

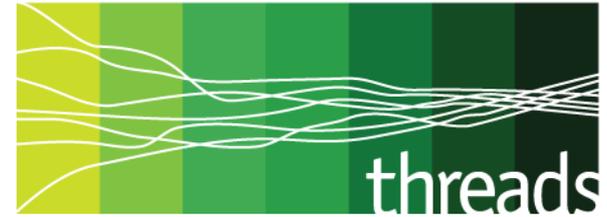


How to Write an Excellent Operations Resume

Tepper School of Business Orientation



Businesses typically look for the following key attributes in candidates for Operations positions



A high level of general intelligence, academic achievements, and professional accomplishments

Strong analytical and problem-solving skills

Personal leadership qualities, including an ability to manage people, drive change, and realize challenging goals

Ability to work well in teams

Initiative, motivation, ability to think outside the box and take ownership of one's work

Strong communication skills

Previous operations experience or operations understanding

Let's consider how you can tailor your resume to exhibit the attributes above



Academic Achievements:



Include information that demonstrates outstanding academic performance:

- GPA (not your Tepper GPA, however)
- High GMAT score
- Academic awards, accolades, distinctions
- Scholarships
- Honor Society Memberships, etc

Provide information concerning the significance of your academic scores and awards:

- Basis for the award/distinction along with percent of students receiving it
- Percentile rank for non-standard scores

Utilize a high quality academic institution/program to your advantage

- Include the ranking of your undergraduate institute/program ...
- ... Or master's institute/program (often useful, especially in the case of international institutes/programs)

Professional Accomplishments:



Determine your most notable professional accomplishments, e.g.,:

- Product innovations
- Process re-design / improvement
- Customer service improvement

Identify examples that demonstrate these accomplishments, including results whenever possible, i.e.,:

- Improvement in efficiency of processes and associated cost savings generated
- Increase in customer/client satisfaction
- Increase in effectiveness due to restructuring of product development procedures and policies

Analytical and Problem Solving Skills:



Provide examples from your work that demonstrate complex problem solving and creative thinking, e.g.,

- Patents/inventions
- Design of a new concept or product
- Innovative way of improving a process, etc.
- Dissertation/thesis
- Academic or business publication

Highlight areas that reflect your analytical skills, e.g.,

- Analytically intensive undergrad/master's program
- Complex qualitative/quantitative work-related analyses

Personal Leadership:



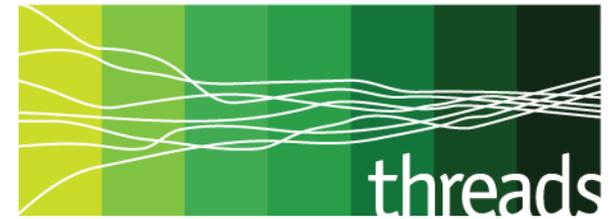
Demonstrate leadership at work, school, or in extracurricular activities:

- Holding a supervisory/managerial position at work
- Leading teams on projects
- Serving as an officer of a professional association
- Serving as a captain or co-captain of a sports team
- Leading a community or charitable organization

Provide contextual information when appropriate:

- Team size
- Nature of the group managed

Teamwork and being a “People Person”:



Demonstrate ability to work in team environments, both formal and informal

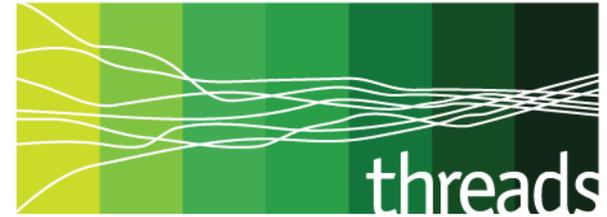
Ability to interact with individuals throughout an organization:

- Members of other departments
- Individuals working in other geographies

Ability to work with individuals in other organizations/companies:

- Suppliers
- Customers

Initiative and Motivation:



