

RÉSUMÉ

WHAT IS A RÉSUMÉ?

A résumé is a 1 to 2 page summary of your personal, educational, and experiential qualifications. It is a marketing tool that directs a reader's attention to those aspects of your background that are directly relevant to a particular advertised position. Consider the following:

- 1 in 4 employers receive over 50 résumés for 1 position, 1 in 10 receive over 100.
- A recruiter spends on average 30 seconds taking a cursory first glance at a résumé.
- 1 spelling or grammar mistake and your résumé may be thrown in the recycling.

As a result, your résumé must be concise, accurate, and relevant. It is a reflection of how effective your communication skills are and a great résumé can help you stand out and obtain an interview.

RÉSUMÉ FORMATS

CHRONOLOGICAL RÉSUMÉ

The chronological résumé is the most common résumé format. In this format, your work experience and education are listed in reverse chronological order, starting with your most recent employer and degree.

FUNCTIONAL RÉSUMÉ

The functional résumé focuses on abilities and accomplishments. This format is ideal for capitalizing on transferable skills, highlighting skills developed outside formal work experience and providing a focused and concise presentation for unstable employment backgrounds.

COMBINATION RÉSUMÉ

As the name implies a combination format combine the functional and chronological formats.

TARGETED VS NON-TARGETED RÉSUMÉ

A targeted résumé is customized so that it specifically highlights the experience you have that is relevant to the job for which you are applying. A non-targeted résumé on the other hand, is a non-specific, baseline that describes your skills and experience in general terms.

Generally speaking it's not possible to have an effective "one size fits all" résumé for the simple reason that different types of work require you to highlight different aspects of your experience.

WHAT TO INCLUDE:

The Basics

When putting together a résumé there are certain sections that should be included. The following sections make up the bare bones of a good résumé.

CONTACT INFORMATION

NAME: Give your name prominence, make it bold and use a larger font than the rest of the text (font size 14). Do not include academic degrees as part of your name on your résumé (Example: Tom Jones, MBA). Include education information in the education section.

ADDRESS: Include your full address; number, street, apartment number, city, province and postal code.

PHONE NUMBER: Include your home and/or your cell phone number. Do NOT include a work number if you are currently employed.

E-MAIL ADDRESS: Use ONE e-mail address. The e-mail address should include your full name or some part of it. Do NOT use an inappropriate address. Use an e-mail address that you check regularly.

EDUCATION

Include all of your degrees, using the degree's full name
Examples:

University

- Bachelor of Arts, Major in Sociology
- Bachelor of Engineering, Mechanical Engineering
- Bachelor of Fine Arts, Art History
- Bachelor of Science, Major in Biology

CEGEP

- Diploma of Collegial Studies (DEC), Social Science
- Diplôme d'études collégiales (DEC), Social Sciences

Bold the name of your degree. Include the full name of the school, the city and province. If you have schooling from another country, include the city and country.

If you have a high GPA (3.5 or above), include it. Include a sub-section called "Relevant Courses" with course titles (not course numbers) if you believe that

demonstrating these courses will be valuable to the employer or for a specific job you are applying. Do not list more than 5 courses.

LANGUAGES

When applying for work in Quebec:

If bilingual write: Fluently bilingual, English and French.

If French skills are average write: English and French.

If French skills are minimal do not include a languages section, because a) you should not include a language in which you are not proficient and b) if you indicate that your French is at a novice level, this could be considered a weakness on your résumé.

TECHNICAL SKILLS

List your computer skills in order of relevance to the job. Include software you believe is useful for or relevant to the job for which you are applying. Most employers expect knowledge in Microsoft Word, Excel and Power Point.

WORK EXPERIENCE

List your experiences chronologically from the most recent and include your position title, the name of the company/organization, the location, your duties and accomplishments and the dates. Be sure to use action verbs to describe your responsibilities and emphasize the elements that are relevant to your career objective. This section can include full-time, part-time, summer jobs and internships.

Most résumés call this section “Work Experience.” However, suppose you have done work, internships and/or volunteer work related to your career; you can include all of these in the same section by calling it “Career-Related Experience.” Highlight all of your career-related and transferable skills by using action verbs.

OPTIONAL HEADINGS

In addition to the above mentioned sections, students may choose to include some of the following headings. Please note that this is not an exhaustive list, so feel free to add your own headings to best reflect and highlight your experience and skills.

