Resume Guide

Career Services - ISM

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Heinz Career Services

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This resume guide is intended to prepare students for the U.S. employment application process. Please contact Terri Alderfer (terria@andrew.cmu.edu) for guidelines specific to international employment application.

Introduction: How is my resume like a commercial?

A resume is a tool which highlights your past experience to demonstrate your ability to perform a job. A resume's function is **not** to get you the job. **It is to get you the interview.** The resume gets you the interview by:

- Structuring the reader's thinking
- Communicating your strengths and abilities
- Grabbing the attention and motivating the reader to take action

Sounds like the goals of a commercial, doesn't it?

In addition, a recruiter will spend on average about 30 seconds on a resume. So, that gives you 30 seconds to sell yourself and your abilities and motivate the recruiter to give you a call for an interview.

Research: Knowing your audience

Think about a commercial, it hones in on what you as a consumer are looking for in the product. It tells you about its attributes, benefits and solutions. Now translate that to your resume. You need to determine what the employer is look for in an employee and how you fit the mold. Before you worry about how to find what the employer is looking for, the answer is already here. Research on this subject has been conducted by the National Association of College and Employers and their conclusions are as follows:

> No matter what qualifications you possess, no matter how stellar your GPA, there are some skills that can make or break your candidacy. Increasingly in today's workplace, employees work together to complete projects successfully. Many of the skills and characteristics listed here relate to how employees work, indicating the importance employers place on work style. Your ability to demonstrate to an employer that you have these qualities and skills is just as important as actually possessing them. In some cases, you'll be able to point to specific activities or course work. You'll want to make use of such information on your resume and in the interview. And remember – the interview is a showcase of your interpersonal and oral communication skills, so be prepared!

Desired Skills

Employers rate the importance of candidate skills/qualities

Skill/Quality	Weighted average rating*
Work in a team structure	4.60
Verbally communicate with persons inside and outside the organization	4.59
Make decisions and solve problems	4.49
Obtain and process information	4.46
Plan, organize, and prioritize work	4.45
Analyze quantitative data	4.23
Technical knowledge related to the job	4.23
Proficiency with computer software programs	4.04
Create and/or edit written reports	3.65
Sell or influence others	3.51

*5-point scale, where 1=Not important; 2=Not very important; 3=Somewhat important; 4=Very important; and 5=Extremely important

Source: *Job Outlook 2012*, National Association of Colleges and Employers

The next step for you is to begin thinking about how you have developed these skills and characteristics during your classroom experiences, activities, internships, projects, etc… and begin building/honing your resume.

Resume Dos and Don'ts

There are some definite dos and don'ts when it comes to resume writing.

Dos
- Make sure everything on your resume supports your job objective

- Focus on the employer's needs
- Emphasize what you got done, do not simply list your job duties. **Show results**
- **Quantify**. Use numbers, percentages, frequency, volume, etc…
- Mention the specific skills you have to do the job – **Relevance**
- Limit length to one page.
- Be visually appealing and easy to read. A good rule of thumb is approximately one-inch margin all around the resume
- Use font size of 9.5 - 10 point for the text. Larger for headings
- Recommended fonts include Arial, Times New Roman, and Garamond
- Bullets are recommended over dashes, asterisks, and other symbols
- Use 8 ½ x 11 white or ivory bond paper
- Use action words. A list can be found at the end of this handout
- Be positive
- ZERO ERRORS. Have other people proofread your resume

Don't

- Lie on your resume. The truth will be found out and many employers reserve the right to terminate an employee if false information was provided during the hiring process
- Too long, short or condensed
- List your high school information
- Poor layout/physical appearance
- Misspellings, bad grammar, wordiness or poor punctuation
- Lengthy phrases, sentences or paragraphs
- Too slick, amateurish or "gimmicky"
- Too boastful
- Poorly typed and reproduced
- Irrelevant information
- Critical information missing
- Inconsistent format
- Include your birthdate, social security number, marital status, religious affiliation, and personal philosophies
- Include your height, weight, or remarks about your physical appearance or health
- Include salary information. Save it for the interview. If you are required to give that information, reveal it in the cover letter
- Include a photograph of yourself
- List exact dates, months and years are sufficient
- List references on the resume
- Print on both sides of the paper

Pieces of a Resume

Most resumes contain the same parts: Header, Objective or Summary of Qualifications, Education, Experience, Projects, Skills, Honors, Activities and Associations. There is certainly flexibility in this structure but these are the basics.

