NC STATE UNIVERSITY

POOLE COLLEGE OF MANAGEMENT

JENKINS GRADUATE SCHOOL

NC State Jenkins Working Professional Résumé Guidelines for 12Twenty

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Purpose of Résumé Guidelines

Students who choose to submit a résumé in 12Twenty, the Jenkins Career Management Center's (CMCs) career management tool, must submit a primary résumé that conforms to the appearance and guidelines set by the school. The goal is to ensure a consistent format so that reviewing résumés is simplified for recruiters and hiring managers. The guidelines are based on feedback from employers as well as the experience of the Career Management Center career coaches.

Formatting Guidance

- Follow our Jenkins MBA resume format!! Pay close attention to font size, spacing, appropriate use of bold and italics, bullet location, indentations, date location, etc.
- Resume should be one or two full pages, but no longer than two pages. If two pages, two one-sided pages (not one-page, front-and-back)
- Use Calibri font
- Margins: Top = 0.5", Bottom = 0.3", Left and Right = 0.5"
- Name should appear in Calibri 18 pt, Caps, Bold
- Contact information will be 11 pt, text should be centered and fit on one line
- Use NCSU email (and remove hyperlink), phone number in (999) 999-9999 format, and simplified (linkedin.com/in/yourname) LinkedIn address (you create this through LI settings — and remember to remove hyperlink from your resume). Instructions to edit LinkedIn link – Customize Your Public Profile URL
- Do not adjust margins and spacing between lines or sections — please follow template format
- Do not include GPA (your work experience speaks for itself)

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- Use action verbs to open resume bullets (avoid "Responsible for") — see list of action verbs that accompanies the resume template
- Avoid resume bullets with "orphans" — single word on a second or third line
- All numbers 0-9 should be written as words (i.e., "nine"), any number 10+ should be written as numerals (*i.e.,* 20)
- Numbers: K = thousands, M = millions, B = billions, use + for more than (*e.g.,* $50M+), use < for less than (e.g., <10%)
- Currencies: Convert all foreign currencies to US $ as of August 1, 2019; use $ not USD (e.g., $100K)
- Bullet points are not sentences, they are phrases. As such do not use periods (.) at the end. Attempt to avoid multiple phrases in one bullet — use a semi-colon (;) if need be to link two thoughts
- For the summary paragraph, DO use periods as you are writing sentences
- Make sure all hyphens and dashes are the same size everywhere
- Avoid abbreviations. Two exceptions: states should be abbreviated, e.g. Raleigh, NC; and months should be abbreviated, e.g. Feb.
- Spell acronyms the first time they are used, e.g. Department of Defense (DoD), Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis, research and development (R&D

Frequently Asked Questions (FAQs) – General

Can I have multiple sentences within one bullet?
Ideally each bullet should have one thought, and we do not use periods at the end of these bullets. If you need to include two thoughts / related items in the same bullet, use a semi-colon (;) to separate them. The first word following the semi-colon should not be capitalized unless it is part of a list.

Should I have multiple versions of my resume?
You will have one default resume in 12Twenty that will be used for Jenkins MBA resume books. You may have multiple versions of your resume if you are exploring two distinctly different career paths (*i.e.,* pharma sales and tech project management); however, you will still only be allowed one default resume for CMC use.

When do I use a short hyphen versus a long hyphen?
A regular hyphen (-) is used for joining two compound words, hyphenating names, or to join numbers in a phone number, and is the shortest in length. Examples: co-created, well-deserved, 555-4444, etc. There should not be a space before or after the hyphen.

An en-dash (–) is used when denoting a range, as in a range of time (i.e., May – September). AP style allows for a space before and after the en-dash, Chicago style says no space. We follow AP style for purposes of the listing of dates on the resume. Use the en-dash on the Jenkins MBA resume, with space on either side, when referring to your dates of Work Experience and Leadership Experience.

An em-dash (—) is used to allow an additional thought to be added to a sentence. It may also be used in place of parentheses or a colon. For example, "She ordered her favorite ice cream — chocolate." Or "When the dress finally arrived — two months after she ordered it — she no longer needed it."

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To create an en-dash or em-dash in MS Word, simply go to Insert ▢ Symbol ▢ More Symbols, then click on the "special characters" tab and they should appear as choices on the top of the list.

Frequently Asked Questions (FAQs) – Contact Information

Should I put my certifications and degrees after my name at the top of my resume?
You should only put credentials after your name if you have a doctorate degree (Ph.D.) or medical doctorate (M.D.). All other graduate degrees should be listed under the Education section, and professional certifications (like CPA) should be listed under Education and Credentials.

How do I list a first or middle initial?
If you want to include an initial in your name, use a period with it. Example: John K. Smith, M. Sam Smith.

How do I list a preferred name that is different from my given name?
Use parentheses to offset your preferred name: James (Jim) Harrison

My name doesn't fit — what should I do?
If you have a very long name, we recommend reducing the font size to 16pt so it still looks similar to our template. Please use a first and last name (surname) on your resume and in all your professional correspondence.

Should I include my contact information on the second page?
Yes, if your résumé is two pages, be sure to include your name, phone number, email address, LinkedIn and page number at the top of the second page. Some interviewers still use hard copy resumes.