VOLUNTEER EXPERIENCE AND EXTRA-CURRICULAR ACTIVITIES

While these sections are optional, they can be very important for students. These sections allow you to demonstrate to the employer your commitment and involvement outside of academic course work and/or formal employment. Employers may also use this information to learn more about your personal characteristics. As with your work experience, state the position, the organization, your duties and accomplishments, and the dates.

INTERNSHIPS

Include internships that you have done in your field. They can be listed under work experience or on their own depending on where you want to put the emphasis.

INTERESTS AND HOBBIES

In this section include activities that you’ve invested a significant amount of time in. This section demonstrates that you have outside interests. Examples include such things as cooking, traveling, learning languages, music and sports.

REFERENCES

Do not include references when handing out your résumé. Use the phrase “references upon request” and only provide names when asked.

OBJECTIVE

Include this only if you are changing careers OR sending a résumé to an organization cold – a situation where you are not responding to a specific job posting. The objective should emphasize transferable skills and should only be 2-3 sentences long at most.

PROFILE OR SUMMARY OF QUALIFICATIONS

Used in targeted résumés and includes 4-5 bullet points that summarize your qualifications. Emphasize the skills you have that are relevant to the specific job.

ACADEMIC PROJECTS

If you do not have much direct job experience in your field, include information about projects done in school. Indicate the name of the project, the name of the class, and bullet points describing the project.

Other Optional Headings:

- **Awards, Scholarships and Grants**
- **Professional Development**
- **Artistic/Special Skills**
- **Exhibitions/Performances**
- **Publications and Presentations**
- **Professional Affiliations and Memberships**
- **Conferences**
- **Specialized Training**

FORMATTING YOUR RÉSUMÉ

When formatting your résumé there are a few things to consider.

- Use bold, italics, underlines and bullets to emphasize key points.
- Use graphics when necessary.
- Use a quality paper in white or ivory.
- Keep your résumé to one or two pages. If your résumé is two pages consider page one as prime real estate and be sure to put all the most important information on that page.
- If you are distributing your résumé electronically it is good idea to save it and send it as a PDF in order to avoid changes to formatting. Use your first and last name to save your document so employers can identify your resume easily.
- Avoid typos and errors.

DATES

Dates help employers to see progression throughout your education and experience. Align your dates in regular font consistently throughout your document. Aligning your dates along the right margin is the most effective use of space. When including start and end dates, the months are generally only necessary if the job endured less than one year (i.e. May-Aug 2016). For your education section, you can simply choose to highlight your graduation date including the month (i.e. May 2016) so employers know when you will be available to work full-time.

SKILLS EMPLOYERS SEEK

According to the Conference Board of Canada (REF), the following are skills that employers look for when hiring new recruits. You may want to highlight some of these skills and others you may possess in your cover letter and résumé.

Critical Thinking Skills:

- Ability to access and apply specialized knowledge
- Ability to think and act logically to evaluate and solve problems
- Ability to make decisions
- Ability to use technology, tools, information and other resources

Learning Skills:

- Ability to learn new things

Communication Skills:

- Ability to speak, read and write in the language in which business is being conducted
- Ability to listen, understand and learn
- Ability to use written resources

Positive Attitudes and Behaviours:

- Self-esteem and confidence
- Honesty and integrity
- Willingness to continue to learn and develop new skills
- Strong sense of initiative and persistence

Responsibility:

- Ability to set goals and prioritize work
- Ability to plan and manage time
- Accountability for actions taken

Adaptability:

- Positive attitude towards change
- Respect of diversity and differences
- Ability to identify and suggest new ideas

RÉSUMÉ DOs and DO NOTs

DO's

1. Make your résumé at least one full page.
2. Choose a format that highlights your skills and experience.
3. Consideration should be given to the industry/field you are targeting.
4. Tailor your résumé for each job you are applying. Remember that employers are looking for the best “fit” for the position.
5. Reveal your past accomplishments with measurable outcomes whenever possible. This will set you apart from other candidates.
6. Proofread your résumé.
7. Have your résumé reviewed at by a career advisor at CAPS.
8. If sending a paper résumé, use white paper.
9. Use black ink only, otherwise you may not be taken seriously by employers.
10. Use one font size for your name and another for the rest of your document (11 or 12).
11. Make sure there are white spaces on your résumé. If the text is too crowded it is difficult for employers to read.
12. Use bullets, not paragraphs, to talk about your skills.
13. Be concise. Remove unnecessary words.

