

Before

○ = obvious mistakes

NOTE: Not all mistakes are marked with red. There are also issues in this resume because it is badly written. Compare sections in the resume BEFORE and AFTER to make your own resume outstanding!

MATTHEW EVERETT

412 Worley Circle, Toronto
Home: (289) 555-1111, Cell: (289) 555-1212
E-mail: matt.everett@net.com

Objective

← To serve client needs in a Business Analyst role where I have every opportunity to solve challenging problems in a fast-paced professional organization

Education

B.Comm - I.T Management (Enterprise Resource Planning with SAP r/3)
Minor in Human Resources

Line breaks should be same length

- 3 yrs experience in Business Analysis and Design – aligning complex processes with overall company strategy to lower TCO and improve performance (SDLC, Workflow design)
- 3+ yrs experience in Business & Financial analysis, BPR, reports & documentation
- 2+ years experience in SAP ERP utilizing SAP r/3 - ERP, SD, MM and CRM modules

Project Management highlights

Too long
Use bullets

- Successfully completed a key Consultancy team project over 8 months involving a comprehensive strategic evaluation of a firm and strengthening key business areas to increase efficiency and competitiveness. Business Requirements were gathered and documented on all internal business processes: supply chain, manufacturing, logistics to sales & service in order to prepare a plan of action going forward. RFP's were submitted to key vendors and cost/benefit analysis determined the best solution for the firm given its assets and technology. Targeted solution enabled client to save \$2 million over 3 years thanks to optimal solutions that aligned well with company culture, goals and strategy.

cut-off words

Use full words

Ran and successfully led 4 concurrent high-value projects in teams that oversaw the management of a new firm with a simple mission and strategy and building it into a leading high-tech company in 3 months. My team proudly won Expert Consultants for Business Growth!

match paragraph alignment

Work Experience

CBR Social Network
Manager of Traffic

2008

- Acted as Buyer of Advertising through ad deals with U.S clients to increase CBR user base
- Strategically sought advertising spots by running test campaigns for two 2-week periods
- Managed and optimized ad campaigns by modifying PO's to meet target cost/conversions
- Maximized traffic sources through use of various tools & resources (Google Analytics)
- Managed several small projects in priority and in collaboration with other team players

MERGER BANK

Customer Services Representative

2007-2008

- Performed all transactions such as deposits, bill payments, fund transfers etc quickly, efficiently and with a highly positive attitude towards clients
- Built rapport & trust w/clients while greeting them as soon as they step in, thereby making them feel comfortable early on – in keeping with bank's commitment to quality of service
- Helped deliver consistent quality customer service by taking care of customer concerns & needs in a professional manner and escalating any concerns not
- Performed due diligence and authentication procedures on items promptly, by getting initials and confirmation from higher authorities for all transactions that go beyond my limits
- Increased sales of key products & services by not only providing solutions to consumer needs but also new products such as visa cards, lines of credit, referrals to sales staff and more. This led to overall pace above 100%.
- Helped reduce posting errors by triple checking each transaction and restating/reconfirming
- Helped foster a fun yet professional environment at work for colleagues, managers and customers alike

bullet missing

Technical Skills

Applications	Years Used	Proficiency/Skills
→ Microsoft Office Suite (Word, Excel, Project, Visio)	8+	Expert
• SQL Server 2005, Windows Server 2003	5+	Advanced
• SAP R/3 ERP, SCM, CRM, APO, BW	3+	Advanced

Core Strengths

- Very strong analytical, time-management and organizational skills
- Work well with diverse groups of people with a clear vision of client and business needs
- Excellent communication skills in report generation and presentation
- Initiative and drive to succeed demonstrated through work experience
- Ability to prioritize and plan workload, meet deadlines and client commitments on time and on budget in a fast-paced environment
- Strong interpersonal skills and ability to integrate well into internal and client teams
- Highly developed problem solving skills with sharp focus on task and long-term goals
- Results and detailed oriented while having excellent adaptability for changes
- Proven "outside-the-box" attitude towards real world problems
- Thrive in a challenging, fast-paced and multi-tasking environment

These should be at the top of your resume

After

MATTHEW EVERETT

412 Worley Circle ~ Toronto, Ontario M4B 2C3 Canada

289-555-1111 (home) ~ 289-555-1212 (mobile) ~ matt.everett@net.com

QUALIFICATIONS

Business Analysis & Design ~ SAP ERP Systems ~ Strategic Client Consulting

SAP Certification Candidate

Detail-oriented, solutions-driven Consultant with hands-on experience managing IT projects as a team leader for client at Province University. Saved client \$2 million by selecting optimal solution to improve infrastructure. Awarded Expert Consultants for Business Growth from industry executives. Solid background in performing testing, configuration, and implementation of SAP. Focused on providing clients with solutions that reduce costs, deliver ROI, improve technology, and enhance operations. Proven ability to lead teams, deliver results under pressure, engage audiences, and manage multiple projects simultaneously. Strong personal character with outstanding presentation, leadership, problem-solving, communication, and creativity skills. Willing to travel or relocate.

CONSULTING EXPERIENCE

PROVINCE UNIVERSITY, Toronto, Ontario

2008 – 2009

4th-Year Consulting Team Project – Team Leader

- Directed project from concept to completion over eight months for a major firm.
- Met with client to perform needs assessments, requirements gathering, internal business process documentation, and project planning.
- Led comprehensive strategic evaluation of firm's supply chain, manufacturing, logistics, sales and service organizations to increase internal efficiency and competitiveness.
- Conducted request for proposals from vendors, cost benefits analysis, ROI analysis, and technology comparison analysis; selected best-fit solution for client.
- Ran projects that pioneered the start-up of new company and built a leading high-tech business in three months.

PROFESSIONAL EXPERIENCE

CBR SOCIAL NETWORK, Toronto, Ontario

2008

Manager of Traffic

- Led online media purchasing in order to drive traffic to partner sites; ran two to three weekly campaigns on target media sites.
- Devised strategies to optimize campaign traffic using tools and resources.
- Marketed services to U.S. media companies to purchase advertising space on their site for campaigns.
- Gained in-depth knowledge of traffic management, SEO, and building user experiences.
- Monitored campaigns, reported results to CEO, and coordinated communications.
- Analyzed and identified target media outlets for campaigns.

MATTHEW EVERETT

(289-555-1111 or 289-555-1212)

PAGE TWO

PROFESSIONAL EXPERIENCE

(Continued)

MERGER BANK, Toronto, Ontario

2007 – 2008

Customer Service Representative

- Served as the face of the bank to customers performing various customer transactions, including deposits, bill payments, and fund transfers.
- Provided top-notch quality, accuracy, and consistency; sold and marketed new products.

EDUCATION

PROVINCE UNIVERSITY, Toronto, Ontario

Bachelor of Commerce - Information Technology Management

2004 – 2008

- **Specialization:** Enterprise Resource Planning & Consulting with SAP R/3
- **Minor:** Human Resources
- **Honors:** University's Competition Team – Won 2nd Place out of 8 teams; 4th-Year Consulting Project Team Named "Expert Consultants for Business Development and Growth" by panel of industry executives; won top honors for report, "Challenges in a Globalized Workspace"
- **Activities:** University's Information Technology Management Society Member
- **Project Management:** Team Lead for groups of up to 5 people; managed 50 projects over 4 years

TECHNICAL SKILLS

Expert Knowledge:

Microsoft Word, Excel, Project and Visio with more than 6 years of experience

Advanced Knowledge:

SQL Server 2005, Windows Server 2003; SAP R/3 ERP, SD, PP, CRM, APO, and BW