Header

The header lists your name, address, telephone number and email address. Usually this information is centered at the top of the resume or sometimes flush to the left margin.

<div align="center">

Mary Flowers
56 Wade Avenue, Apartment C4, Pittsburgh, PA 15222
724.555.1212, flowersme@andrew.cmu.edu

</div>

Objective

Writing a job objective is difficult. Before you even try to write an objective, make sure you have one. Many people do not know what they want to do. Until you have a definite objective, it is better to leave one off than have a weak one such as:

Objective

> To use my degree in an exciting and challenging position.

This tells the recruiter nothing except that you are not sure of what you want to do and you are using this resume to apply for many different types of positions.

Some basics for job objective writing. You should be able to answer at least one of these three questions:

1. What kind of position do I seek?
2. What kind of company or organization do I want to work for?
3. Where in the United States or the world do I want to live?

Here is an example:

Objective
> A business analyst position with a large company in the Northeast.

Another tip to keep in mind, keep the focus of the objective not on what the company can do for you, but what you can do for the company. When you write your objective, try to figure out how

the employer will benefit from hiring you and then say that in the objective. One effective way is to use the word "benefit."   Here is an example.

Objective
>A position in management with a technology company that will benefit from my solid information technology skills and highly developed organizational skills.

If you do not have your job objective focused enough to include it on your resume, no problem. Include an objective in your cover letter that is specific to the position to which you are applying.

Summary of Qualifications

A Summary of Qualifications can be used in place of an objective. It is a wonderful tool for structuring the reader's thinking and communicating your strengths and abilities. A Summary of Qualifications is a bulleted list of 4-6 skills you do very well, and they should be tailored to the job requirements at hand. These are the things that make you unique from the other candidates. Here is an example:

Summary of Qualifications
- Proficient in Microsoft Office products, Java and HTML.
- Functioned in a leadership role in three organizations within the past two years.
- Excellent time management skills as exhibited by attending a full class load each term, participating in two varsity sports and working 20 hours per week on campus.
- Spent Fall Semester, 2006 in Spain on an exchange program which honed my Spanish language skills.

Education

Each educational entry should identify:
- Name of institution and location (city, state)
- Degree received
- Date of graduation and/or expected graduation (month, year)
- Concentration
- GPA.
- Honors you have received

Education

Carnegie Mellon University, Pittsburgh, PA   December 2011
Master of Information Systems Management   GPA 3.45

Punja Engineers College, Chandigarh, India   July 2008
Bachelor of Engineering, Computer Science and Engineering   Summa Cum Laude

OR

Carnegie Mellon University, Pittsburgh, PA
Master of Information Systems Management, December 2011
Bachelor of Science in Information Systems, May 2011
- GPA 3.86

Relevant Coursework: List the courses which you have either taken or are currently enrolled. Only list those courses which are new skill sets or are relevant to your job search.

Experience

It is in this section that you will want to list your most recent position, summer work experience, internships, and work-study. It is not exclusive to positions for which you were paid. If you had an unpaid internship in your field, it needs to be listed prominently.

The following is a list of items you will want to include with each experience.
- Name of the company or organization, city and state.
- Job title and dates. Just list this by month and year.
- Duties and responsibilities listed using action words.

This takes a lot of thought and revision. You need to be mindful of your reader and what s/he is looking for. **The key word is relevancy**. You do not need to list ALL of your work activities – just the ones that are relevant to the type of position you will be seeking. **Remember to quantify and show results when possible.** The information can be listed in a paragraph format or bulleted list, although bulleted seems to be preferred. Here is an example:

Experience
Infosys Technologies Ltd., Bangalore, India
IT Consultant – Asia Pacific Operations, September 2008 – July 2010
- Worked in a development team to devise a global customer solution for the client, Global Transportation and Logistics Firm across 228 countries
- Led a three member team to streamline customer queries resulting in 20% lower costs per transaction
- Identified and wrote business requirements, functional specifications and design documents for an enterprise solution that resulted in increased customer base and revenue for the client

NOTE: Leading off the entry. You need to think about what will catch the reader's attention. For example, you spent your summer interning for a bank. Your job title was Clerk 1. Leading with Clerk 1 will not mean much or impress the recruiter but if you lead with Citibank, you have probably caught their attention. There may be a time when the job title is more impressive and you want to lead with it.