DO NOT'S

1. Do not exceed two pages.
2. Do not lie or exaggerate.
3. Do not write a résumé without help if you are not comfortable writing in English (for an English résumé) or French (for a French résumé). Employers are quickly turned off with spelling and grammar mistakes.
4. Do not use coloured paper, font colours besides black, or images of any kind on your résumé – unless you are in a creative or similar field, where such a document would be acceptable.
5. Do not include personal information on your résumé. This includes date of birth, age, gender, nationality and/or citizenship, religion and marital status.
6. Do not send out your résumé until you have a professional-sounding voicemail message on your cell or home phone.
7. Do not mention weaknesses on a résumé. Example: “Fluent English, Basic French”.

Career and Planning Services' Resources

CAPS' Website

Check out the CAPS website www.concordia.ca/caps for information on upcoming workshops, career fairs and panel discussions. Also see examples of résumés and cover letters.

CAPS Job Bank

Students can access our growing bank of career-related part-time, full-time, summer and internship opportunities through the Student Success Centre portal. Simply follow the instructions provided below.

- Visit the [Student Success Centre portal](#) and login using your netname and password
- Carefully read and accept the Terms of Service for Student Success Centre
- You can access the CAPS' job postings under the Quick Links heading. Just click on "Search Job Postings", under CAPS Career Services.

Career Resource Centre (CRC)

The Career Resource Centre (CRC) provides print, electronic and audio-visual resources to help students reach education, career and employment goals. Whether you aim to explore occupational options, zoom in on workplace trends, master job hunting strategies or pursue your studies, the Career Resource Centre has much to offer.

Students can use the CRC's Internet lab and comfortable lounge area for their job search and career exploration. It is located in H-440.

What You Can Do With a Major

Explore career options related to your Concordia major.

<http://www.concordia.ca/students/success/career-planning-services/by-major.html>

Career Counselling and Advising

Career Counselling

A Career Counsellor will guide you through self-discovery, discuss possible career options and help you to research the career you want. Career counsellors can also assist you in setting up action plans to achieve your career goals.

Career Advising

Make an appointment with a Career Advisor to get help with identifying your skills, understanding the job market, writing your résumé and cover letter and, or preparing for an interview.

For an appointment or additional information contact:

<p>Career and Planning Services (CAPS) 2070 Mackay, Room EN-109 (514) 848-2424 ext. 7345</p>

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BRUCE WAYNE

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Résumé Template

Full Name

Address

City, Province, Postal Code

Phone/Email

LinkedIn Address (if relevant)

PROFILE/HIGHLIGHTS OF QUALIFICATIONS

- 4-5 points – relevant to the position
- Customize to match job requirements
- Include technical or specialized skills, relevant language skills
- Include transferable skills or personal attributes
- Highlight particular experience

EDUCATION

University Degree, Major, Minor, Specialization

DATES

School, City, Province

- Relevant Courses:
- GPA: 3.5 OR ABOVE

DEC (Diploma), Concentration/Specialization (optional)

DATES

School, City, Province

COMPUTER/TECHNICAL SKILLS

List all computer languages, softwares and platforms

List all laboratory and research skills

LANGUAGES

English, Intermediate French, Basic Spanish

ACADEMIC PROJECTS

Project Title

Course Title, University

- Action verb followed by short description of project
- Action verb followed by short description of project

RELEVANT EXPERIENCE

Job Title

DATES

Company Name, City

- Action verb followed by responsibilities/duties/achievements
- Action verb followed by responsibilities/duties/achievements
- Action verb followed by responsibilities/duties/achievements

Intern

DATES

Company Name, City

- Action verb followed by responsibilities/duties/achievements
- Action verb followed by responsibilities/duties/achievements
- Action verb followed by responsibilities/duties/achievements

Volunteer

DATES

Company Name, City

- Action verb followed by responsibilities/duties/achievements
- Action verb followed by responsibilities/duties/achievements
- Action verb followed by responsibilities/duties/achievements

ADDITIONAL EXPERIENCE

Job Title

DATES

Company Name, City

- Action verb followed by responsibilities/duties/achievements
- Action verb followed by responsibilities/duties/achievements
- Action verb followed by responsibilities/duties/achievements

