

RESUME GUIDE



CAREER
DEVELOPMENT
CENTRE



RESUME GUIDE

Your Resume, Your Future!

This Guide Book is designed to provide you with an overview to help you when writing your resume. Resumes vary in terms of style and formatting, but there are key elements that will help get your resume noticed. Refer to the sample resumes at the back for inspiration.

Your resume is a marketing document – marketing you to potential employers. It’s important because it is what will get you past the first screening and into an interview by demonstrating to recruiters what you know, what you have accomplished, what you can do for their organization and how well you will fit within the organization.

Remember, you can always contact a Career Consultant at the Career Development Centre to review your resume!

Good to Know!

Typically, a recruiter doesn’t read your resume, they will scan it in under 13 seconds!

Top 10 Tips for a Good Resume

1. Customize your resume for the job for which you are applying.
2. Focus on successes, results and achievements instead of simply listing your job duties (see page 6).
3. Always write in the third person – no “I”, “me” or “my”.
4. Expand acronyms so the reader knows what you are referring to (eg. use Commerce Students Association not CSA).
5. White space is important. Your resume should have adequate margins (no narrower than .75”).
6. Design to impress. Use formatting strategies that highlight rather than clutter.
7. Be consistent. Use bold type, italics, and capitalization in a consistent manner.
8. Do not use unusual fonts or those too small to be easily read in 10-12 point. All text should be the same font size with the exception of your name and possibly headings, which can be one or two font sizes larger.
9. Be consistent with your tense. Current jobs are written in the present tense, past jobs are written in the past tense.
10. One to two pages, anything past page two likely won’t be read.



Resume at a Glance

JOE STUDENT

204-555-1234 • student@myumanitoba.ca

PROFILE

Highly motivated Bachelor of Commerce (Honours) student pursuing a double major in Human Resource Management and Marketing. Reliable self-starter with excellent interpersonal and problem solving skills. Fluent in written and oral French and English. Strong leadership ability and comfort working in a team environment, developed through more than three years of customer service, administrative and coaching experience.

EDUCATION & ACADEMIC ACHIEVEMENTS

Bachelor of Commerce (Honours) Program 20_-present
 Asper School of Business, University of Manitoba
 Majors: Human Resource Management and Marketing
 Expected Graduation: May 20xx

Related Courses: Human Resource Management, Staffing and Management Development, Compensation, Collective Bargaining

Recipient, Leader of Tomorrow Scholarship 20xx, 20xx
 Recipient, University of Manitoba Students' Union Scholarship 20xx, 20xx

High School Diploma (Honours), College Beliveau 20_

WORK EXPERIENCE

Administrative Assistant May 20_-present
 Do Good Foundation

- Identify, pursue and establish relationships with potential sponsors in an effort to increase funding for research
- Perform monthly reconciliations to ensure accuracy of financial documents
- Meticulously record expenditure against various research budgets using Excel and Blackbaud's Financial Edge Software
- Ensured the success of fundraising events by effectively prioritizing various tasks including meeting with event committees and suppliers and creating sponsorship packages.

Sales Associate 20_-20_
 Your Favorite Store

- Accurately and proficiently handled up to \$10,000 cash
- Provided superior customer service while surpassing sales goals in a fast paced commission environment
- Efficiently multitasked shipping and receiving duties to create greater sales staff productivity

Hostess January 20_-August 20_
 Good Food Restaurant

- Multitasked in a fast-paced environment creating memorable experiences with attentive service, product knowledge, fun and passion

This is your personal branding! Read page 4 to learn more.

Be strategic; include your graduation date when you are close to graduating.

What about GPA? See page 5.

Job title on top, organization below, what you did is more important than where you did it!

Start all bullets with a strong action verb to engage the reader. See page 9 for a list.

Include one phone number that has voice mail and a professional email address. Your mailing address is optional.

Good formatting helps the reader. Divide sections with headings, underlines or bold fonts.

Current job is written in present tense

Line all dates up on the right. See page 12 for a tip on how to do this easily.

Past job(s) are written in past tense.



If you have volunteer experience with a high level of accountability or responsibility include it like you would a paid job.

VOLUNTEER EXPERIENCE

Professional Development Coordinator April 20_ - Present
Commerce Students' Association

- Provide opportunities to develop the professionalism of Asper students through four major events including mock interviews, an etiquette dinner and a large-scale fashion show
- Organized a mock interview session attended by over 50 students and 20 different Winnipeg organizations
- Planned an etiquette dinner led by a civility expert with an attendance of 130 students

Assistant Coach 20_-20_
Alliance Volleyball Club

- Rapidly analyzed individual players skill set to accurately identify suitable candidates able to meet team goals and positional responsibilities
- Demonstrated leadership ability through effective training of players ultimately leading to a Bronze Medal Finish at the Canadian West Open
- Successfully supervised as many as 36 players for extensive periods when travelling to various tournaments across North America

Shiner, Shinerama, Asper School of Business 20_, 20_
Dog Walker, Winnipeg Human Society 20_, 20_

EXTRACURRICULAR

- University of Manitoba Bison's Volleyball Team 20_-present
- Member, University of Manitoba Human Resources Association 20_-present
- Certified PADI scuba diver with dives in the Bahamas, Mexico and Hawaii

TECHNICAL SKILLS & QUALIFICATIONS

- Proficient in Microsoft Office including: MS Word, Excel and PowerPoint
- Fluent in written and oral French and English
- Successful completion of Serving it Safe and WHMIS training

Be strategic here. Are your extracurricular activities (or interests) actually interesting and do they add value to your resume?

Use numbers, \$ or % to grab the reader's attention.

Include specific skills listed in the job posting.

Include a footer on the second page for a professional look and in case your pages get separated!

Keep your resume to two pages or less.



COMPONENTS OF A RESUME

Although resumes are composed using standard sections, there is no prescribed format that works equally well for everyone. Sections that do not relate to your objective or career field of interest may be de-emphasized or even omitted. Titles of sections can also be modified to describe the information presented more accurately such as “Work Experience” or “Relevant Experience”.

Below are the various sections that are common for a resume. Each one will be explored to provide you with a guideline on what is important in that section and what to include.

- Personal Letterhead
- Profile Statement
- Summary of Qualifications
- Education and Academic Achievements
- Work Experience
- Volunteer Experience and/or Community Involvement
- Extracurricular Activities and/or Interest

Personal Letterhead

A creative and eye-catching header is an excellent way to help your resume stand out from the rest and is part of your brand. Flip through the samples at the back. What appeals to you?

What to include:

- Name, one phone number with voice mail (with a professional greeting) and a professional email address.

- Mailing address – this is optional and is becoming less common. Employers are not going to mail you a letter to schedule an interview so save the space for more important information.
- LinkedIn address - this is becoming more common. You can make a custom ULR link by clicking “Edit Your Public Profile” in the “Privacy & Settings” section.
- Do not include personal information such as age, date of birth, SIN, marital status, or photo.

Profile Statement

This is a high-level overview describing your skills at a professional level. It includes your key characteristics and competencies and your career target.

A profile describes who and what you are. It defines your area of expertise - your field of study or interest, and your level of experience. It also describes your unique competitive advantages for the position. A profile should be no more than 3-5 sentences long. This is your “personal branding section”. For alumni, students who are graduating or those with work experience, a profile is recommended.

Consider this; if the reader only reads your profile section, what do you want them to know about you? Make sure you customize this section for each job you apply for.

Pro Tip!

Right-Left Justify (MS Word = Ctrl + j) your profile for a clean professional look!



Summary of Qualifications

A section you can include instead of a “Profile”, or in addition to, is a “Summary of Qualifications” that details your key strengths in bullet points. If you are not yet certain what you want to do for your career, or you don’t feel you have an area of expertise, a “Summary of Qualifications” may be a good option.

Including a “Summary of Qualifications” section to a resume allows you to highlight your transferable skills which will add strength to your resume when applying for positions where you have little or no related experience. It gives you the opportunity to demonstrate to the employer that although you may not have directly related experience, you do have the education and skill set necessary to be successful and that it would be worth their time to meet you for an interview.

Ask yourself what skills have been developed through your employment, volunteer activities or school/interests/hobbies. If you are applying for a particular position, review the posting and identify the four to five key strengths that the position requires.

Some of the skills that you have developed at school may include:

- Working independently and in teams
- Researching, analyzing and compiling information
- Writing skills
- Presentation skills
- Critical thinking
- Solving problems
- Organizing your time and priorities to meet deadlines
- Presenting ideas and persuading others

You should customize this section each time you send out your resume. Take note of all specific skills, abilities, qualifications that are

being asked for in the job posting. These are the key attributes required for the job. Ensure you make the link for the recruiter between what the organization needs and what you possess and can offer.

Education

- Title of degree sought or highest level of education completed:
 - Bachelor of Commerce (Honours) **Program** (while in school)
 - Bachelor of Commerce (Honours) **Degree** (after graduation)
- Name of institution: Asper School of Business, University of Manitoba
- Major(s), if declared.
- GPA - be strategic! Do you have an exceptional GPA or just average? Is the industry you are applying to focused on GPA? Does this help set you apart from other candidates? Ensure you include the scale (example 4.2/4.5) because different universities use different scales.
- Expected date of graduation – be strategic! Employers may be interested if you are graduating soon, but if your graduation date is still four years away they won’t be considering you for full-time employment yet.

Should I include my high school diploma?

If you are in University, we already know you finished high school so it’s not necessary to include, so be strategic. Did you go to a prestigious school? Were you in an IB or French immersion program? Were you valedictorian?

Once you graduate university, you should remove high school as it will appear dated.



Education continued...

- Scholarships, awards, Dean’s Honour list, and student competitions. If you have a number of awards, scholarships and achievements you may want to make a separate sub-section under education. If you only have one (which is fantastic in itself) you can list it with your degree.
- Co-op option and/or international exchange program.
- Student group activities and leadership roles. Depending on your level of involvement, you may create a separate category.
- Relevant Courses – be strategic! If you are light on related experience you will want to include specific projects and any other information related to your major that may be of interest. In the future, when you have more related experience you may decide to remove these details.

Work Experience

THIS IS VERY IMPORTANT AND KEY TO SETTING YOU APART FROM OTHER APPLICANTS

Focus on these three things:

1. Content of your bullets
2. Transferable skills
3. Action Oriented Language

1. Content of Your Bullets

The most common mistake people make on a resume is simply listing their job duties. For the reader this is very boring and doesn’t demonstrate the skills you used, your success and results, or the impact you had on your organization, colleagues and clients/customers.