NOTE: There is some information that you do **not** include. Do not include your rate of pay for your positions. If an employer requests a salary history, you can include it in your cover letter. Also, do not include your reason for leaving a position. The recruiter will ask you in the interview.

Projects

The projects you accomplish in the classroom exhibit a wide range of skills and should be included on your resume. Recruiters are looking for demonstration of your new skill sets and the intersection of technology and business. **This is a very important section and should be added as soon as relevant projects have been completed**. The format is the same as the Experience section.

Skills

This section allows you to call attention to any special skills you have such as computer, foreign language or sign language skills. This section is particularly important if you did not include a Summary of Qualifications section in which you highlighted these special skills. List your skills with as much detail as possible.

Skills
Programming: C, C++, C#, Java, SQL, Intel x86, XScale Assembly, Verilog, Perl, tcl/Otcl, HTML, XML, UML
Platforms/Architectures: Unix, Linux, Windows, Mac OS X, ARM-XScale
Applications/Technologies: J2EE, .NET, Apache Tomcat, Oracle, Matlab, Minitab, Ns2 VMware

Additional Sections

Activities/Leadership
List activities and leadership roles which demonstrate skills that are relevant to your job search. Don't forget new activities and roles you've taken at the Heinz College. This is where you would list Case Challenges also.

Professional Associations
List those associations which are relevant to your job search

References

Do not include a list or references or a statement such as Reference available upon request. It is not needed and takes up space. The recruiter will ask for a list of references when needed. More about references later.

References

 You have already learned that it is not necessary to put "References available upon request" at the bottom of your resume. So, how do you handle your references? First, ask 3 or 4 people who know you and your work well if they will be a reference for you. Some good suggestions are your advisor, professors, your work-study supervisor, activity sponsors and internship or work supervisors. Once your reference says it is ok to use his/her name, then gather the following information, full name, job title, preferred address (home or business), phone number, fax number and email. Once you have your 3 or 4 references, type them on one sheet of paper. See the example:

Meg A. Hertz
Professor of Computer Science
34 Apple Court
Glendale, CA 19058
Work: 714-555-7145
Fax: 714-555-2022
Email: mhertz@bsu.edu

Derrick Crane
Vice President of Engineering
A. Synder Company
87 Maple Rd.
Ann Arbor, MI 77843
Work: 313-555-0447
Fax: 313-555-8963
Email: Crane_D@asc.com

Conclusion

As you prepare your resume, keep your focus on your customer, which is the recruiter. Also, keep in mind that the first draft of your resume will not be your last. Write your resume, then put it down for a day or two and then review it. A new way to state an accomplishment may present itself or you may remember an award or honor was given to you which really boosts you resume. Lastly, this will not be the only time you write your resume. With each job change you have or new degree, you will want to update your resume. It is a good idea to update your resume every year or six months. You never know when the perfect job opportunity will present itself and you want to be ready with an accurate resume.

Action Words

Abolished	Canceled	Destroyed
Achieved	Captured	Detected
Acquired	Caught	Determined
Acted	Caused	Developed
Activated	Centralized	Devised
Adapted	Challenged	Diminished
Added	Changed	Directed
Addressed	Charged	Disapproved
Adjusted	Checked	Discarded
Administered	Chose	Discovered
Advanced	Claimed	Dismissed
Advertised	Clarified	Displayed
Advised	Closed	Disseminated
Advocated	Collaborated	Distributed
Affected	Collated	Divided
Affirmed	Collected	Documented
Agreed	Combined	Donated
Alleviated	Commenced	Doubled
Allocated	Commended	Drafted
Allotted	Communicated	Drove
Altered	Compared	
Amended	Compiled	Earned
Analyzed	Completed	Eased
Announced	Composed	Edited
Anticipated	Conceived	Effected
Appointed	Concluded	Elected
Apportioned	Condensed	Eliminated
Appraised	Conducted	Employed
Approved	Conferred	Encouraged
Arranged	Confirmed	Ended
Assembled	Considered	Endorsed
Assessed	Constructed	Enforced
Assisted	Contacted	Engineered
Assumed	Contracted	Enhanced
Assured	Contributed	Enlarged
Audited	Converted	Erected
Augmented	Conveyed	Established
Authorized	Coordinated	Estimated
Averted	Corrected	Evaluated
Avoided	Corresponded	Examined
Awarded	Counseled	Exceeded
	Created	Excelled
Backed	Cultivated	Executed
Based		Exercised
Bought	Dared	Exhibited
Broadened	Dealt	Expanded
Brought	Decentralized	Expected
Budgeted	Decided	Expedited
Built	Decreased	Expelled
	Defined	Experimented
Calculated	Demanded	Explained
Called	Demonstrated	Exposed
Calmed	Designed	Extended
Campaigned	Described	Extracted