LEADERSHIP ACTIVITIES

Your Title

DATES

Association/Organization’s Name, City

- Action verb followed by responsibilities/duties/achievements
- Action verb followed by responsibilities/duties/achievements
- Action verb followed by responsibilities/duties/achievements

AWARDS/HONOURS

PROFESSIONAL MEMBERSHIPS

HOBBIES AND INTERESTS

References Available Upon Request

Gill Beatle

1455 De Maisonneuve Blvd. W. • Montreal, QC H3G 1M8 • (514) 848-2424 • gb@wohoo.ca

SUMMARY OF QUALIFICATIONS

- Experienced in construction management and cost estimation
- Highly organized and self-motivated
- Excellent ability to apply new concepts
- Proficient in AutoCAD and Timberline
- Fluent in French and English

EDUCATION

Bachelor of Engineering, Civil

DATES

Concordia University, Montréal, Quebec

- **Relevant Courses:** Project Management, Legal Issues in Construction, Cost Estimating Construction Processes, Managerial Negotiation, Labour / Industrial Relations

Diploma of Collegial Studies, Pure and Applied Sciences

DATES

John Abbott College, Montreal, Quebec

COMPUTER SKILLS

Programming Languages:	C++, Visual Basic, Object Oriented Design Project
Management:	Primavera, MS Project/Office, Timeline Cost
Estimating:	Timberline, Uniform, Ezcash
CAD Systems:	AutoCAD, 3D Studio, Adobe

LANGUAGES

English, French and basic Spanish

WORK EXPERIENCE

Research Assistant

DATES

Concordia University, Montreal, Quebec

- Designed HVAC control system, including sensors, actuators, field cabinets and console
- Selected proper types and sizes of products from various distributors to meet project requirements
- Determined and ordered all essential instruments and equipment for HVAC control system
- Performed all programming functions using: PPcl, LabVIEW, VB, C++ and troubleshooting

ACADEMIC PROJECTS

UW Pavilion des Arts

Construction Engineering, Concordia University

- Analyzed requirements and related work during initial phase of construction
- Met with both the Structure Engineer and Project Contractor to discuss project details
- Motivated team of seven people and worked under professor's supervision

Cost Estimation of Two Story Building (Team Lead)

Engineering Management, Concordia University

- Used Timberline Precision Estimating software
- Coordinated team of five people
- Developed and estimated a complete bid document for the project

Housing Project (Team Lead)

Capstone Project, Concordia University

- Studied planning, scheduling, tracking and cost analysis of a three tower housing project
- Worked on Primavera Project Planner software
- Led a team of six members

LEADERSHIP EXPERIENCE

Volunteer

DATES

New Student Program

Concordia University, Montreal, Quebec

- Facilitated tours of university campus to new students
- Familiarized and provided students with detailed guide to services

Computer Camp Counsellor

DATES

Kikowa Centre, Cote St. Marc, Quebec

- Coordinated and monitored camp orientation
- Planned several fundraising activities

Member

DATES

Saint-Marie Athletic Club

Montreal, QC

- Organized social events and fundraisers for the club

INTERESTS

Travelling, Cycling, Computer Systems, Reading and Writing Haiku Poetry

References available upon request

Diana M. Danger

1225, rue St Ryan, Montreal (QC) H3H 2E7
604 659 9795/diana.danger@gmail.com

SUMMARY OF QUALIFICATIONS

- Hands on experience conducting economic and environmental assessments
- In depth knowledge of data collection and analysis and development of planning projects
- Proficient in Geographical Information System (GIS)
- Fluent in English, Functional French

EDUCATION

B.A. Degree, Honors Urban Planning

DATES

Concordia University, Montreal, QC

- **Relevant Courses:** Quan/Qual Research Methods, Advanced Urban Laboratory, Geographical Information System, Impact Assessment
- Last 2 years GPA: 3.6/4.3

ACADEMIC PROJECTS

Honours Thesis, Concordia University

DATES

Policy Mobility: Mobility Policy

- Assessed the widespread transfer of Bus Rapid Transit system across developing cities
- Presented the thesis proposal to a panel of respected Professors at Concordia University
- Presented at the Canadian Association of Planning Students (CAPS) conference

Urban Laboratory, Concordia University

DATES

Advocating for Inclusionary Zoning Policy in Saint-Michel

- Prepared presentation for advocating for Inclusionary Zoning policy as a solution to addressing lack of social and affordable housing in Saint-Michel
- Collaborated with team members to prepare a persuading document to present
- Presented a thirty minute advocacy plan for 'Forum Jeunesse' community group at the Saint-Michel office