The bullets tell your story. What do you want the reader to know about you? Remember a resume is a marketing tool that will get you to the interview – **market yourself!**

Consider this formula when writing your bullets
Accomplished [X] as measured by [Y] by doing [Z] *

* (Laszlo Bock, SVP People Operations, Google, *My Personal Formula for a Winning Resume*)

If you were the recruiter, which bullet would make you want to interview the applicant?

Asper Student who is the Director of Finance for UMFO

- Managed student group budget
- Managed \$10, 000 budget and invested idle funds
- Managed \$10, 000 budget and invested \$5,000 of idle funds into appropriate high-yielding investment returning 5% over the year

Customer Service Representative at a clothing store

- Helped customers find clothes
- Helped customers with a friendly and positive attitude
- Provided exceptional customer service with a friendly and positive attitude as demonstrated by receiving “Employee of the Month” for three consecutive months.

Likely, you choose the third bullet!

\$ % #

Quantify whenever possible to grab the reader’s attention and add context to your achievements and results!



Content of Your Bullets continued...

If you get stuck on what your achievements are or think you don't have any (which you do!) try asking yourself the following questions:

- Did you achieve a sales target?
- What impact do/did you have on your clients, customers, coworkers and/or organization?
- Did you improve any processes or make suggestions for improvement?
- Did you increase efficiency? Sales? Productivity? Expand the customer base? Reduce waste? Improve working conditions?
- Did you do anything that demonstrated your leadership ability? Teamwork skills? Improve morale?
- What projects did you work on and what were the results?
- Did you receive any formal commendations or awards? (e.g. employee of the month)
- Did you do anything that "made a difference"?
- Did you train or mentor someone?
- Did you volunteer for something no else did?
- Have you ever saved the company time or money?
- Were you commended on your work or specific skills?
- Did you do anything that you were proud of?
- Were you asked to take on additional responsibilities? Were you promoted?

Pro Tip!

Applying for your first professional job related to your major/career goal but don't have experience in that field yet?

Refer to the learning outcomes in the syllabus of the courses you have taken and include them on the profile, summary of qualification or education section of your resume.





2. Transferable Skills

If you are like many students and do not yet have professional work experience that directly relates to the position you are applying to, you must highlight your **transferable skills**. A skill is transferable when you can use this skill to do a variety of different tasks. Remember the courses you are taking in university are designed to develop your business knowledge and skills and are all transferable. Most soft skills – communication, organization, analytical – are transferable.

Position	Job Duties	Relevant Transferable Skill
Server - restaurant	Take orders, serve tables, deal with customers	<ul style="list-style-type: none"> • Able to multitask in a fast-paced environment • Able to problem solve 'on the spot' • Friendly, outgoing approach committed to customer service
Telemarketer	Make cold calls to sell products	<ul style="list-style-type: none"> • Strong verbal communication skills • Articulate in presenting product information • Self-motivating work ethic (you don't quit after someone hangs up on you!) • Negotiation skills • Goal oriented
Tree planter	Re-forestation (plant trees) in a variety of weather conditions	<ul style="list-style-type: none"> • Self-motivating work ethic • Results oriented • Disciplined and diligent (worked through challenging conditions)
Chinese and math tutor	Teaching math and Chinese language to children	<ul style="list-style-type: none"> • Able to communicate complex topics in easy to understand language (hint: actuaries need to be able to explain complex equations to clients) • Patience, understanding, and compassion • Able to motivate others • Problem solving – develop different approaches to ensure understanding
Captain of a sports team	Liaison between coaching staff and players, motivate team members and provide leadership	<ul style="list-style-type: none"> • Strong verbal communication skills • Able to handle stressful situation in a professional manner • Able to motivate others • Goal oriented and able to work well with others
Babysitter	Provide necessities of life	<ul style="list-style-type: none"> • Able to communicate at various levels • Multitasking in an environment with a high level of responsibility • Follow directions and manage time effectively



C. Action Oriented Language

Start all bullets with a strong action verb to engage the reader. Avoid starting your statements with “responsible for” or “duties included”. The reader doesn’t care what you were responsible for, they care about the skills you used, the success and results you delivered, and the impact you had!

Here’s a list to inspire you:

Communication					
Adapted	Condensed	Directed	Informed	Motivated	Solicited
Addressed	Consulted	Discussed	Integrated	Negotiated	Specified
Advertised	Contacted	Drafted	Interpreted	Outlined	Spoke
Arbitrated	Conveyed	Edited	Interviewed	Persuaded	Summarized
Articulated	Convinced	Elicited	Lectured	Presented	Synthesized
Authored	Counselled	Encouraged	Listened	Proposed	Taught
Clarified	Corresponded	Explained	Marketed	Publicized	Trained
Collaborated	Created	Expressed	Mediated	Reported	Tutored
Communicated	Customized	Formulated	Moderated	Responded	Translated
Composed	Developed	Guided	Modified	Revised	Wrote
Research and analysis					
Adapted	Conducted	Evaluated	Inspected	Organized	Studied
Analyzed	Critiqued	Examined	Integrated	Recorded	Summarized
Applied	Detected	Experimented	Interviewed	Researched	Surveyed
Collected	Debugged	Explored	Invented	Reviewed	Tested
Compared	Determined	Extracted	Investigated	Revised	
Conceptualized	Diagnosed	Formulated	Measured	Searched	
Condensed	Established	Gathered	Modified	Solved	
Personal management					
Arranged	Defined	Listened	Prioritized	Reviewed	
Assessed	Developed	Observed	Recommended	Strengthened	
Attained	Interpreted	Participated	Resolved	Supported	
Clarified	Influenced	Planned	Responded	Verified	

continues...



Action Oriented Language continued...

Managing information

Administered	Assessed	Computed	Forecasted	Netted	Qualified
Adjusted	Audited	Conserved	Input	Organized	Reconciled
Allocated	Balanced	Corrected	Integrated	Planned	Reduced
Analyzed	Budgeted	Determined	Managed	Prepared	Researched
Appraised	Calculated	Developed	Marketed	Programmed	Retrieved
Assembled	Compiled	Estimated	Measured	Projected	Utilized

Teamwork

Adapted	Collaborated	Ensured	Incorporated	Participated
Arranged	Contributed	Expedited	Interacted	Recruited
Assessed	Cooperated	Facilitated	Involved	Revitalized
Assisted	Created	Helped	Joined	Supported

Project and task management

Adapted	Conceptualized	Generated	Monitored	Reorganized	Revised
Applied	Coordinated	Guided	Obtained	Restored	Revitalized
Approved	Corresponded	Incorporated	Operated	Reviewed	Scheduled
Arranged	Customized	Initiated	Organized	Scheduled	Shaped
Assembled	Designed	Inspected	Prepared	Selected	Solved
Built	Directed	Instituted	Processed	Shaped	Standardized
Chaired	Distributed	Integrated	Planned	Streamlined	Updated
Classified	Established	Lead	Prioritized	Strengthened	Validated
Coded	Evaluated	Managed	Produced	Supervised	Verified
Compiled	Executed	Maintained	Programmed	Remodeled	
Computed	Facilitated	Modified	Recommended	Reviewed	

Continuous learning

Adapted	Demonstrated	Learned	Responded	Updated
Assessed	Developed	Pursued	Sought	
Corrected	Identified	Progressed	Studied	



Volunteer and/or Community Involvement

Did you have a high level of responsibility or accountability such as being the Chair for the Shinerama Campaign? If yes, use the same format as your work experience.

If it was a short-term or a “one off” with little responsibility, such as a shiner for Shinerama or a dog walker at The Humane Society, then list it as a single bullet.

Extracurricular Activities and/or Interests

There is debate in the recruiting world about whether or not to include this section. Ask yourself, does this section add value to your resume and the job you are applying for? Will the reader find it interesting? Is it relevant?

If you were the recruiter, which applicant would you be more interested in interviewing?

- Reading, gardening, yoga, hockey, photography, stock market and traveling
- or -
- Founded and organized a weekly Stock Market Club to analyze and discuss investments. Mock investments have yielded a 25% return in the past six months.

What about elite sports? Are recruiters interested in this? YES!

There are many transferable skills and personal characteristics associated with playing sports. If you were the recruiter, what you would think if you saw the example below on a resume?

Assistant Captain

2010-2015

University of Manitoba Bison Hockey

- Successfully led a team of 25 to second place finish at Canada West Championships
- Served as communication liaison between coaches and players allowing for seamless flow of feedback and ideas as well as effective interaction between stakeholders
- Coordinated team building and travel events to create a cohesive team dynamic in which members cultivated passion for the game as well as developed trust in each other, the team processes, and commitment to reach team goals.

Pro Tip!

Volunteering is a great way to gain experience, build your network and demonstrate your commitment to community to potential employers. Here are some ways to get involved:

- Volunteer Manitoba
- University of Manitoba Student Volunteer Program:
<http://umanitoba.ca/student/studentlife/getinvolved/>
- Student groups





FORMATTING TIPS

Job Title

Your job title appears on the line above the organization because what you did is more important than where you did it. Does your job title reflect what you did? “Clerk 2” won’t mean much to the reader, but “Customer Service Representative” will.

Can I use a template?

We don’t recommend using a template.

Templates are frustrating to edit and limit the design control you have. Recruiters are typically unimpressed with templates.

Format Painter

Use the **Format Painter** on the **Home** tab to quickly copy formatting from one thing in a document to another. Select the thing you like the look of, click Format Painter, and then click the thing you want to change to look the same.

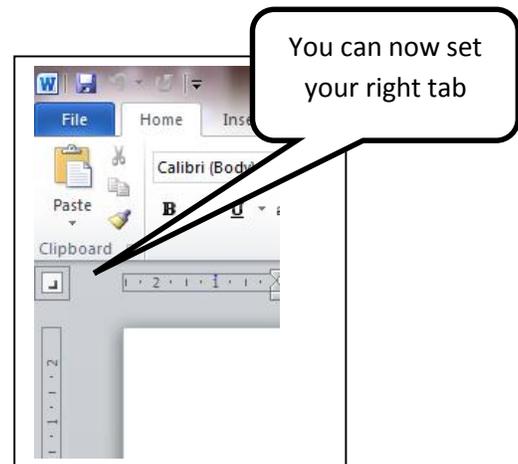
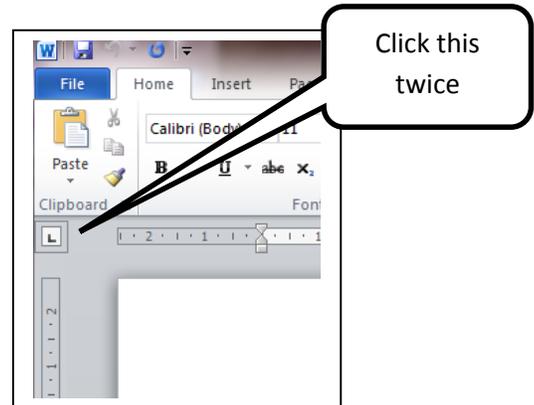
1. Select the text or graphic that has the formatting that you want to copy.
2. On the **Home** tab, click **Format Painter**.