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Faced
Facilitated
Fashioned
Finished
Firmed
Foresaw
Forestalled
Formed
Formulated
Fortified
Fought
Found
Framed
Freed
Fulfilled

Gained
Gathered
Gave
Generated
Governed
Granted
Gratified
Grew
Gripped
Grouped
Guarded
Guided

Halted
Handed
Handled
Harmonized
Hastened
Headed
Healed
Heightened
Held
Helped
Hired

Identified
Ignored
Ignited
Imparted
Impelled
Implemented
Imposed
Improved
Improvised
Inaugurated
Increased
Incurred
Indicated
Influenced
Informed
Initiated
Innovated

Inquired
Insisted
Inspected
Inspired
Installed
Instigated
Instituted
Instructed
Insured
Interpreted
Interviewed
Introduced
Invented
Investigated
Invited
Invoked
Involved
Isolated
Issued

Joined
Judged
Jumped
Justified

Key
Knit

Laid
Launched
Led
Left
Lessened
Leveled
Lightened
Limited
Linked
Liquidated
Localized
Located
Locked

Maintained
Managed
Mapped
Marketed
Matched
Measured
Merged
Met
Mitigated
Mobilized
Moderated
Modernized
Modified
Monitored
Motivated
Mounted

Named
Narrated
Negotiated
Nominated
Nullified

Observed
Obtained
Offered
Opened
Operated
Opposed
Organized
Originated
Overcame
Oversaw

Passed
Patched
Paid
Perceived
Perfected
Performed
Permitted
Persuaded
Pledged
Pleased
Polished
Possessed
Predicted
Prepared
Presented
Presided
Pressed
Probed
Processed
Proclaimed
Procured
Produced
Programmed
Projected
Promoted
Prompted
Proposed
Proved
Provided
Pruned
Published
Publicized
Purchased
Pursued

Quelled
Questioned
Quickened
Quieted

Raided	Sanctioned	Submitted
Rallied	Saved	Suggested
Razed	Scanned	Supervised
Reacted	Scheduled	Supplied
Received	Screened	Supported
Recommended	Scrutinized	Surpassed
Recorded	Searched	Surveyed
Recruited	Secured	Sustained
Rectified	Selected	Swept
Redesigned	Settled	Systemized
Reduced	Separated	
Referred	Served	Talked
Reformed	Serviced	Taught
Refuted	Set Up	Terminated
Regulated	Settled	Tested
Rejected	Shaped	Thwarted
Related	Shaved	Tracked
Relieved	Sifted	Traded
Remedied	Simplified	Trained
Renegotiated	Singled Out	Transferred
Reorganized	Slashed	Tripled
Repaired	Slowed	Triumphant
Replaced	Sold	
Replied	Solved	Uncovered
Reported	Sought	Undertook
Represented	Sparked	Unearthed
Researched	Specified	Unraveled
Rescued	Spelled	Upgraded
Reshaped	Split	Upheld
Resolved	Spoke	Upset
Responded	Spurred	Urged
Restrained	Staffed	Used
Restricted	Stalled	Utilized
Retarded	Standardized	
Revealed	Stated	Vanquished
Reviewed	Stimulated	Vindicated
Revised	Stood	Vitalized
Revitalized	Stopped	
Rid	Streamlined	Warned
Risked	Strengthened	Withheld
Routed	Struggled	Won
	Studied	Wrote

Technical Terminology

LANGUAGES
ASP
C
C++
C#
CGI
COBOL
HTML
J2EE
JSP
Lisp
Perl
PHP
PL/SQL
Python
Ruby
SQL
Visual Studio
XML
XSLT

OPERATING SYSTEMS
Linux
OS X
Solaris
Unix
VAX/VMS
Windows OS

NETWORKS
Active Directory (Microsoft)
E-Directory (Novell)
LDAP
Open Directory (OS X)
TCP/IP

SOFTWARE
Apache
ArcInfo
ArcView
Codewarrior
Jigsaw
Lindo
Macromedia Dreamweaver
Matlab
Microsoft IIS
Minitab
MS Office
MS SQL Server 2005
MS Visual Studio 2005
Quattro Pro
Rational Rose
SAS
Stata
VirtualBox
Visio
VMWare

DATABASES
Microsoft Access
My SQL
Oracle 10G
Oracle Express
Oracle Developer
Oracle Power Objects

PACKAGES
LAMP (Linux/Apache/MySql/PHP)
Oracle
PeopleSoft
SAP

Sample Resumes

- The following pages are examples of MISM and MSISPM resumes.