Ensure that your resume exhibits your achievements:

- Academic honors and accomplishments
- Awards at work
- Accelerated career progression

Include examples of difficult/challenging accomplishments, e.g.,

- Competing in a major competition (sports or otherwise) at a state/national/international level
- Climbing one of the world's highest mountains

Communication Skills:



Keep in mind that your resume demonstrates your written communication skills

Remember that it is critical for your resume to be well structured

- Structure sections in a logical manner
- Ensure that your writing style is consistent throughout the document

Check that points demonstrating your experiences and achievements are:

- Cogent and concise
- Parallel in logic and language
- Ordered in a consistent manner across different sections

Remember to check and re-check your resume for proper grammar and spelling



Additional skills of interest for a Supply Chain position include:



Ability to interact with and develop suppliers

- Negotiation
- Conflict Resolution

Quantitative / Technical background including:

- Engineering
- Operations Research

Foreign languages

Previous Supply Chain experience

A skills-based resume format is often preferred by businesses looking for operations candidates:



Enables you to emphasize, more easily, skills/attributes that are typically of interest to firms looking for operations candidates

Utilize Resume Template A or Resume Template B found in the Tepper COC web pages if you have work experience

Consider using Resume Template C from the Tepper COC web pages if you have extremely limited work experience

Remember that you must utilize one of the Tepper Resume Templates in order for your resume to be included in the Summer Internship Candidate Resume Book



Skills to highlight in your Operations focused resume include:



Analytical and Problem Solving Skills

Teamwork

Leadership

Communication

Attention to Detail

Process Improvement

Project Management



**Use the PAR format to demonstrate
your skills in your resume:**



P – Problem

A – Action

R – Results



Your resume should be a guide for the experiences you would like to discuss during interviews



Include in your resume only those experiences with which you are well versed and are very comfortable discussing with interviewers

Highlight your contributions while choosing verbs that are action-oriented rather than passive

Ensure that you have a short but interesting story to convey about the key experience in your resume

Craft examples to illustrate how your experiences and skills make you well suited for opportunities in operations

Examples for Operations focused resumes:



MERCK AND COMPANY, INC.
Process Coordinator

Yourtown, AB
08/02 – 05/04

- **Project Management:** Coordinated all aspects of pilot plant campaigns by determining plant schedule, raw materials, and equipment requirements. Wrote processing instructions in accordance with safety, environmental, and quality policies. Led all pre-campaign and post-campaign activities.
- **Process Improvement:** Redesigned batch processing instructions template to simplify and shorten document. Reduced average document length by over 60% resulting in reduction of paper usage of 16,000 pages per year. Redesigned document for the Ireland pilot plant after the completion of the US project.
- **Leadership:** Transformed process coordinator role from being focused primarily on technical writing to being focused on influencing global process development teams throughout the product development lifecycle.
- **Cross-Functional Teamwork:** Served as pilot plant representative on cross-functional teams of scientists developing new pharmaceutical products in various stages of clinical development. Represented pilot plant needs while collaborating with several functional areas.



Examples for Operations focused resumes (cont.):



SPECIALTY STEEL

Gas Handling Shift Manager

Yourtown, PA

1/07 – 7/08

Leadership and Project Management

- Managed a team of 22 operators to maintain constant process flow and provide a clean fuel supply to sister plants.
- Led a cross-functional maintenance team to install and commission a new ozone generation unit. Created written procedures and individually trained the operators to run the new unit.
- Planned and directed the replacement of a critical instrument air supply header without a disruption in service.
- Exceeded department metrics regarding employee safety and workforce utilization by 6%.

Analytical Skills

- Optimized ozone generator operation, reducing power usage by 65% and oxygen consumption by 55%.
- Collected data and monitored performance of 68 process heat exchangers to assess their performance over 4 months. Arranged to have the ten worst exchangers cleaned, resulting in a 40% improvement in heat transfer.





Questions?