3. Select the text or graphic that you want to format.
4. To stop formatting, press ESC.

Dates on the right

Line up all of your dates on the right hand side. There’s a tool you can use - it’s the **RIGHT TAB** button in the upper right hand side of your ruler in MS Word. Add it to your ruler when you want the date to line up and hit **TAB**. It will make your document look tidy!





REFERENCES

A statement such as “References Available upon Request” at the end of your resume is not necessary as it is assumed that you will provide references if asked. This usually happens at the end of an interview. Employers will ask for references if they want them so no need to provide them until they do.

Work references are normally requested by potential employers because they want to know how you have performed on the job. The best predictor of future performance is past performance! If you do not have sufficient employment references, consider using academic or personal references.

List references on a separate sheet of paper using the same personal letterhead as on your resume. Take them to the interview or make them available if requested. Provide three references if possible and give their name, title, company and contact information.

Three types of references:

Work Reference – most preferred and common type of reference. This is usually a person who has been your supervisor and/or a colleague in the workplace. This can be paid work or a volunteer position.

Academic Reference – should be a professor or teacher who has known you for some time. They should be able to provide information regarding your abilities and performance.

Personal Reference – the least common. This should be someone who can speak about your character and your personality.

Pro Tip!

To ensure the best reference possible you should:

- 1 Obtain permission from your reference each time
- 2 Ask them to describe your strengths and areas which need development – ensure they are positive
- 3 Provide them with an updated copy of your resume and if possible a copy of the job posting
- 4 Thank them and advise them of the outcome





SUBMITTING YOUR RESUME

The best way to deliver your resume is to **follow the instructions in the job posting** and do what the employer asks you to do. Here is a review of each process along with recommendations and tips.

E-mail

- Be sure to send your resume in a common word processing format that can be easily opened – follow their instructions – MS Word or a PDF.
- Save your cover letter and resume in one document. Name the document “firstlastname.doc”.
- Include a description in the subject line with the job title - for example, Resume of Jane Doe – Marketing Coordinator. Did they ask you to reference a specific job number? If so, include this in the subject line as well.
- In the body of the email include a brief message stating that your resume and cover letter are attached. Include your full contact information in case they need to contact you if they cannot open your resume or it does not come through clearly.
- Don't write your cover letter in the body of the email message.
- You should never email your resume from your email address at work. It is unprofessional and will demonstrate to a potential employer that you use company time and resources for your own personal interests.

Asper Career Portal

- Save cover letter and resume documents separately to MS Word or PDF format.
- Save your documents with appropriate and distinguishing labels to ensure you upload the correct files (example “full name – cover letter – organization name”). Submitting the wrong application will land your resume in the “no” pile!

Online Application

Many companies now receive applications through their websites. Follow their instructions when setting up your account. Depending on their system, you may upload and attach your resume document or you may have to fill in the required fields with text. This can often be done by copying and pasting sections of your resume.

In Person

When dropping off a resume in person, remember that you will be leaving a first impression so your appearance is important. Dress as you would for an interview and act professionally to everyone you come in contact with. Be prepared to speak to the hiring manager and answer a few questions on the spot, but don't expect this.





EVOLVING YOUR RESUME OVER TIME

As you gain experience, you should update and evolve your resume.

- After you have officially graduated change “Program” to “Degree”. You can now also add “B.Comm” after your name in your personal letterhead.
- Once you have experience in your chosen profession you should move your work experience section before the education section to put more emphasis on your practical experience.
- Keep a record of your success, results and achievements to make resume updating easier.
- Remember, as an Asper Alumni, you continue to have access to the services of the Career Development Centre. So when it comes time to apply for a promotion and start a new challenge, get in touch, we are here to help!

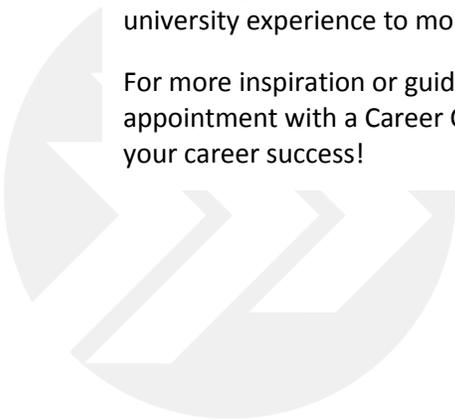
RESUME CHECKLIST

- ✓ Did you write your own resume? You are the expert on you!
- ✓ Did you proofread carefully for typos and errors? Did you ask a friend to proofread it as well?
- ✓ Is it within 2 pages?
- ✓ Did you use industry buzzwords and keywords?
- ✓ Does the overall presentation and layout look professional?
- ✓ Do your heading and sub-headings clearly stand out?
- ✓ Did you tailor your resume to the position?
- ✓ Are your contact details up-to-date and does your voice mail on your phone sound professional?
- ✓ Did you include accomplishments and results?
- ✓ Did you use strong action verbs?
- ✓ If you were the employer, would you call you for an interview?
- ✓ Have you had it reviewed by a Career Consultant in the Career Development Centre?

Resumes to Inspire You

On the pages that follow you will find a variety of resumes to inspire you. They progress from early university experience to more advanced students and graduated students with more experience.

For more inspiration or guidance on writing your resume sign up for a workshop or book an appointment with a Career Consultant through the Asper Career Portal. We are here to help you with your career success!



Karen Johnston

1-204-222-3333 | kjohnston@myumanitoba.ca

PROFILE

Enthusiastic and hardworking student pursuing a Bachelor of Commerce degree. Known by peers as a strong team player and community minded demonstrated by volunteering countless hours to many events.

EDUCATION, ACADEMIC AWARDS & ACHIEVEMENTS

Bachelor of Commerce (Honours) Program 20xx- Present
Asper School of Business, University of Manitoba

- Member, Asper School of Business Accounting Association
- Member, Aboriginal Business Education Program

Diploma, Portage La Prairie Collegiate Institute 20xx

- Portage La Prairie Collegiate Outstanding Service Award, 20xx
- Interlake General Proficiency Award, 20xx
- Community Development Corporation Leadership Award, 20xx

EXPERIENCE

Seasonal Labour July-August 20xx

Agriculture and Agri-food Canada, Portage La Prairie

- Performed required tasks unsupervised such as maintaining the cleanliness of crops and keeping all the equipment sheds organized.
- Worked toward the same goal with fellow colleagues to maintain and successfully grow all types of plant varieties.
- Worked on site using company vehicles responsibly.
- Received training in Workplace Hazardous Materials Information System, Green Defensive Driving course, and Utility Terrain Vehicle Operation training.

VOLUNTEER AND COMMUNITY INVOLVEMENT

Portage La Prairie Auxiliary Fall Supper 20xx-20xx

- Decorate and set up the community hall in accordance with the event standards.
- Ensured tables were always well stocked and clean.
- Clean up post event after approximately 800 community members.

Portage La Prairie Recreation Centre 20xx-20xx

- Served food and drinks at the concession stand while ensuring quality standards.
- Enthusiastically greeted guests and took admission at the door.
- Cleaned up after many events such as the rodeo, broomball and slow pitch tournaments.

Tammy Lou

204.222.4242 • TammyLou@live.ca • LinkedIn.com/in/tlou

PROFILE & OBJECTIVE

Ambitious and diligent student working towards a Bachelor of Commerce (Honours) degree from the University of Manitoba. Always eager to learn and accomplish tasks no matter how big or small. Experienced in event planning and effective execution with exceptional organizational and multiple tasking skills. Currently seeking an opportunity to contribute customer service skills in an exciting and dynamic fashion forward retail store.

EDUCATION

Bachelor of Commerce (Honours) Program September 20__-Present
Asper School of Business, University of Manitoba
Major: International Business & Entrepreneurship

High School Diploma with Honours
Shaftesbury High School 20__

VOLUNTEER & WORK EXPERIENCE

Charity Chair, Commerce Students Association, Asper School of Business 20__-Present

- Organize logistics and maintain a budget for two student lead fundraisers with all proceeds being donated to the Boys and Girls Club of Winnipeg

Member, Henderson Highway SDA Community Youth Group 20__-Present

- Model friendly demeanor, patience, and good communication skills while visiting residents of nursing homes to provide entertainment, companionship and quality time
- Adhere to guidelines and standards while serving food in a positive, friendly manner to clients at Siloam Mission
- Contribute to fundraising events by greeting guests, processing payment of ticket sales, balancing budgets, and various other duties to support mission trips

Babysitting 20__-20__

- Provide a safe environment for up to 5 children
- Communicate effectively with parents and children, enhancing trust and displaying accountability
- Observe, recognize and meet the needs of the children including feeding, bathing and helping with homework

LANGUAGE SKILLS & INTERESTS

- Fluent in Mandarin with intermediate oral proficiency in French.
 - Enjoy travelling: Europe, Southeast Asia including Japan, China, South Korea, Thailand
 - Keen interest in fashion; follow fashion trends through social media
- 

Jen Garner

204-458-9843
garner12@asper.com

PROFILE

Highly motivated, organized team player who grasps new concepts quickly, is willing to learn and take direction, yet can work independently. Currently pursuing a Bachelor of Commerce (Honours) degree at the Asper School of Business, University of Manitoba, majoring in marketing. Known for a responsible, determined approach to completing tasks and reaching objectives, as well as, a calm, easy-going style in "pressure" situations. Interested in developing sustainable business models to drive innovation and create competitive advantage.

MARKETING QUALIFICATIONS

- Strong understanding of **consumer behavior and psychology**; how to use sound analytical skills and **market research** to identify opportunities and **enhance client experience**; able to conceptualize and develop **effective marketing strategies and plans**.
- **Exceptional presentation skills** used to prepare logical and organized plans to achieve results and communicate sustainable value propositions.
- Skilled at **sourcing information** and conducting research on the internet, **utilizing social media** and providing **exceptional client service**.

EDUCATION

Bachelor of Commerce (Honours) Program present
Asper School of Business, University of Manitoba
Major: Marketing & International Business

International Exchange Program 20_
Studied business courses for one year at The University of Bradford, England.

Grade XII French Immersion Diploma - Kelvin High School 20_
* Graduated with Honours and Received a University Entrance Scholarship

WORK EXPERIENCE

Grader/Marker - Marketing Department September 20__ – May 20__
Asper School of Business, University of Manitoba

- Selected by professor to grade assignments and examinations for two marketing courses; provided feedback and tutoring to students.
- Assisted in administering and supervising examinations.