- Please use these samples as guidelines. Do not copy. Recruiters *do* recognize when students copy and have identical documents.

First Last Name

Street Name, Pittsburgh, PA 15213, Email Address, Phone Number

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EDUCATION	**Carnegie Mellon University**, Pittsburgh, PA 3.4	
	Master of Science in Information Security Policy and Management	May 2013
	H. John Heinz III College	
	Indiana University, Kelley School of Business, Bloomington, IN	
	Bachelor of Science in Business	August 2010
	Major - Management Minor - Psychology	

ACADEMIC PROJECTS

Network Security Analysis, Project 2012
OS Security and Reputation-Based Intrusion Detection
- Illustrated the importance of reputation-based detection for network security in commonly used OS systems like Windows and Linux.
- Conducted research and real world analysis with intrusion-detection system technology offered by Sourcefire and other security resources.

Defensive Hacking, Project 2012
Analysis of Intrusion Detection Systems from a Strategy Perspective
- Examined the leading approaches used for developing strategies that counteract, defend, and prevent against malicious assaults.
- Used an intrusion-detection system to interpret a small network's vulnerabilities; provided recommendations as to how to reinforce security as a response to identified risks.

Privacy in the Digital Age, Project 2012
Study on the Perception of Intrusion and Privacy
- Investigated the link between intelligence, conceptions of hierarchy, and a person's opinion of privacy and tolerance for invasions of privacy.

Telecommunications Management, Project 2011
Emergency Mass Notification Services through Mobile Technology
- Project analysis focused on the capabilities and security of mass notification systems for communicating emergency alerts, through the use of mobile technology.
- Provided recommendations for the University's current alert system and policy.

EXPERIENCE

H. John Heinz III College   May 2012 – Present
Information Technology and Public Policy - Research Assistant
- Conducted study on job recruiting techniques related to information revealed by social media and the associated privacy components
- Worked with co-director of CMU Center for Behavioral Decision Research (CBDR).

Goldfeder\Kahan Framing Group, Ltd., New York, NY   2007
Intern
- Serviced and updated the company's computer hardware.
- Cataloged the company's merchandise information.

The Mount Sinai Medical Center, New York, NY   2006
Intern – IBD Group
- Updated and serviced the computerized database of the IBD Group's research on Crohn's disease with MS Access.
- Produced the layout of the IBD Group's Crohn's and Colitis Newsletter.
- Updating the IBD Group's computer software and equipment.

ACTIVITIES

Sigma Alpha Mu Fraternity Member – Sigma Alpha Mu
- Member since 2007, participated in contributions to community, both on and off campus.
- Volunteered with Habitat for Humanity "Greek Build" and Circle of Life IU Mini Marathon

Volunteer with The Leukemia & Lymphoma Society and The Crohn's & Colitis Foundation

First Name Last Name

0000 Fifth Avenue Apt #1A, Pittsburgh, PA 15213 ● 412-555-0000 ● email address

OBJECTIVE

Seeking an internship opportunity in the summer of 2013 in a business technology analyst related role, to apply acquired skills and to gain valuable learning experiences at the intersection of business and technology.

EDUCATION

Carnegie Mellon University, Pittsburgh, PA (Expected) Dec 2013
Master of Information Systems Management, Cumulative GPA: 3.87/4.00

Singapore Management University, Singapore May 2012
Bachelor of Science in Information Systems Management, Valedictorian, GPA: 3.94/4.00, Summa Cum Laude

University of British Columbia, Vancouver, BC Dec 2011
International Student Exchange Program, Sauder School of Business

WORK EXPERIENCE

UBS AG, Singapore May – June 2012
Technology Summer Attachment, Enterprise Production Assurance
- Managed a project sponsored by senior management to analyze and improve the existing knowledge management process for the key enterprise-wide self-help portal
- Revised standards, created guidelines and reviewed an initial set of 150 self-help articles to be used as reference for the content creation process