Economic Impact Assessment, Concordia University

DATES

Introducing building complexes to Notre-Dame Island

- Assessed the economic impact that the construction of condominiums would have on Notre Dame island in Montreal and the Ville Marie Borough
- Projected the time completion for construction and the potential income generation from such a project
- Presented a three week work presentation in 3.5 minutes

CAREER RELATED EXPERIENCE

Volunteer

DATES

Meadow Project, Montreal, QC

- Worked with a team to prepare an official document to present to decision-makers to prohibit any development on a large urban green space and advocate to transform it into a park
- Researched and collected pertinent documents on governmental reports, master plans and case studies related to the project
- Attended a full-day workshop contributing to brainstorming ideas and created a conceptual diagram of a proposed solution to the green parcel of land

Volunteer

DATES

Urban Planning Association, Concordia University, Montreal, QC

- Organized and advertised software program tutorials (GIS, Sketch Up and Illustrator)
- Initiated and organized the 'International Planning Practice Exhibition' competition for students at Concordia University

WORK EXPERIENCE

Cashier/Sales Representative

DATES

Parasuco Inc., Montreal QC

- Regularly maintained files and data management
- Answered telephone calls and addressed customer complaints and requests
- Given utmost responsibility to handle fiscal matters

EXTRA-CURRICULAR ACTIVITIES

Amnesty International Concordia

DATES

Concordia University, Montreal QC

AIC's Olive Harvest Event: Let My People Grow

- Canvassed on and off campus by distributing flyers to promote the event
- Managed and organized the entire food and beverages operation
- Collected sponsors and donations for the event

TECHNICAL SKILLS

- Geographical Information Systems (GIS)
- Adobe Photoshop and Illustrator, Sketch Up and Layout
- Microsoft Office

LANGUAGES

- English (fluent written and spoken)
- French (fluent spoken)

SUE STAINABILITY

9 Development Ave, Montréal, Québec, H2H 1M1 • 514-788-9900 • sstainability@gmail.com

OBJECTIVE

A position in community development with a focus on grass-roots training

EDUCATION

Bachelor of Arts - Major in Human Environment / Minor in Sociology In Progress

Concordia University, Montréal, Québec

- GPA of 3.85 / 4.30
- Expected Date of Graduation: May 2014

Bachelor of Education, Teaching English as a Second Language DATES

Concordia University, Montréal, Québec

Certificate, Hospital Unit Clerk DATES

Bow Valley College, Calgary, Alberta

SKILLS and ABILITIES

Teaching and Leadership

- Recruited and trained a group of volunteers from local communities to mentor youth in developing skills needed to secure a livelihood
- Planned and taught English language courses in Canada and abroad
- Led vocational workshops for women on various topics including entrepreneurial skills and computer basics
- Held weekly community meetings on health issues such as the importance of pre-natal care and infant vaccinations , water borne illnesses and basic wound dressing
- Relayed information to students, staff and faculty regarding alternative transportation methods and carpooling

Research and Analytical

- Researched, wrote and edited articles on environmental issues for a departmental website and newsletter
- Collaborated with peers on various academic research projects on such topics as Migration Patterns, Community-Based Economic Development and Socio-Cultural Urban Development
- Assisted with the compilation of statistics for special health reports for the Pediatrics Department at a Canadian hospital
- Assessed and documented the rate of participation of youth in employment integration programs
- Evaluated and graded language students, monitored their progress and provided constructive feedback

Organizational and Management

- Organized and prepared course outlines and content, assignments and examinations
- Managed and scheduled workshop sessions with local craftspeople aimed at helping youth learn a trade
- Initiated a project group to promote women's entrepreneurial skills: recruited volunteers and students, scheduled classes and sought funding
- Helped organized a support group for families with children undergoing cancer treatment
- Organized schedules, booked patient appointments, classified medical files and results and ensured the smooth functioning of daily operations in an oncology department

EMPLOYMENT EXPERIENCE

Information Clerk Allego Concordia – Concordia University, Montréal, Québec	DATES
Writer/Editor Sustainable Concordia – Concordia University, Montréal, Québec	DATES
English as a Second Language Teacher Berlitz; Montréal, Québec	DATES
English as a Foreign Language Teacher Phaya College, Bangkok, Thailand	DATES
English as a Foreign Language Teacher Winna Technical School, Asmara, Eritrea	DATES
Pediatrics Oncology Unit Coordinator Pediatrics Records Clerk (Part-Time) The Calgary Children’s Hospital, Calgary, Alberta	DATES DATES