**Tour Guide / Information Provider
Manitoba Industry, Trade & Tourism**

Summer 20__

- Designed and implemented a new program to recruit and educate high school students as volunteer tour guides. This program was very successful and trained over 100 student volunteers.
- Provided information to visitors and promoted many of Manitoba's attractions and events.

TECHNICAL & LANGUAGE SKILLS

- Bilingual in French oral and written, conversational in Spanish
- Working knowledge of a variety of computer programs including MS Word, Excel, PowerPoint, Access

EXTRACURRICULAR ACTIVITIES

- Member, AIESEC, University of Manitoba 20__ – present
- Volunteer, Manitoba International Marketing Competition, 20__
- Member, AIMS – The Association of International Management Students, 20__
- Participated in a 3 month conservation project in Krueger National Park, South Africa identifying and recording the movement of black rhinos for South Africa's Wildlife Conservatory

INTERESTS & ACTIVITIES

- Certified PADI scuba diver and have enjoyed cave diving and exploring the oceans of Cozumel, Mexico, Israel and the Bahamas
- Spent one year backpacking across Europe and Africa
- Enjoy a variety of sports including tennis, downhill skiing and golf



Yiming JIN

204-234-5678
yiming@gmail.com
ca.linkedin.com/yiming

PROFILE

An organized and motivated Accounting and Finance student currently enrolled at the Asper School of Business, University of Manitoba. Able to adapt to new environments, master knowledge quickly with solid technical accounting skills. Good team-player; able to communicate effectively with people from different cultures to achieve team goals. Positive, works well with people, communicates clearly and listens carefully. Excellent presentation skills.

HIGHLIGHTS OF QUALIFICATION

Financial statement analysis: able to analyze data in financial reports with different ratios.

Experienced analytical reasoning and business planning skills: developed and implemented projects, sound planning and organizing skills.

Strong teamwork skills: works collaboratively to achieve results. Able to complete tasks independently with minimal supervision.

Solid computer skills: Proficient in Microsoft Office including Word, Excel, PowerPoint. Familiar with Prezi, Adobe VideoStudio.

EDUCATION

Bachelor of Commerce (Honours) Program 20_ - Present

Asper School of Business, University of Manitoba

Majors: Finance and Accounting

- Relevant courses include: Financial Accounting, Managerial Accounting, Cost Accounting, Assets, Taxation, International Finance, Investments, and Investment Banking.

Student Leadership Development Program January - April 20_

Student Life, University of Manitoba

- Participated in workshops designed to develop and improve leadership and professional competencies including communication and team building. Developed understanding of leadership through self-assessment, personal needs analysis and future goal setting.
- Relevant courses: Leadership: Diversity and Team-building.

BBA: International Business Management 20_ – 20_ **Ningbo University—Ningbo, China**

- Completed two-year study in Ningbo University with scholarship. Joined four student associations. Elected to be leaders of departments such as Public Relations, Administrative department.

ACCOMPLISHMENTS

- Won 2nd place in Case Analysis Competition at Ningbo University and gained practical experience in analyzing financial statements.

EXPERIENCE

1 to 1 Volunteer

January 20_ - Present

University of Manitoba Volunteer Program (UMVP)—Winnipeg, Manitoba

- Actively engaged in on-campus volunteering, including University Career Fair, Graduation Pow Wow and orienting students to campus.

Volunteer

September 20_ - Present

The Manitoba Chinese Tribune

- Helped organize events, greeted guests and guided VIP guests to assigned sections.

Project Manager

November 20_ - August 20_

Enactus (SIFE)—Ningbo, China

A community of student, academic and business leaders committed to using the power of entrepreneurial action to transform lives and shape a better more sustainable world.

- Worked on recycling project.
- Planned and decided the development direction of project using proper business model.
- Developed team and motivated group members. Actively used external resources to support project, looked for sponsors and negotiated with related government departments.



Yuri Shintora

Phone number

email@myumanitoba.ca

Profile

Motivated and passionate Bachelor of Commerce (Honours) student majoring in Finance and Accounting seeking opportunities to gain banking experience. Committed to meeting goals, resulting in academic achievement, coaching success and proven work performance. Excellent interpersonal and communication skills used for effective teamwork. Strong client service focus; able to develop sound working relationships with customers and peers. Enthusiastically accepts new challenges as opportunities to grow. Smile always.

Summary of Qualifications

- Solid technical accounting and finance skills – able to prepare and interpret financial statements and derive information to support decision-making
- Proven ability to identify problems in management and solve them with mathematical and computational procedures
- Skilled at applying knowledge of corporate finance to analyze and solve organizational problems
- Working knowledge of various computer software; proficient in the following computer programs: Microsoft Word, Excel, PowerPoint, and Access
- Fluently bilingual in English and Japanese

Education

Bachelor of Commerce (Honours) Program

20_ – Present

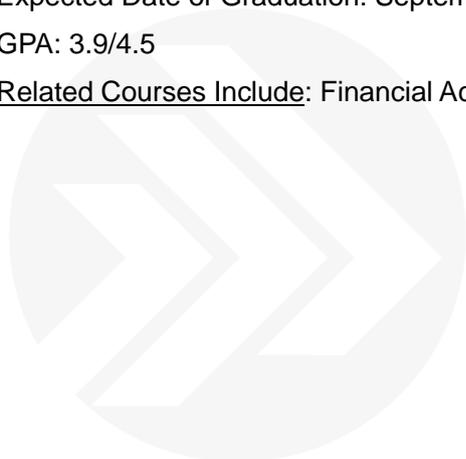
Asper School of Business, University of Manitoba

Major: Finance & Accounting

Expected Date of Graduation: September 20_

GPA: 3.9/4.5

Related Courses Include: Financial Accounting, Corporate Finance, Management Science



Relevant Experience

Group Leader – Orientation

summer 20_

International College of Manitoba

- Introduced the campus to new students and encouraged them to interact with other students in a friendly way
- Served as a knowledgeable resource and mentor for new students, responded to questions, anticipated concerns and ensured students felt supported in their transition to a new culture
- Provided insight to U of M policies and processes and cultural orientation – introduced students to valuable resources and supports available to them at U of M campus
- Continue to serve as a mentor and resource to these students

Volunteer tutor

summer 20_

International College of Manitoba

- Tutored English literature and Macroeconomics in simple easy to understand terms

Cashier

September 20_

Japanese Pub Night

- Organized various forms and documents for filing and recording purposes
- Successfully tracked finances - handled and balanced cash, accurately maintained records of transactions and earnings
- Answered questions from customers with a friendly and positive attitude



Noah Douglas

(204) 396-1136

NoahD@gmail.com

Profile

Motivated and energetic Bachelor of Commerce student pursuing majors in Marketing and International Business. A natural leader who is able to handle projects with minimal supervision. Able to take initiative as proven through experience with start-ups and team leadership. A high amount of cultural intelligence and understanding of diversity based on living abroad.

Education & Academic Achievements

Bachelor of Commerce (Honours) Program 20_-Present

Asper School of Business, University of Manitoba

- Date of graduation: May 20_
- Majors: Marketing, International Business

International Exchange Program, Asper School of Business One semester, 20_

Universidad de Guadalajara, Guadalajara, México

- Courses in global marketing and cultural awareness

Recipient, International Scholarship (*marketing, international business*), 20_

Recipient, CN Rail Regional Scholarship in Business (*commerce, marketing*), 20_

Work Experience

Merchandiser/Sales Representative 20_ - 20_

Fritolay Canada

- Increased sales through promotional displays and advertisements.
- Improved profits by keeping stale and damaged product to a minimum.
- Provided assistance to customers with questions and inquiries.
- Ordered and placed product on assigned shelving throughout various supermarkets and grocery stores in Winnipeg.

Volunteer Experience

Events and Logistics Coordinator, University of Manitoba Marketing Association 20_-20_

- Scheduled corporate clients and sponsors for speaking engagements and events.
- Organized and managed the annual wine and cheese marketing event.

Adult Ambassador, Ethiopian Pavilion, Folklorama 20_-20_

Rehab & Pre-Operation Assistant, Health Sciences Centre 20_-20_

Language Skills

- Speak and understand intermediate written and spoken Spanish.
- Fluent understanding and intermediate speaking of Amharic.
- French student at Université de Montréal (2010) & UBC (2011), understand basic French.

Sarah Smith

(204) 789-1234
SSmith@myumanitoba.ca

EDUCATION

Bachelor of Commerce (Honours) Program

Present

Asper School of Business, University of Manitoba

Major: Accounting & Finance

GPA: 3.6/4.5 Expected Graduation: May 20_

Member, Asper School of Business Accounting Association

Related Courses: Intermediate Accounting (A), Cost Accounting (A), Financial Accounting (A), Managerial Accounting (B), Corporation Finance (A), Investments (B), Management Information Systems (A)

Bachelor of Arts Degree

20_

University of Manitoba

Major: Economics Minor: Psychology

ACADEMIC AWARDS & ACCOMPLISHMENTS

Dean's Honour List, University of Manitoba

Asper School of Business Entrance Scholarship for top ranked students entering the faculty

University of Manitoba Students' Union Scholarship for Excellence in Academic Achievement

TECHNICAL & LANGUAGE SKILLS

- Working knowledge of AccPac, Simply Accounting, CanTax
- Experience using a variety of spreadsheet applications
- Bilingual in English and conversational French

WORK EXPERIENCE

Basic Income Tax Preparer - HR Block Canada Inc. Winnipeg, MB (part time)

20_

- Accurately assessed federal and provincial yearly income tax obligations utilizing CanTax software.
- Effectively assisted customers and co-workers in addition to learning and adapting to the demands of an office environment.

Retirement Advisor/Analyst, Volunteer Centre, Winnipeg, MB (part time)

20_

- Analyzed various retirement packages to determine best possible retirement options.
- Accompanied clients to personal meetings with accountant and bank to determine taxation status for upcoming year.

Ivy Lea Inn, Manual Labourer, Ivy Lea, ON (summer)

20_ – 20_

- Provided general maintenance for lodge including boat rentals, gas sales, and demonstrated proper use of equipment to lodge guests.
- Gained valuable experience in working in a team environment, providing excellent customer service, and taking on a broad range of responsibilities.

VOLUNTEER EXPERIENCE

Teacher's Assistant – River East Collegiate (part time)

20_

- Assisted students with learning disabilities in classroom and while on field trips.

CHRISTIE STEVENS

cstevens@cc.umanitoba.ca

204-876-9374

HIGHLIGHTS OF QUALIFICATIONS

- Solid practical and academic foundation in business and management with a focus on accounting and finance.
- Strong work ethic and a personal style that supports others to achieve team goals.
- Excellent communication and interpersonal skills enhanced through group presentations.
- Proficient in MS Office Suite including Word, Excel, Access and Simply Accounting.