Singapore Management University, Singapore July 09 – Feb 2012
Teaching Assistant
- Facilitated courses on Corporate and Institutional Banking: Solutions & Architecture, Enterprise Integration, Software Engineering, Information Systems Software Foundations
- Assisted students during and after class on projects and homework
- Developed Google App Engine and Java applications, and conducted a supplementary class

Singapore-MIT GAMBIT Game Lab, MIT, Cambridge, MA May – Aug 2011
Producer Intern
- Led a group of 8 students from Singapore and US to develop and publish a PC game (The Snowfield) in 9 weeks at the Massachusetts Institute of Technology
- Winner of the 2012 Independent Game Festival's Student Showcase. Game was also featured in reputable gaming publications like PC Gamer
- Managed the entire development process using the SCRUM methodology, handled relationship with client and managed team conflicts

UBS Investment Bank, Singapore
Operations Summer Intern, Exchange Traded Derivatives June – Aug 2010
- Handled trade confirmations and large open position regulatory reporting to APAC exchanges
- Initiated and developed an Excel Macro to automate and customize a regulatory reporting process that was deployed to production environment, saving 20 minutes out of 30 minutes daily (Macro is still being used as of Aug 2012)
- Managed the off-shoring of a daily activity, saving 10 minutes daily
- Invited to share internship experience with over 100 undergraduates at a government sponsored information session

LANGUAGE AND IT SKILLS

- **English (first language)**, Mandarin
- C Sharp, Java, Python, PL/SQL, SQL, VBA, Oracle Database, MySQL, MySQL Cluster, TIBCO Business Works, IBM WebSphere, SOAP and RESTful web services, SAP ERP (SD, MM and FI modules) and SAP NetWeaver

EXTRA CURRICULAR ACTIVITIES

Singapore Management University, Singapore
President: Innovate IT 2010 Business-IT Case Competition Nov 2009 – Apr 2010
- Led a student committee of 16 to organize a Business-IT case competition for 150 participants

Logistics Director: starringSMU '09 Community Service Project Feb – July 2009
- Led a team of 6 to provide logistics for over 300 participants in the university's largest annual community service project Raised $16,000 for charity

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First Last

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Street Address, Apt #, Pittsburgh, PA 15224

Cell: 111-111-1111 • Email: name@email.com

EDUCATION

Carnegie Mellon University, Pittsburgh, USA — Dec 2013
Master of Information Systems Management, Heinz College — *GPA: 3.94/4.33*
Primary Coursework: Object Oriented Programming in Java, Database Management, Telecommunications Management, Financial Accounting, Principles of Finance, Professional Speaking, Statistics for IT Managers

Mumbai University, Mumbai, India — May 2010
Bachelor of Engineering in Information Technology, Thadomal Shahani Engineering College (TSEC) — *(First Class)*

EXPERIENCE

Accenture Services Private Ltd. (Software Engineer), Mumbai, India — Sept 2011 – July 2012
SAP Security and Compliance
- Resolved access related incidents on priority, in order to maintain a low incident count at all times
- Worked on GRC CUP to grant and terminate access to users, ensuring compliance with SOX guidelines
- Coordinated with other support teams, third party vendors, and users, on high-priority calls to ensure quick resolution
- Raised and updated OSS messages and worked with SAP consultants to enable their access in the systems
- Reported firefighter data to client and managers regularly, in compliance with SOX controls and guidelines
- Updated new user data proactively on a regular basis, to reduce incidents related to missing or incorrect data

SAP Security
- Analyzed and investigated the root-cause of issues, to resolve incidents related to loss of access
- Communicated solutions to clients in Australia, US, Singapore, South Africa, and Chile, and responded to their queries
- Summarized and reported daily status of incidents and service requests to managers, to improve accountability
- Provided knowledge transition to new team members to enable them to work independently

Accenture Services Private Ltd. (Associate Software Engineer), Mumbai, India — July 2010 – Aug 2011
SAP Security
- Supported a landscape of over 30 SAP systems, as user and security administrator, for a leading resources and mining client
- Completed system access service requests for granting, modifying or revoking access to users, while preventing SOD conflicts
- Made role changes, and moved the change requests from development to production systems, by creating Transports
- Performed post-refresh activity, to restore users and additional access after system refreshes every fortnight