VOLUNTEER EXPERIENCE

Community Worker CUSO - VSO, La Paz, Bolivia	DATES
Research Assistant CUSO - VSO, Ottawa, Ontario	DATES
Vocational Coach/ Project Manager Working Women’s Workshop, Bangkok, Thailand	DATES
Community Health Facilitator Asmara Community Services, Asmara, Eritrea	DATES

LANGUAGES

- Fluent in English and Spanish
- Working Knowledge of French, Arabic and Thai
- Basic knowledge of Afar

COMPUTER SKILLS

- Excellent Knowledge of Word, SPSS, Access, PowerPoint, on both Macintosh and IBM Platforms

DEZINER



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PROFILE

- Highly competent in InDesign, Photoshop, Illustrator, HTML, Vector and hand-drawn illustration, silk-screen printing, sketching and photography
- Experienced in designing logos, flyers, posters and invitations
- Creative with demonstrated eye for color and composition
- Excellent interpersonal and communication skills gained through working in teams and with the public
- Advanced organizational and time-management skills with experience working within tight deadlines
- Fluency in English, French and Swedish with basic German

EDUCATION

- Bachelor of Fine Arts – Design Major** DATES
Concordia University, Montreal
- Dean’s List for two consecutive years (2011 and 2012)
 - G.P.A. 3.9/4.3
- D.E.C. – Fine Arts** DATES
Dawson College, Montreal
- Recipient of the Heinz Canada Award for Academic Excellence in the Arts

CAREER-RELATED EXPERIENCE

- Freelance Designer** DATES
Cara’s Cookies, Wasabi Catering, Nordic Ski Fund-Raiser, Anima Pet-Sitters
- Created corporate identity, logos, promotional brochures, flyers, invitations, posters, calendars and packaging for various clients
 - Met with clients, clarified objectives and conducted research on competition and target audience
 - Delivered clients’ final projects within pre-set deadlines
- Designer** DATES
Svenka Klubben, Montreal
- Designed logo and event posters for Culture Week for three consecutive years on a volunteer basis
- Workshop Animator / Graphic Designer** DATES
Atelier Le Fil d’Ariane, Montreal
- Led linocut printing classes for small groups of intellectually challenged adults at a re-adaptation centre on a volunteer basis
 - Designed posters for fund-raisers and vernissages

OTHER WORK EXPERIENCE

- Student Career Advisor** DATES
Career and Planning Services - Concordia University, Montreal
- Meet with students individually and provide assistance with their résumés, cover letters and interview skills
 - Provide assistance with large scale recruitment events as needed

James Beausejour

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www.linkedin.com/in/jamesbeausejour

EDUCATION

Bachelor of Arts, Major in Political Science

GRADUATION DATE

Concordia University, Montreal, Quebec
G.P.A. = 3.64 / 4.3

Relevant Courses: Human Rights and International Justice, Human Rights: An Overview, Contemporary Issues in Global Politics, Theories of Foreign Policy Making, Special Topics in International Politics, International Public Law

Diploma of Collegial Studies (DEC), Social Science

GRADUATION DATE

Vanier College, Montreal, Quebec

LANGUAGES

English, French

COMPUTER SKILLS

Microsoft Word, Excel, Power Point, Publisher

CAREER-RELATED EXPERIENCE

Intern, Public Information Department

DATES

UN Refugee Agency, Ottawa, Ontario

- Organized files and translated documents garnered from interviews with refugee claimants
- Participated in global media campaign to encourage members of the public to show solidarity for refugees and displaced persons around the globe
- Created promotional pamphlets for *World Refugee Day*

Delegate, Model United Nations

DATES

Concordia University, Montreal, Quebec

- Participated in Model United Nations simulation exercises as student delegate
- Attended conferences in Washington D.C, Vancouver, Ottawa and Montreal

International Outreach Worker

DATES

Concordia Volunteer Abroad Program, Kampala, Uganda

- Worked collaboratively in a team of 6 on a campaign for malaria awareness to mobilize local communities on disease prevention
- Networked during a “humanitarian diplomacy exercise” with several participating NGOs including *UNICEF, Red Cross* and *World Vision*
- Successfully raised over \$10,000 for the project
- Prepared and facilitated educational activities for children aged 6-11 at local orphanage