EDUCATION

Bachelor of Commerce (Honours) Program

20_ – Present

Asper School of Business, University of Manitoba

Majors – Accounting & Finance

Expected date of graduation: October 20_

Related Courses Include: Financial Accounting, Managerial Accounting, Taxation, Cost Accounting & Auditing.

Member - Asper School of Business Accounting Association

Brandon Collegiate Institute - Graduated with Honours

- Received Accounting Award for Academic Achievement

WORK EXPERIENCE

Income Tax Preparer (part time / seasonal)

20_ – 20_

International Centre for Students – University of Manitoba

- Accurately and consistently prepared income tax returns for a variety of clients
- Contacted and offered a seasonal position in the following years
- Acquired customer service focus, attention to detail, problem solving and analytical skills which were integral to success in this position

Customer Service Representative (part time)

20_ – 20_

Canada Safeway Ltd.

- Provided efficient customer service, responded to customer inquiries and concerns, and promoted products to customers
- Balanced cash transactions, managed and coordinated cash floats for the customer service team
- Selected by management to coach new employees on their duties and responsibilities
- Commended on 100% accuracy rate in cash float

INTERESTS & EXTRACURRICULAR ACTIVITIES

- Volunteer Host, World Junior Hockey Championships
- Volunteered and performed at Folklorama for 6 years

Jim Sun, B.Comm.

(204) 989-7878 | Jim_Sun@gmail.com

Education & Academic Achievements

CFA Level 2 Candidate
Canadian Securities Courses (CSC)
Bloomberg Training

Bachelor of Commerce (Honors) Degree 20_
I .H. Asper School of Business, University of Manitoba
Major: Finance/Marketing

Inter-Collegiate Business Competition (I.C.B.C.) Business Policy, Queen's University 20_
2nd Place

- Team case study involving analysis in finance, accounting, marketing and corporate strategy. Responsible for industry analysis, study of financials, forecasts and valuations.

Work Experience

Financial Advisor February 20_ – Present
Bank of Nova Scotia

- Provide client focused customer service and asset management of up to \$250K by identifying financial goals and recommending appropriate products and services.
- Leading a team of four, successfully increased insurance sales from 69% to 92% by developing higher penetration strategies.
- Provide home financing under \$1M utilizing various mortgage products.

Customer Service Representative 20_ –20_
TD Canada Trust

- Accurately assisted clients on day-to-day monetary transactions including wire transfers, foreign deposits, bill payments and account reconciliation.
- Performed inter-level branch functions including maintaining weekly cash orders, resolving customer concerns and addressing erroneous debit/credit entries.
- Outperformed revenue target by 300% in a quarter and averaged outperformance by 150%.

Relevant Experience & Activities

Personal Portfolio Management 20_-Present

- Independent market analysis impacting investment industry and study of financials of publicly traded companies determining investment decisions using private resources.
- Portfolio return of 44.11% in 2013.

Founder & Organizer, Investment Club 20_-Present

- Real investment practice managing a group portfolio pooled by members.
- Provide means to better understand markets, generate investment ideas given the current economic outlook, and analyze the impacts on the financial markets.

Tony Scaletta

(204) 487-9852 tscaletta@hotmail.ca linkedin.com/in/tonyscaletta11

PROFILE

Dynamic leader with practical experience in sales, marketing and promotions. Solid academic foundation in business with a focus on marketing and international business. Demonstrated experience in report writing and delivering presentations. Possesses a high level of energy with a capacity to put in the time required to “get the job done”. Excellent communication skills. Fluent in English and Italian with conversational level Spanish.

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Commerce (Honours) Program

Asper School of Business, University of Manitoba

Major: MARKETING

Expected Date of Graduation: December 20__

Related Courses Include: Retail and Channel Management, Integrated Marketing Communications, International Marketing, Marketing Research, Marketing Management and Communications

- Member of the University of Manitoba Marketing Association (UMMA), 20__-20__
- Participant, UMMA Marketing Case Competition, 20__
- Participant in UMMA Wine & Cheese, 20__, 20__

EMPLOYMENT EXPERIENCE

Sales Representative / Customer Service

August 20__ - present

Black's Photography

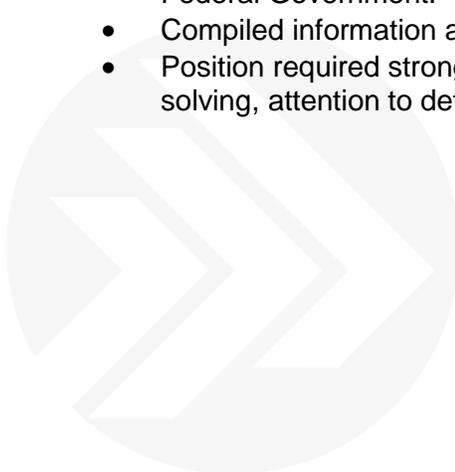
- Using product knowledge and sales techniques, guide and inform customers interested in purchasing cameras, equipment and accessories.
- Meet or exceed sales targets each month.
- Use interpersonal and problem solving skills to resolve issues and concerns.

TelephoneSurvey

January – September 20__

Statistics Canada

- Conducted surveys of households within the City of Winnipeg on behalf of the Canadian Federal Government.
- Compiled information and entered it into a computerized database.
- Position required strong interpersonal and communication skills combined with problem solving, attention to detail and accuracy.



Server

March – August 20_

Joey's Kenaston

- Ensured customer expectations and service standards were met.
- Worked under stressful situations in a fast paced environment.
- Accountable for cash reconciliations and closing duties.
- Participated in ongoing sales and service training focusing on customer service, up selling and product knowledge.

COMPUTER SKILLS

Microsoft Word
LinkedIn
SPSS

Microsoft Excel
Publisher
PowerPoint

Microsoft Access
FaceBook
Instagram

VOLUNTEER WORK

- Coached boys' indoor soccer for 6 years – Fort Garry Flying Foxes
- Developed and delivered various soccer clinics for boys/girls soccer teams at the junior premier level
- Volunteer Math and English Tutor, Churchill High School

INTERESTS & ACTIVITIES

Sports: Soccer: Player – Men's premier soccer team.
Coach – Men's High School soccer team
Swimming: achieved Bronze Cross/Medallion lifesaving certifications

Travel: International travel includes: Italy, Germany, Mexico and Spain.

Interests: Enjoy working with people, playing sports, music and traveling to diverse countries and learning about new cultures.



Julie Grant

212 Bartlett Road ♦ Winnipeg MB R4K 9Z8 ♦ (204) 248-2384 ♦ jgrant@home.com

“Julie is a self-motivated and highly organized individual with a very strong work ethic. She is always eager to learn and tackles new challenges with enthusiasm and creativity. Julie has excellent communication and interpersonal skills and has always treated clients and colleagues with respect.” Taken from a recent performance appraisal

STRENGTHS, SKILLS AND ABILITIES

- Excellent planning and time management skills used to coordinate the completion of obligations and assignments from several different courses while holding a part time job and volunteer position.
- Strong numerical and analytical skills with a natural ability to successfully interpret complex information.
- Demonstrated creativity in generating solutions to problems.
- Exceptional written and oral interpersonal and communication skills, with a strong customer service focus.
- Well-developed team work and conflict resolution skills; known for encouraging others to work together to reach consensus.

TECHNICAL SKILLS

Knowledge and experience with a variety of computer programs including:

Microsoft Word
Microsoft Excel

Microsoft Access
SAP

SPSS
Adobe DreamWeaver

Designed and maintain a very successful web site www.mbnet.mb.ca/~jgrant

EDUCATION & ACADEMIC AWARDS

Bachelor of Commerce (Honours) Program Asper School of Business, University of Manitoba

Major: Management Information Systems and International Business

Dean's Honour List: 20_ – 20_

Expected Graduation: May 20_

Graduate - KELVIN HIGH SCHOOL

- Awarded Runner-up to Gold Medal Award
- Awarded University of Manitoba Queen Elizabeth II Scholarship
- Awarded Arts-School Board Award
- Awarded Arthur F. Klingbell Mathematics Scholarship

WORK EXPERIENCE

Development and Administration Assistant

May 20_ - April 20_

Asper School of Business Career Development Centre (summer and part time)

- Updated, designed and maintained the Career Development Centre web page.
- Initiated improvements to the Student Resource Library by reorganizing and creating reference materials.
- Selected to assist in the administration of the Summer Job Resume Bank Matching Program and the Alumni Referral Service Program for local employers.
- Provided assistance to students regarding their job search.
- Prepared and posted job postings; distributed follow-up packages to employers.
- Performed general office duties including answering the telephone, typing documents, filing, photocopying and responding to student inquiries.

Sales Associate

July 20_ - April 20_

Creative Audio

- Provided customers with product knowledge and information on a variety of electronic equipment and accessories.
- Finalized sales transactions, replenished stock, and maintained store presentation and attractiveness.
- Updated in-store marketing of various products and accessories in accordance with weekly guidelines.
- Assisted manager with closing duties.

Customer Service – Deli

June 20_ - June 20_

Penner Express Foods/IGA (part time)

- Served customers promptly and politely; prepared selected food items and replenished display case.
- Ensured cleanliness of work area in accordance with operating standards.
- Given responsibility to close department at end of shift.

INTERESTS AND ACTIVITIES

- Volunteer for the Winnipeg Humane Society in a pet visitation program that uses animals to stimulate communication and positive feelings in the patients whom they are visiting (20_ – present)
- Canvasser – Heart and Stroke Foundation (20_)
- Member of the University of Manitoba Management Information System student organization (MISA)
- Enjoy maintaining own web page – provide a service for people who are looking for information on moving to Winnipeg
- Enjoy music – have 10 years of experience in piano and dance lessons

Wei Cheung

(204) 457-9856
wcheung@cc.umanitoba.ca

389 Meadowbrook Ave
Winnipeg, MB R3Y 8T6

PROFILE

Conscientious individual with a solid foundation in actuarial math and finance, complemented by outstanding problem solving, analytical and numerical aptitudes. Possesses extensive experience writing reports and creating financial spreadsheets for analysis. Demonstrated communication skills having successfully delivered presentations to diverse groups of people. Strong organizational and time management skills with the ability to handle multiple projects concurrently. Versatile and adaptable with a strong work ethic.