SAP Enhancement Pack 4 (EhP4)
- Coordinated with 21 teams by acting as the single Point-of-Contact, ensuring timely updates
- Documented feedback on testing (Pre- and Post-Verification Testing, System Integration Testing) and cutover related activities
- Facilitated defect management using HP Quality Center (HPQC), following up on its resolution and bringing it to closure
- Accelerated the resolution of issues faced by the various teams, by routing them to the concerned parties
- Managed updates to the project management team, to avoid issues and ensure compliance with project scope and schedule

PROFESSIONAL ACHIEVEMENTS

- Awarded the "Rising Star Award" at Accenture for my contribution to the EhP4 Project — Apr 2011
- Certified in ITIL v. 3 Foundation Course (Information Technology Infrastructure Library version 3) — Nov 2010

PROJECTS

Image Registration — June 2009 – May 2010
- Developed a program to align two different images of the same scene – the output of which could be used in applications of image fusion and video fusion; implemented using MATLAB

TV Quiz Show Simulation — Sept 2008 – Oct 2008
- Developed a simulation of the famous TV series "Who Wants to be a Millionaire", implemented in Java with Microsoft Access as its database

TECHNICAL SKILLS

- SAP Security: User Administration, Authorizations, Change Management, SAP GRC (CUP)
- Languages: Java, Oracle SQL, C/C++, HTML
- Tools/Software: BMC Remedy ITSM, MS Office (Excel and Word), Minitab, HPQC, MATLAB

ADDITIONAL ACTIVITIES

- Helped organize events for new-hires under Accenture's VAJRA initiative
- Participated in "Skills to Succeed", an Accenture Corporate Citizenship initiative to educate less privileged kids
- Organized and participated in various social drives as part of National Service Scheme (NSS-TSEC)
- Won the national-level Rashtrapati Puraskar (President's Award) in Scouting

Name

Email: email address   Tel: (111)555-0000   Address: Street Name, Apt # , Pittsburgh, PA 15217

Education

Carnegie Mellon University, Pittsburgh, PA   **GPA: 3.93**
Master of Information Systems Management   Dec 13
- **Independent Study – Dr. Ramayya Krishnan – Dean of Carnegie Mellon Heinz College**

M.E.S College of Engineering, Pune, India   Jul 10
B.E. Electronics and Telecommunication engineering   **First Class**

Graduate Course Work

Data Mining	Data Warehousing	Economic Analysis	Database Management
IT Project Management	IT Business Leadership	Statistics for IT Managers	

Work Experience

Tech Mahindra Ltd, Pune, India   Oct 10-Jul 12
   Technical Associate, One View CRM
- Worked with client to identified opportunities to streamline incident management and reduce the resolution times
- Prepared documentation and delivered presentations to Call Center Advisers and Application Support Teams introducing new functionalities, their associated fault scenarios and preliminary procedures to resolve these faults
- Delivered in-project trainings to the new team members on development tools in Siebel, enterprise architecture, use of tools to manage incidents, the business logic implemented and a business overview of workflows implemented

   Siebel Platform Representative, British Telecom Colocation
- Managed calls with teams in enterprise cluster to discuss major incidents and help prioritize the important fixes
- Achieved 80% reduction in inter-component error counts through identifying, investigating and fixing these errors
- Prepared reports on daily health check information, KPIs and major incidents reported in week for BT Management

   Siebel Analyst
- Investigated incidents logged by designers and call-center advisor and implemented the necessary code fix
- Delivered solution for trouble-to-resolve domain problem that was blocking 20,000 customers from raising faults
- Identified and fixed issues with client Web Billing Portal which displayed incorrect bill installment amounts

D.R.D.O., Government of India, Pune   Jun 09-Jul 10
   R&D Intern for Embedded Systems Project - Under-Graduate studies
- Designed a control system for analyzing deviations in flight path and real-time correction in a guided missile
- Successfully achieved a low response time for errors and managed to control external noise effects satisfactorily

Academic Projects

IdeaLab Independent Study– Understanding Peer Influence of Social Media Content Creation **(YouTube)**   Oct 12-Dec 12
- Developed R program to understand influence of 2 proposed theories in Social Network analyzed
- Assisted in developing a model for implementing Markov's Chain Monte Carlo algorithm in analyzing networks

Database Management – Built a database to store a firm's operational information   Aug 12-Dec 12
- Studied the requirements, designed a conceptual model and developed database system incorporate the requisites
- Included SQL constraints to enforce behavior and implemented reporting statements for formatting data output

Skills

- R, Java, C, SQL, Minitab, Siebel CRM, Oracle 11g, MySQL, PHP, Bridge Clarify, MATLAB
- Microsoft SharePoint, PowerPoint, Word and Access.

