and gives feedback, maintains productivity, and fosters a positive environment when working with others, contributes ideas with vision and clarity.

Have a professional email
firstName_lastName@gmail.com

Briefly summarize your program experience and any internship or relevant skills for the job

Highlight soft skills (i.e., communication, teamwork, critical thinking) as well as technical

Summarize skill sets into categories

EDUCATION

Bachelor of Computer Science *Expected graduation June 2020*
Ryerson University, Toronto, ON

If applying before graduation, put expected graduation date

EXPERIENCE HIGHLIGHTS

Student, Computer Science **September 2016 - Present**
Ryerson University, Toronto, ON

- Second-year student applying computer science skills and theory to real-world financial services problems through in-class assignments and exposure to external business and experiential learning.
- Knowledge and skills gained from courses in Computer Science; Social Issues, Ethics and Professionalism; Introduction to Unix, C, and C++; Data Structures.
- Student ambassador, leading 1.5 hr campus tours for groups up to 15, answering questions and providing information about academic programs and where they are taught on campus, sharing insights on student services, clubs and how to get involved.

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Resident Advisor

Ryerson University Toronto, ON

September 2017 - Present

- Live on a floor in residence with students to act as a role model and provide leadership, guidance, and support.
- Encourage the creation of a positive community in residence through education, experiences, feedback, and support.
- Communicate residence and university policies to residents; act as a resource and referral agent to residents.
- Address inappropriate behavior and document such behavior if it is a breach of residence policies.
- Participate in rotating on-call schedule with other RAs to ensure staff presence in residence from 8 pm to 8 am daily.

Your contact info should be on each page of your resume

Make sure formatting and line-spacing are consistent throughout your document

Demonstrates leadership skills

Tutor

Darn Clever, Toronto, ON

September 2016 - Present

- Successfully helping over 30 students increase their knowledge and grades in elementary- and high school-level Math and English.
- Created and implemented a student tracking system for completion of tasks and homework leading to a consistent increase in student productivity.
- Communicate with parents to provide an update on students' progress and areas where they can support.
- Participate in weekly discussions with other tutors to share ideas, practices, and struggles to learn from one another.
- Maintain organized records of students' progress and benchmarks of achievement for management reports.

If you have metrics, add them into your bullet points to show results

Demonstrates forward-thinking and proven results

Shows analytical skills to review and provide feedback

Demonstrates soft skills such as organization and essential documentation

Sales Associate

The GAP Toronto, ON

September 2016 - Present

- Sales assistant for high traffic retail location in Toronto Eaton Center, providing excellent customer assistance, product knowledge, and sales support to the team.
- Demonstrated engaging customer service greeting customers and approaching to help in product selection, checkout, and merchandising.
- Hit and exceeded monthly sales targets, earning employee recognition from management both summers in position.
- Excelled in communications, using critical thinking and problem solving to provide timely solutions to customer complaints and product issues.
- Contributed ideas for increased customer efficiency and flow at checkout, leading to lower wait times.
- Willingly stepped up to work overtime to ensure adequate staffing during sales events.

Put any transferable skills from part-time jobs, i.e. product knowledge & teamwork

If you worked in retail or anything that involves a process, you can put what your target was and if you achieved it. Include a # if you can, i.e. \$ of sales

Evidence of work ethic and behavior

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ADDITIONAL SKILLS and EXPERIENCE

Member of the Computer Science Club

September 2016 - Present

Ryerson University, Toronto, ON

- Participate in Hack Nights and coding challenges
- Attend workshops on AI and WICS hosted by Microsoft
- Contributed to an open-source project

Put Additional Skills & Experience in chronological order based on relevancy. If a skill or experience does not make sense for the job, do not put it in your resume

Member of the Finance Society

September 2016 - Present

Ryerson University, Toronto, ON

- Attend industry nights with speakers from the accounting and financial services sectors
- Participate in case competitions, applying classroom knowledge to real-life experience to a panel of industry professionals

Align your interests with the industry

Experienced Traveler

July 2015 - Present

European Specialty

- Traveled independently to 6 countries over two years during school breaks, managing a travel budget and schedule.
- Arranged all logistics, i.e. accommodations, flights, activities, etc.
- Used critical thinking and demonstrated collected focus when wallet was stolen, effectively and calmly contacting authorities and getting in touch with home for needed help.
- Met and easily formed new relationships with other travelers from around the world

Don't underestimate your worldly experiences and how they translate into the professional world

President of Yearbook Committee

September 2015 - June 2016

Central Toronto Academy, Toronto, ON

- Recruited and led a team of 8 other students on the committee.
- Facilitated and created agenda for weekly meetings to share updates, ideas, and problem-solve together.
- Created project plan to ensure all aspects of the yearbook were managed (photography, graphic design, sales, communication with the vendors) and scheduled timelines were met.
- Worked with faculty to ensure school standards were being met and

Chronologically order experience & highlights based on relevancy

Show your understanding of processes, planning and getting approvals where needed

Volunteer at Animal Shelter

July 2012 - Present

Toronto Humane Society, Toronto, ON

- Monitored and observed animals for signs of illness or injury and reported symptoms to the supervisor.
 - Evaluated animals' behavior and created paper and online profiles for potential adopters.
 - Assisted the public in claiming lost animals and selecting pets for adoption.
- adhered to, and to gain approval and sign-offs during every stage.

Volunteering provides valuable experiences to acquire skills that are transferable to the workplace