EDUCATION & AWARDS

Bachelor of Commerce (Honours) Program
Asper School of Business, University of Manitoba

20_ - present

Major: **Actuarial Mathematics** GPA: 3.95 / 4.5

- Dean's Honour List, University of Manitoba 20_-20_
- University of Manitoba Students Union (UMSU) Scholarship, 20_
- Asper School of Business Scholarship, University of Manitoba, 20_
- Robert A Kennedy Scholarship, University of Manitoba, 20_
- University of Manitoba Entrance Scholarship, 20_
- Glendale Memorial Scholarship, 20_

ACTUARIAL EXAMS PASSED

SOA Exams: Exam F
 Exam P
 Attempting Exam MFE in November 20_

STUDENT MEMBERSHIPS & ACTIVITIES

Member, University of Manitoba Actuarial Club (UMAC) 20_-20_

Assisted in organization of annual FISH Dinner sponsored by UMAC to promote networking between students and industry representatives.

Member, University of Manitoba Bison Toastmasters 20_-20_

EMPLOYMENT EXPERIENCE

Actuarial Intern

May – August 20_

Great West Life Assurance Company

- Performed statistical analysis for disability insurance policies and marketing initiatives
- Assisted in analyzing pension valuations and conducted month-end calculations
- Assisted in a variety of projects including the annual expense study

Grader / Marker

September 20_ – April 20_

Faculty of Science, University of Manitoba

- Worked independently to grade and mark assignments and examinations for courses in Linear Algebra and Calculus
- Assisted professor with compiling data and entering into computer using statistical software (SPSS)

Grocery Clerk (Deli)

May 20_ – August 20_

Canada Safeway

- Assisted manager with daily operations, opening and closing procedures as well as preparing special orders
- Developed client service skills through daily interaction with customers
- Selected to train new employees and provide feedback and guidance
- Attended food handling training and customer service workshops

COMPUTER & LANGUAGE SKILLS

Microsoft Word

HTML

SPSS

Microsoft Excel

Win-QSB

Unix

Microsoft Access

C++ and Java

- Bilingual, fluent in English and Cantonese

VOLUNTEER INVOLVEMENT & INTERESTS

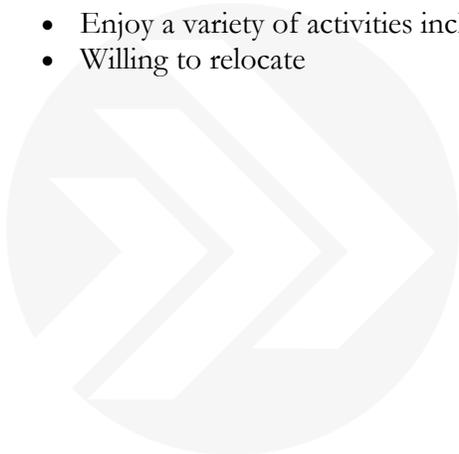
Volunteer Buddy, Asper School of Business, University of Manitoba

20_ – 20_

Volunteer Fundraiser, Winnipeg Chinese Folk Dance Group

20_ – 20_

- Enjoy a variety of activities including badminton, jogging, chess and reading
- Willing to relocate



Lisa Du

(204) 888-7654 ▪ LisaDu@gmail.com

PROFILE

Self-motivated, detailed-oriented and diligent Bachelor of Commerce student majoring in accounting and finance with experience and organizational skills required to succeed in a customer service position. Responsible with strong time management skills. Known as a reliable individual with an ability to interact effectively with people from diverse backgrounds. More than one year of work experience at the University of Manitoba. Fluent in English and Mandarin.

EDUCATION

Bachelor of Commerce (Honours) Program

Graduating October 20__

Asper School of Business, University of Manitoba

Major: Accounting & Finance

Dean's Honour List: 20__ – 20__

GPA: 3.84 /4.5

Chartered Financial Analyst (CFA) Program Level I candidate, writing in December 20__
Member, Asper School of Business Accounting Association

Related courses:

Financial Accounting (B), Managerial Accounting (A), Intermediate Accounting - Assets (A), Intermediate Accounting – Equities (A), Cost Accounting (A), Accounting Theory (A), Taxation (A), Investment (A), Financial Markets and Institutions (A+), Corporate Finance Theory and Practice (A+), Financial Management Practices (A+)

WORK EXPERIENCE

Lab Instructor

20__ -Present

Financial Accounting and Managerial Accounting
Asper School of Business, University of Manitoba

- Assist students in solving questions and respond to student inquiries regarding study techniques.
- Utilize interpersonal and communication skills including the ability to actively listen, empathize, ask questions and respond in language that is easy to understand for students.
- Have a deep understanding of accounting principles, and help students enhance their mastery of basic concepts required by accounting courses.

Grader/Marker

20__ -Present

Financial Accounting, Managerial Accounting, Cost Accounting, Accounting Theory
Asper School of Business, University of Manitoba

- Utilize attention to detail skills to ensure high accuracy of marking in a fast paced environment.
- Assist professor with compiling data and entering accurate names and grades into computer using Microsoft Excel.
- Obtain fast and accurate computer and keyboarding skills, 40wpm.

Tutor

20__ -Present

Aboriginal Business Education Partners, University of Manitoba

- Tutor Aboriginal students in accounting courses.
- Assess students' weakness and strengths and give suggestions to improve.
- Provide feedback and report tutoring progress to the program coordinator.

Bookkeeper

20_-20_

Hualian Shopping Center Zhejiang, China

- Assisted with the implementation of a computer-based accounting system to prepare and maintain monthly financial statements and monitor operating budgets.
- Prepared and accurately entered monthly journal entries.

Office Assistant

May - September 20_

Tianjian Accounting Firm, Zhejiang, China

- Filled, typed and photocopied paperwork such as corporate documents and reports.
- Processed invoices with extreme accuracy.
- Managed incoming and outgoing mail/ emails, and responded to inquiries related to available services and appointments.

AWARDS AND ACHIEVEMENTS

- Awarded the International Undergraduate Student Scholarship, 20_
- Received the International Undergraduate Student Scholarship, 20_
- Awarded the Outstanding Student Leadership Scholarship of Ningbo University, 20_
- Obtained the Ningbo University Scholarship, 20_

VOLUNTEER EXPERIENCE**Volunteer Shiner – Shinerama**

September 20_

University of Manitoba

- Joined Shinrama, the largest post-secondary fundraiser in Canada which raises over one million dollars on behalf of Cystic Fibrosis Canada.
- Enjoyed working within a team environment to achieve a common goal.

Volunteer Buddy, First Year Orientation for Asper students

September 20_

University of Manitoba

- Worked in a team to assist new students with the smooth transition to Asper School by performing duties such as meeting and greeting, way-finding, tour guide support, and answering questions.

Volunteer in University of Manitoba Convocation

May 20_

University of Manitoba

- Guided people to their seats during convocation.

Volunteer of the International Skating Event

August 20_

Zhejiang, China

- Interpreted the materials and helped inform foreign athletes to feel comfortable at the skating competition.



Jessica Peters

204-888-1234 • JessicaPeters@gmail.com

PROFILE

Motivated, award winning and community oriented, soon-to-be Bachelor of Commerce graduate with strong written and verbal communication and customer service skills. Strong teamwork, problem solving, leadership, and time management skills honed through competitive sports and academic endeavours. Able to work well independently or within a team. Exceptional attention to detail, with three years of experience in administration and human resource related positions with goal of becoming a Certified Human Resources Professional.

EDUCATION & ACHIEVEMENTS

Bachelor of Commerce (Honours) Program

Graduation date: May 20_

University of Manitoba, I.H. Asper School of Business

Majors: Human Resource Management and Accounting

Related Courses include: Human Resource Management, Staffing and Management Development, Compensation, Information Systems for Management, Organizational Behaviour, Managerial & Cost Accounting, Team Building

Academic and Athletic Awards

Academic All-Canadian, 20_-20_, 20_

- *Awarded to athletes for maintaining a high GPA*

University of Manitoba Athletic Council Leadership Award, 20_

- *Awarded to 1 female Bison athlete with outstanding academic achievement, leadership, and community involvement*

Canada West Second Team All-Star, 20_

- *Awarded to only 6 hockey players across western Canada*

Winnipeg Jets Scholarship, 20_ & 20_

- *Awarded based on exhibited superior athletic ability coupled with good academic standing and high level of leadership as a full-time student*

Shirley Rempel Memorial Award, 20_

Mike Ridley Scholarship, 20_

Hockey Manitoba Scholarship, 20_

Milt Stegall Scholarship, 20_

PROFESSIONAL EXPERIENCE

Supervisor, Intramurals

20_-20_

Recreation Services, University of Manitoba

- Implemented recruitment strategy including: screening resumes, conducting interviews and reference checks, hired and managed 6 employees
- Coordinated and conducted new employee orientation and training including lectures, role plays, and testing in a positive, interactive environment
- Collaborated with Human Resources department to accurately submit payroll and update and maintain confidential personnel files
- Administered a successful program with 300 participants through efficient scheduling, accurate data entry, and effective communication with participants as proven by an increase in participation and the results of the Intramural program satisfaction survey

Customer Service Representative

20_-present

Recreation Services, University of Manitoba

- Ensure customer satisfaction by effectively enforcing policies and procedures
- Utilize effective communication skills while promoting services over the phone and in person to ensure customers understand and value program offerings to increase client base
- Process data and point of sale transactions using Class system
- Administer program registrations, data entry, and client databases using Excel and Class
- Accurately enter data into Excel for run usage and profitability reports
- Maintain client confidentiality while ensuring files were accurate, up-to-date and organized

Finance Director (volunteer), Women's Hockey Representative

20_-20_

University of Manitoba Athletes Council

- Administered \$15,000 in finances using Excel
- Coordinated fundraising event raising \$4000 for student group

OTHER WORK EXPERIENCE

Landscaping Technician

Summers 20_-present

Pawluk Landscaping

- Provide customer service support to maintain customer satisfaction and loyalty
- Create invoices and collect payment from over 30 clients in an organized and timely manner
- Follow and enforce health and safety practices to ensure a safe workplace for all employees

EXTRACURRICULAR & COMMUNITY INVOLVEMENT

Assistant Captain

20_-20_

University of Manitoba Bison Hockey

- Successful led a team of 25 to second place finish at Canada West Championships
- Communication liaison between coaches and players allowing for seamless flow of feedback and ideas as well as effective interaction between groups
- Coordinated team building and travelling events to create a cohesive team dynamic in which members cultivated passion for the cause as well as developing trust in each other, team processes, and commitment to the team

Assistant Coach

Junior Bison Hockey Program

20_

- Mentored 16 players and taught on-ice skills
- Developed practice plans and coordinated off-ice activities for players

Ambassador

Asper School of Business

20_-20_

- Positively promoted and communicated program offerings to prospective students

Mentor

Bison Book Buddies

20_-20_

- Facilitated educational activities, taught reading and writing skills

Bisons Against Bullying

20_-20_

- Conducted engaging and educational oral presentations deterring bullying

CORY SAMPSON, B.Comm.