Accomplishments

- Presented with "Rising Star" award for delivering quick solutions to complex incidents.   Oct 11
- Received "Best Team" award for delivering complex migration of Siebel 7.8 to 8.1 within 1.5 years.   May 12

First Last

•• 123 Street Name, Pittsburgh, PA 15213, USA / email address/ (M) +1 412 555 5555 ••

EDUCATION	**Carnegie Mellon University, Pittsburgh, PA, USA**	*Aug 2012- Dec 2013*

Master of Information Systems Management — *GPA: 3.82/4*
- Courses: Object Oriented Programming in Java, Database Management Systems,
  Statistics for IT Managers, IT Business Leadership, Financial Accounting, Principles of Finance

Charotar Institute Of Technology, Gujarat Technological University, India *Jun 2008- Jun 2012*
Bachelor Of Engineering, Information Technology — *GPA: 8.28/10*
- Courses**:** Data and File Structure, Data Mining and Warehousing, Design and Analysis of Algorithms,
  Software Engineering

PROJECTS   **Genetic Programming using Object Oriented Methodology** *Nov 2010- Dec 2010*
Carnegie Mellon University
- Technology: Java, Eclipse IDE
- Created an applet for simulating the concept of genetic programming using linear regression
- For a given set of data, randomly generated mathematical expressions were evolved to give a best fit expression
- The mathematical expressions were represented as binary trees as the underlying data structure

Spelling BEE – Android Application *Jun 2010- Jul 2010*
Software Developer
- Technology: Eclipse IDE, SQLite
- Developed a spell check game with an attractive GUI for small children in a team of five
- The children were made to identify the correct spelling of the displayed picture and were scored appropriately
- Won the best application award at Dhirubhai Ambani Institute of Information and Communications Technology – summer school 2011.

EXPERIENCE   **Cygnet Info-tech. Pvt Ltd, Ahmedabad** *Jul 2011- Jul 2012*
Software Engineering Intern
- Successfully developed a web based **Customer Relationship Management** application
- Performed the analysis and design as well as the implementation phase of the project
- Technology used: Microsoft Visio, Advanced Java (Struts 2.0 and Hibernate), MySQL, HTML, Jasper Reports
- The CRM application managed the customer data efficiently and increased customer satisfaction
- Application Functionalities: User &Profile Management, Lead Tracking, Direct Lead to Opportunity Conversion, Opportunity Tracking, Contacts and Account Management, Task Assignment, Reminders, Order Tracking, Complaint Management.
- Generation of reports and basic data mining functionality allowing decision making and accurate analysis
- Increased efficiency of the sales department in handling the orders and complaints of customers by 11%

Academy For Decision Science, Ahmedabad *Jan 2012- Mar 2012*
Trainee Analyst
- Prepared marketing research proposals and enhanced project management skills
- Using SPSS, analyzed the credit card data of banks to find anomalies and detect frauds

Vmukti Solutions Pvt Ltd, Ahmedabad *Jun 2011 – Jul 2011*
Software Summer Intern
- Contributed to the database design for the Online Virtual - Classroom Portal of Vmukti
- Analyzed and tested the various webcasting software and solutions of the company
- Enhanced the code for the decoder and encoder for high quality live video streaming at low bandwidth

SKILLS   **Packages and Languages:** Java, Advanced Java, PHP, C, XML, HTML, MS Excel, SPSS, Weka, XLMiner, SQL, SQL*plus, MySQL, MS Office, UML, Eclipse, Minitab, R Programming
Platforms: Windows, Mac OS, Linux
Interests: International Business and Economics, Mathematics, Literature, Operations Research, Finance
Languages: Fluent in English, Hindi and Gujarati

LEADERSHIP
- **Member, Heinz Consulting Club - Carnegie Mellon University, 2012**
- **Member, Heinz Data Analytics Club - Carnegie Mellon University, 2012**
- **Founder and Administrative Head – IEEE Student Branch, Charotar Institute of Technology, 2010**
- **Leader and Volunteer - Yuva Unstoppable (NGO) Ahmedabad, India, 2009**