Should I use my NCSU, work, or personal email address in my contact information?
Feel free to use any of the three, whichever you feel most comfortable. Whichever one you choose, use it consistently in all your employer outreach.

Frequently Asked Questions (FAQs) – Experience

What should I include as "Experience"?
The reader wants to account for all your time since your undergraduate experience. List all full-time work, appropriate part-time work, military, internship, and volunteer experience. For military experience, translate your experience into business terminology such as budgeting, training, leadership, development and supervision, and management of complex projects.

Why can't I just list my job responsibilities in my bullets? Why must I use the PAR accomplishments format?

Effective résumés are outcome-based. They stress achievements, not just duties and responsibilities. The easiest way for an employer to predict your potential value is to study your record of accomplishments. Your accomplishments should be put in a Problem-Action-Result format. For example:

- Problem - The circumstances that surrounded the accomplishment.
- Action - What you actually did which showcases your strengths.
- Result   What the business impact of your actions were: deliverables, measurable, standards, contributions.

Results should be quantified, at best, or at least qualified. Results show that you can get things done. They show that you know your business and your value to it. Quantifiable results also make you stand out…they catch the reader's eye… they make you easier to remember. They show that you get things done that improve your organization – and that you will do the same for them. For the MBA student, quantifiable results show the reader that you affect change, exhibit leadership and understand how your actions contributed to the bigger picture of the organization (a key skill for a manager).

What if I don't have quantifiable results?
Review your old work performance plans, performance reviews, or past resumes. Quantifiable results can include increased revenues, decreased costs, student pass rates, decreased production time, increased employee retention / satisfaction, error rates, sales goals, and many others.

How do I show my military experience?
This can be added into the chronological flow of your Experience or you can create a separate "Military Experience" category. Include the branch, dates (in the right margin), rank, and present status. Explain in lay terms the functions you performed and skills used including management and leadership functions. List commendations you have received and avoid titles and descriptions with little significance in the civilian/business world. A separate category will draw more attention and can be useful if you spent more than four years in the military or the experience is directly related to the potential opportunity.

How can I bolster my qualifications if I am changing careers, or have limited work experience?

Consider highlighting the relevant qualifications you are gaining in business school in the Education and Credentials section. Do this by:
- Inserting the Education and Credentials section before the Experience section (readers' eyes gravitate to top 1/3 of first page).
- List project and course achievements in same PAR format as professional achievements. Highlight functional and transferable skills.
- Limit résumé to one page.

Frequently Asked Questions (FAQs) – Experience (cont.)

If I have two pages, what is the best way to "break" the resume content?

Start the content of your second page at a natural break between positions. Some readers still review hard copy résumés and it is confusing if bullet points continue to flow from the first page to the second page without context of the company or job. For example,

Instead of this….

Try this….

Can I include my undergraduate internships?
If you have less than three years of full-time work experience, and/or if the internship relates directly to the position you are applying for, you may include undergraduate internships on your resume.

Frequently Asked Questions (FAQs) – Education and Credentials

Why shouldn't I list my MBA or undergraduate GPA?
At this level of your career, you have work and life experiences which eclipse academic achievement from the past. Regarding the MBA GPA, every Jenkins MBA must maintain a minimum of 3.0 to graduate. The GPA is not a significant differentiator.

Do I include my GMAT score?
Like the GPA, you have work and life experiences which eclipse academic achievement. Employers of Working Professional MBAs are looking for examples of leadership, not GMAT scores.

Should I include case competition information?
If you place in the top three of an internal or external case competition, you can include it in the Education section of your resume. Years do not need to be listed. Example: National Black MBA Case Competition, Second Place.

How should certifications appear?
Professional certifications should be listed in this section as follows, for example:
Chartered Financial Analyst (CFA); Certified Public Accountant (CPA); Six Sigma Black Belt, American Society of Quality (ASQ); Project Management Professional (PMP), PMI; Level I candidate in the CFA Program; etc.

Frequently Asked Questions (FAQs) – Additional Information

Which computer skills should I list?
List the skills that are relevant to your target industry / function. Separate all by commas.

How do I list my language fluency?
English should never be listed on your resume — it is assumed you are fluent in English based on your MBA experience. For other languages, list using the adjectives Fluent, Proficient or Conversational to describe proficiency level.

How specific should I be with my interests?
Interests are included to serve as "ice-breakers" and help you build a connection with a reader, so be as specific and unique as possible. For example, "hatha yoga practitioner" is more interesting than just "yoga"; "Eastern European cuisine" is more compelling than just "cooking"; "19th century English literature" is more interesting than just "reading"; "ACC basketball" is more compelling than just "sports".

I am an international student, but I have my permanent U.S. work authorization. How can I let employers know I do not require sponsorship?
Use the Additional Section to list "Work Eligibility" and say either "U.S. Permanent Resident" or "Eligible to work in the U.S. with no restriction".

Recruiters may think I am not authorized to work in the U.S. based on my name and/or my international work experience. How can I let an employer know I am a U.S. citizen?
Use the category "Work Eligibility" and put "U.S. citizen", like this:
Work Eligibility: U.S. Citizen