(204) 458-9856

csampson@asper.ca

PROFILE

Innovative Bachelor of Commerce (Honours) graduate, experienced in creating and implementing dynamic and successful marketing and business strategies. Offering proven performance in strategy development and concept implementation, with specific focus on customer service. Exceptional knowledge of marketing, demonstrated entrepreneurial spirit and a proven history of superior customer-focused initiatives. Skilled communicator, with the ability to collaborate across teams at all levels in an organization.

EDUCATION & ACADEMIC ACHIEVEMENTS

Bachelor of Commerce (Honours) Degree

April 20_

University of Manitoba, I.H. Asper School of Business

Majors: Finance, Small Business/Entrepreneurship

HONOURS, ACHIEVEMENTS & AWARDS

- Received The Young Associates Business Plan Award, 20_
- Received The Class of '72 Award, 20_
- Placed 3rd in the JDC West Business Plan Competition, 20_
- Placed 1st in Stu Clark Venture Challenge, 20_
- Speaker at the Junior Achievement Youth Business Conference on the topic of Marketing Your Own Business 20_

EXPERIENCE

Owner / Manager

20_ - present

SPARKLE OFFICE CLEANING

- Manage and operate a highly successful office cleaning business.
- Develop innovative marketing techniques increasing sales by 60% over a 6 month period.
- Hired, trained and supervise a staff of three. Motivat team through positive reinforcement and empowerment techniques.
- Develop and maintain critical business relationships, through excellent interpersonal and communication skills and proactive networking.
- Set, maintain, and evaluate goals for sales, margins, expenses, and profits. Consistently met short term and long term sales goals over a 3 year period.
- Currently in the process of negotiating terms for the sale of the business.

Instructor / Owner
THE SOCCER EDGE

20_ – 20_

- Founded and successfully operated a soccer school with over 75 clients ranging in age from 6 – 60, providing individual as well as group training programs.
- Offered soccer camp training sessions focusing on individual skills development as well as team strategies and tactics.
- Developed a business plan, marketed the various programs throughout the community, set pricing and managed all finances and day to day operations.

Assembly Personnel
KITCHEN CRAFT

Summer 20_

- Performed production work for manufacturing kitchen cabinets for local, national and international markets.
- Gained experience working individually towards department or team goals.
- Received very positive performance appraisals noting strong work ethic, quality of work performed, consistency, teamwork and ability to learn new skills.

TECHNICAL SKILLS

Experience and knowledge of the following computer programs:

MS Word	PowerPoint	LinkedIn
MS Excel	Photoshop	Adobe
MS Access	Netscape	MS Publisher

COMMUNITY INVOLVEMENT & INTERESTS

Member, Young Associates, 20_

Member, Collegiate of Entrepreneurs Organization (CEO), Asper School of Business, 20_-20_

Canvasser, Heart & Stroke Foundation, 20_-20_

Volunteer, Winnipeg Harvest, Christmas Drive, 20_-20_

Recently obtained private pilot's license

Enjoy playing soccer, hockey and following the stock market.



Katherine Harris, BComm.

(204) 775-3432 | K.Harris@hotmail.com

PROFILE

A highly motivated Bachelor of Commerce graduate with experience in human resource strategies and over 5 years of customer service experience. Bilingual in French and English with specialized communication skills to effectively train and teach clients from diverse backgrounds with various learning needs and objectives. Utilizes exceptional critical thinking and problem solving skills in a fast-paced multi-tasking environment while maintaining professional standards. Aspiring to advance in the business world by continuing to mentor and help staff and customers.

EDUCATION

Bachelor of Commerce (Honours) Degree

20_

Asper School of Business, University of Manitoba

Major: Human Resource Management and Marketing

Related Courses: Consumer Behaviour, Development, Labour and Employment Relations, Staffing and Management, Human Resource Management, Compensation, Collective Bargaining and Administration, Fundamentals of Marketing, Corporate Social Responsibility.

WORK EXPERIENCE

Supervisor, Aquatics

2014-Present

Rady Jewish Community Center Winnipeg, MB

- Phone, email and in-person contact with over 1000 members to process payments, program enrollment, and provide program assistance.
- Review and input data on customer service software for account set ups, payments, and statistics.
- Receive patron complaints or suggestions and respond appropriately.
- Schedule, mentor and directly supervise over 50 lifeguards, instructors, and other aquatic staff.
- Provide regular emails, memos and in-service staff training, to ensure high program standards are followed in compliance with workplace policies and procedures.
- Hire new employees by scanning resumes, conducting interviews, processing criminal background checks, and performing reference checks.
- Implemented a quality check survey to evaluate and respond to programs and public needs, which increased program efficiency and effectiveness by 8% from last year.
- Implemented performance measures for staff pay that increased retention, employee satisfaction and work quality.
- Develop and schedule aquatic programming to ensure optimum pool usage.

Tutor

20_-Present

David's Tutoring Winnipeg, MB

- Organize, deliver, and provide assistance for University and High School students in: Statistics, Calculus, Accounting and Finance courses.
- Provide assistance and guidance for over 30 regular students through email, phone or in-person contact to ensure a well-above passing grade.
- Work effectively with students with diverse learning needs and cultural backgrounds.
- Explain complex concepts using easy-to-understand terms.
- Organize payments and collections from students or funding agencies.

Lifeguard and Swimming Instructor

20_-20_

Rady Jewish Community Center Winnipeg, MB

- Effectively monitor performance against objectives in swimming lessons, and lifesaving courses.
- Maintain accurate and detailed records and reports for up to 100 sessional students.
- Ensure the safety of swimmers and members of the public by being alert, quick and responsive.
- Plan and organize courses for diverse ages and learning needs.

Northern Water Smart Instructor

20_

Manitoba Lifesaving Society Winnipeg, MB

- Travelled to diverse rural and remote Manitoba communities, including many First Nations communities, to provide Swim to Survive swimming lessons, Boat Operator Accredited Training, and First Aid & CPR classes for over 2100 participants.
- Communicated on a regular basis with 40 Northern Manitoba communities to arrange logistics of venues, food, travel and instructional supplies.
- Created public awareness by organizing, delivering, and providing assistance with Water Smart® initiatives, including EAL, New Canadian Safety presentations and PFD Loaner Program, which contributed in an 8% decrease in water related fatalities.
- Submitted weekly reports, administrative paperwork and ongoing feedback to the Water Smart® to Coordinator.

TECHNICAL SKILLS & LANGUAGES

- Bilingual in French and English oral and written.
- Working knowledge of a variety of computer programs including MS Word, Excel, PowerPoint, Access, and internet research.
- Typing ability of 53 w.p.m.
- Working knowledge of CSI customer service software.

EXTRACURRICULAR ACTIVITIES

- Volunteer on a regular basis at Siloam Mission since April 2014, preparing meals, interacting with patrons and organizing donations.
- Frequent cottager and fisher at Lac du Bonnet and Selkirk, well-acquainted with area.

CERTIFICATIONS

- Certified in First Aid and CPR
- Certified as a Water Safety Instructor, National Lifesaver, Lifesaving Instructor, and Boat Instructor
- Class 5 Manitoba Driver's License (no driving infractions)

Brock Legault, BComm

Linkedin.com/in/legaultbrock
(204) 256-9856 legaultb@asper.com

Ambitious

Self Motivated

Success Oriented

Entrepreneurial

Self-directed and highly motivated finance professional with solid understanding of finance and capital markets. Established capacity to comprehend and solve complex financial problems. Exceptional analytical and research capabilities used to innovate systems and identify investment opportunities. Demonstrated ability to cope under stress and prioritize responsibilities. Recognized by peers as both a team player and a strong leader.

Work Experience

Senior Investment Analyst/Investment Analyst summers 20_, 20_
Investors Group

- Designed financial models involving extensive valuation and analysis
- Conducted equity research on companies in various industries
- Contributed to daily investment strategy meetings with Portfolio Managers

Accomplishments

- *Identified new market opportunity and presented findings to senior management*
- *Promoted to senior analyst as a result of initiative and innovative research capabilities*

Budgeting & Financial Reporting Analyst 20_
Great West Life Assurance Company

- Developed a model used to budget operating expenses for the company nation-wide
- Took initiative to automate the model with company accounting software
- Outlined testing procedures and trained other employees to utilize the model

Accomplishments

- *Saved over \$25,000 by creating and implementing a new budget process and developing the software to support the model*

Education & Professional Development

Bachelor of Commerce (Honours) Degree 20_
I.H. Asper School of Business, University of Manitoba
Finance and Small Business Entrepreneurship

Chartered Financial Analyst Program (level one – in progress) 20_
Canadian Securities Course

- Placed 2nd in the TD Bank Stock Market Challenge – 20__ and received numerous scholarships including MTS Scholarship, UMSU Scholarship and the Bank of Montreal Scholarship for high academic standing.

Academic Leadership & Activities

Vice President Operations (Elected) - Commerce Students Association 20_ – 20_

- Provided leadership to approximately 50 student council members on a variety of issues.
- Assisted the CSA President with interviewing and selection of approximately 50 candidates for various positions within the executive.

President (Elected) - University of Manitoba Investment Group 20_ – 20_

- Successfully managed a balanced portfolio of equities with active trading. Increased portfolio by 25%.
- Participated in an organized visit to the New York Stock Exchange and the Toronto Stock Exchange.
- Actively follow stock market, increased personal portfolio by 60% in past 12 months.
- Enjoy a variety of sports including mountain bike racing, triathlon and rock climbing.

JEFFREY MAREIN, B. Comm.

ca.linkedin.com/Jeffrey | (204) 555-1515 | jmarein@asper.com

A team player with a strong work ethic and a commitment to task completion. Known as a reliable individual with the ability to interact effectively with people from diverse backgrounds. Confident, not afraid to take on new responsibilities, and tackle challenges with enthusiasm.

STRENGTHS, SKILLS AND ABILITIES

- Excellent planning and organizing skills used to complete tasks and assignments on time, and to balance priorities of school and the workplace.
- Well-developed communication skills - able to present information and ideas in simple, easy-to-understand terms.
- Strong customer service focus combined with excellent interpersonal skills; appreciate the importance of meeting the customer's needs and of building strong relationships to ensure customer satisfaction.
- Loyal and dependable; can be counted on to "get the job done" with little or no supervision.
- Solid technical accounting skills gained through post-secondary education and "hands on" experience as a part-time bookkeeper.
- Proficient in various computer software packages including Word, Excel, Access and Simply Accounting.