RELEVANT EXTRA-CURRICULAR EXPERIENCE

Vice-President - Internal

DATES

Political Science Student Association
Concordia University, Montreal, Quebec

- Organized and coordinated special on-campus events such as guest speaker seminars
- Created promotional materials notifying students, professors and staff about upcoming events
- Wrote articles for monthly newsletter sent to students and faculty members
- Collaborated with Montreal NGO's including *UNICEF*, *Canadian Centre for International Studies and Cooperation (CECI)*, *Canadian Crossroads International (CCI)* and *Rights and Democracy*
- Organized student wine and cheese gatherings, and 7-day trip to Washington, D.C.

Member - Montreal Council on Foreign Relations (CORIM)

DATES

Montreal, Quebec

- Participated in organization of conferences and cocktail events

WORK EXPERIENCE

Sales Associate

DATES

The Bay, Montreal, Quebec

- Provided excellent customer service in English and French in downtown Montreal store
- Suggested appropriate products based on clients' requests and requirements
- Monitored and managed inventory of stock, placed orders and organized merchandise
- Consistently surpassed expected monthly sales quotas

Customer Service Representative

DATES

Napolito Restaurant, Dorval, Quebec

- Greeted patrons, answered questions and ensured overall customer satisfaction
- Tabulated nightly cash receipts and ensured maintenance of stock and placed orders from suppliers

Cashier/Kitchen Staff

DATES

Atwater McDonalds/Mc Café, Montreal, Quebec

- Provided quality customer service and managed multiple tasks simultaneously
- Worked effectively under pressure as part of a highly efficient team
- Demonstrated and developed ability to communicate with others, patience and reliability

AWARDS and ACHIEVEMENTS

Colors of Concordia Award

DATE

- Awarded to students that have demonstrated initiative in trying to unite people from different cultures (religious, ethnic, sovereign) and promotion of cultural integration

Model UN Awards Honorary Mention

DATE

Campaign for a New Millennium Entrance Scholarship in Arts and Science

DATE

- Awarded to selected newly-admitted full-time students in the Faculty of Arts and Science

References Available Upon Request

Susie Civilstar

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Profile

- Civil engineering student with an outstanding academic record recognized through several awards and first-place recipient of inter-university bridge building competition
- Excelled at using Timberline and Primavera to manage construction of 18 storey high-rise
- Proven interpersonal and teamwork skills acquired as a student leader and hockey coach
- Motivated retail associate with an established record of meeting and surpassing sales goals
- Proficient in French, English, and German

Education

Bachelor of Engineering, Civil Engineering (CGPA 3.8/4.3) DATE
Concordia University, Montreal, QC

- **Relevant courses:** Project Management, Cost Estimation, Geo-Environmental Engineering, Legal Issues in Construction, Construction Engineering, Structural Analysis
- Recipient of Concordia University Entrance Scholarship and member of Golden Key Society

Related Experience

Field Supervisor (Intern) DATE

- Used Primavera to manage project deadlines; liaised with contractors and project manager to resolve issues; wrote daily reports to keep track of project progress

VP External

Engineering and Computer Science Student Association (ECA), Concordia University DATE

- Co-organized a bi-annual recruitment fair welcoming over 40 employers and 1500 students; recruited and oversaw 25 volunteers, and resolved outstanding issues during the event

Academic Project

Cost Estimation for Residential Home with LEED Design

- Conceptualized and designed layout; used AutoCAD to prepare drawings and Timberline to perform cost estimation

Additional Experience

Lead Sales Representative DATE

Customer Service Representative DATE

Home Eco Inc., Montreal, Quebec

- Identify client needs and make recommendations for home renovation needs; work with sales associates to ensure client satisfaction; regularly achieve top sales associate of the month

Volunteer Hockey Coach

Pointe Claire Hockey League, Pointe Claire, QC DATE

- Organize practices and tournaments; advocate good sportsmanship and teamwork

Computer Skills

Windows, Macintosh, Microsoft Office, Primavera, Timberline, AutoCAD, ETABS, C++

Activities and Interests

Home renovations, landscaping, LEED design, Habitat for Humanity volunteer, recreational hockey and

soccer, student member of OIQ and Réseau des Ingénieurs de Québec