EDUCATION

Bachelor of Commerce (Honours) Degree 20_

Asper School of Business, University of Manitoba

Major: Marketing & Accounting Dean's Honour List G.P.A. 3.8/4.5

Member, Asper School of Business Accounting Association 20_-20_

WORK EXPERIENCE

Customer Service Representative Summer 20_

Healthy Lifestyles Pool and Spas

- Responded to customer inquiries and concerns, investigated problem situations and ensured satisfactory resolution.
- Designed a "Customer Service Report Form" to facilitate documentation and tracking of concerns and problems.
- Co-ordinated all service requests and follow-up calls within company response standards.
- Provided customers with product and service information and taught customers the safe and proper use of chemicals and equipment. Recognized as "Customer Service Representative of the Month".

Bartender/Waiter Part-time, 20_ - Present

Monty's Food Emporium

- Launched a "Customer Appreciation Day" program that increased annual sales by 15%.
- Assisted with the implementation of a new advertising and image campaign which included designing new menus and promotional materials.
- Continually exceeded performance standards in servicing customers and achieving revenue targets.
- Became shift team leader after 6 months with responsibility for balancing evening receipts and closing restaurant.

Bookkeeper Part-time, 20_ - Present

St. John's Youth Hostel

- Assisted with the implementation of a computer-based accounting system to prepare and maintain monthly financial statements and monitor operating budgets.
- Prepared monthly payroll and accompanying government remittance.

INTERESTS AND ACTIVITIES

- Coach minor hockey team and girls softball team, participate in floor hockey, volleyball and soccer
- Enjoy music and playing piano - attained Grade 6 Piano Theory

Emmanuel Ademola

204-732-8917

e.ademola@gmail.com

Profile

A highly organized and self-motivated co-op student currently pursuing a Bachelor of Commerce (Honours) degree. Proven ability to prioritize responsibilities with practical experience in sales, customer service, and office operations. Excellent communication and interpersonal skills. Known by peers to be a strong leader and a valued team player.

Education

Bachelor of Commerce (Honours) Co-op Program **20_ - present**
Asper School of Business, University of Manitoba

Majors: Marketing and International Business

Relevant Courses: Introduction to Marketing (A), Consumer Behaviour (A), International Marketing (A+)

Expected Graduation: 20_

Oak Park High School 20_
French Immersion Program; Honour Roll 20_

Academic Awards & Accomplishments

- Dean's Honour List, Asper School of Business 20_
- Recipient of the Hogg Centennial Entrance Scholarship, U of M 20_
- UMSU Scholarship 20_
- Top Mark Award - Oak Park High School 20_
 - Mathé Avancé 45S (Advanced Math)
 - Physique 40S (Physics)
 - Computer Science 40S

Work Experience

Store Front Customer Service Representative 20_ – present
Tim Hortons

- Provided friendly and quality service to customers in a timely manner in a fast-paced team environment.
- Adhered to strict food handling guidelines when preparing food and beverage items.
- Selected by management to coach and train new employees.

McDonald's 20_ - 20_
Shift Manager (*promotion*) 20_ - 20_

- Recognized as a Hospitality Ambassador who responds to guests in a prompt, courteous, and efficient manner including following up with crew.
- Effectively managed crew and delegated tasks to achieve optimal speed of service, consistent restaurant cleanliness, and ensuring a high quality experience for customers.
- Proficient in handling cash and cash deposits of over \$3,000.
- Certified in Shift Management.

Team Leader 20_ - 20_

- Modified the training program in preparation for National Hiring Day 20_ to successfully on-board 10 new hires.
- Assisted in supervising the kitchen and customer service components of the restaurant.
- Maintained an organized and positive work environment while motivating staff to ensure high customer satisfaction.

Sales Representative 20_ – 20_

Avon

- Effectively communicated product information to prospective clients consistently resulting in high sales.
- Successfully recruited, coached and mentored new sales representatives on proven sales techniques and network building.

Volunteer, Sports & Extracurricular Activities

Canadian Blood Services Ambassador 20_ – present
Various charities such as “Run for the Cure”, and “Daffodil Days” 20_ – present
First Year Committee, Asper School of Business 20_ – 20_
Varsity Soccer, Basketball and Volleyball teams, Oak Park High School 20_ – 20_

Technical & Language Skills

- Experienced in Microsoft Office programs including Word, Excel, and PowerPoint
- Internet research
- Fluent in written and oral French and English

Taylor Smith

Phone: (204) 555-1234
E-mail: smitht@myumanitoba.ca

PROFILE

Motivated, analytically minded individual pursuing a Bachelor of Commerce (Honours) Co-op degree, majoring in Actuarial Mathematics, as well as working to achieve either a FSA or FCAS designation. Demonstrates extraordinary leadership skills through team interactions both during work and athletics. Possesses strong numerical aptitude with an interest in financial analysis.

EDUCATION & AWARDS

Bachelor of Commerce (Honours) Co-op Program 20_ – present
I.H. Asper School of Business, University of Manitoba
Major: Actuarial Mathematics
GPA 4.3/4.5

Relevant Courses: Interest Theory (enrolled Fall 20_), Statistics (A), Corporate Finance (A)

University of Manitoba Entrance Scholarship 20_
Canadian National Mathematics League Top 10 in Manitoba Award 20_

SOA/CAS EXAMS

Exam P/1 Passed May 20_
Exam FM/2 Attempting in October 20_

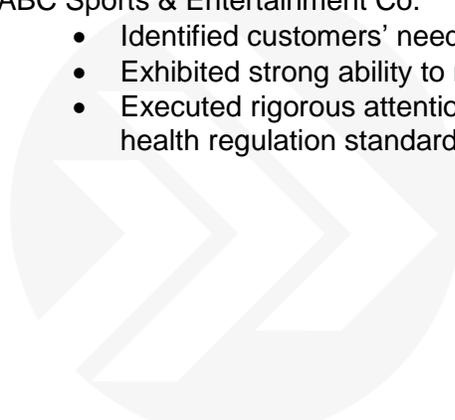
WORK EXPERIENCE

Front Desk Assistant 20_ – 20_
Beautiful Acres Golf & Country Club

- Demonstrated strong attention to detail and communications through positive and knowledgeable interactions with clients; committed to providing exceptional service.
- Able to multitask and prioritize in order to accomplish objectives in a fast paced environment.
- Communicated well with other staff and worked collaboratively to enhance client experience and resolve issues quickly.

Concessions Attendant 20_ – 20_
ABC Sports & Entertainment Co.

- Identified customers' needs and provided outstanding service.
- Exhibited strong ability to multitask during peak times.
- Executed rigorous attention to detail in ensuring food preparation areas complied with health regulation standards.



MEMBERSHIPS & ASSOCIATIONS

Member, University of Manitoba Actuarial Club (UMAC)	present
Member, Asper Students Co-operative Association (ASCA)	present
Member, ABC High School Hockey Team	20_ – 20_
Member, ABC High School Math Club	20_ – 20_

VOLUNTEER EXPERIENCE

Airport Ambassador – Winnipeg Airports Authority	20_
Canadian Blood Services	20_ – 20_

TECHINCAL & LANGUAGE SKILLS

- Exceptional computer skills in Microsoft Excel, Word, Outlook and PowerPoint.
- Basic knowledge of computer programming, being most familiar with the language of Microsoft Visual Basic.
- Beginner level in written and oral French.



HERMIONE RADCLIFFE

CA.LINKEDIN.COM/HMRADCLIFFE

HERMIONE.RADCLIFFE@ASPER.COM

204-555-4525

PROFILE

Ambitious, self-starter with a high degree of initiative and an energetic personality, currently completing a Bachelor of Commerce (Honours) Co-op degree. Committed to consistent, quality work with a high level of energy and a focus on task completion. Approaches new challenges with enthusiasm and a commitment to hard work. Sets high performance standards including strong ethical and moral standards. Contributes successfully and positively in team-based situations. Friendly, confident and approachable individual. Possesses solid analytical and critical reasoning skills.

EDUCATION & AWARDS

Bachelor of Commerce (Honours) Co-operative Education Program 20_ - present

Asper School of Business, University of Manitoba

Majors: Finance and Accounting

GPA: 4.1/4.5 – Expected graduation: December 20_

Arni C. Thorsteinson Israel Exchange Program participant 20_

Asper School Business Entrance Scholarship 20_ – 20_

U1 Advanced Early Admission Scholarship 20_

Nominated as Asper Co-op Student of the Year 20_

EMPLOYMENT EXPERIENCE

Associate Systems Analyst (Co-op Work Term 3) September - December 20_

Investors Group

- Effectively interviewed business users to gather and confirm requirements.
- Prepared system documentation to analyze and present a conceptual solution design through the use of models and charts such as use case models, business process flows, and data flows.
- Reviewed solution design documentation with software developers and quality assurance testers.
- Prepared documentation for the project including procedure manuals, training manuals, and system documentation.

Jr. Financial Analyst (Co-op Work Term 2) January - April 20_

Finance and Administrative Services, Province of Manitoba

- Processed various types of invoices including dental, utilities and ambulance in Simply Accounting, entering specific information into Excel spreadsheets.
- Supported in finding alternative solutions for problematic payments, included checking if clients qualified or contacting other departments in special cases.
- Investigated payment exceptions for financial manager regarding flood invoices and calculated appropriate payments in accordance with approved levels.

Human Resources Intern (Co-op Work Term 1)

May - August 20_

CG Power Systems Canada Inc.

- Professionally drafted Safe Disclosure and Social Media Policy for company wide use; displayed strong written communication and research skills.
- Reviewed and reported on current collective agreement, in preparation for upcoming bargaining.
- Collaborated with management in the creation of job descriptions and levels for Field Service workers; demonstrated strong teamwork and time management skills.
- Accurately updated confidential employee information using SAP system and Excel.
- Provided professional client service; consistently communicated accurate information to internal and external company stakeholders.
- Successfully created a company LinkedIn account resulting in increased communication with employees and current and prospective clients.

Sales Associate

20_ – 20_

Mark's Work Warehouse

- Quickly and accurately processed cash, debit and credit card transactions.
- Tended to all customers, providing customer service and answering questions.
- Ensured store esthetics by keeping the sales floor neat and organized.
- Obtained a vast knowledge of store products in order to perform to the required standard.
- Put stock on the sales floor in an organized fashion to ensure effective marketing and merchandising of products.

EXTRA-CURRICULAR & VOLUNTEER

Co-Captain – Team University of Manitoba (TOBA)

February 20_ – January 20_

20_ “Jeux du Commerce” West (JDC West)

- Recruited, selected, and managed over 50 students to be a part of the Team TOBA business case competition; encouraged the professional development of all team members in the areas of public speaking, case analysis and corporate sustainability.

Commerce Students' Association Council

Asper School of Business

- UMSU Representative 20_ – 20_
- Social Programmer (Commerce Socials) 20_ – 20_
- Graduation Co-Chair 20_ – 20_

ASCA (Asper Students Co-operative Association) Mentor Program

20_ – 20_