

# Resume Guidelines: Management Information Systems

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## Build Your Resume

The main goal of a resume is to concisely describe how your experiences and education are relevant to the position for which you are applying. Proper formatting is important to ensure that a recruiter can pick out your most relevant accomplishments in the initial few seconds of scanning.

Refer to the sample resume on the back to see examples of the information provided below. Following these specific tips will help you tailor your resume to a career in management information systems (MIS):

### 1 Include your GPA.

Recruiters consider GPA an important factor when evaluating candidates. You should always include your cumulative average. If your cumulative average is below a 3.0, consider including your major GPA if it is over 3.0. You can calculate your major GPA through eLion.

### 2 Highlight relevant experience.

Recruiters are keenly interested in what you have accomplished during your internships or co-curricular projects. Be sure to describe your accomplishments instead of simply listing your job duties. Indicate how your actions improved outcomes. Use industry specific keywords and quantify your accomplishments where relevant. If you do not have relevant experience, focus on the transferrable skills from your experiences and activities such as leadership, teamwork, and communication skills. In pursuing a career in MIS, focus on communication skills, technical skills and business analysis experience. Relevant experiences also include customer service positions (waiter, cashier, customer service representative). These experiences may be considered as an important indication of your ability to interact with clients and other professionals in a service role.

### 3 List leadership positions and/or activities.

This is an important section of your resume. Recruiters want to see that you are doing more than just going to class. The most desired skills ranked by recruiters are teamwork and communication (both written and verbal), however, the job description may alert you to other soft skills required. Many MIS career paths require an ability to translate information easily, problem-solving, collaborating cross-functionally, creative thinking, and conflict resolution. Describe your skills here in the same detail as you would in the relevant work experience section, noting your accomplishments.

### 4 List skills such as computer software knowledge that are relevant to the position.

Be sure to explain how you have used the skills through an activity, a project, or if you completed course work focusing on a specific program. Simply stating that you are proficient in Excel could be misleading to the recruiter. If a job description specifically lists software experience needed, make sure this is included in your resume.

## Resume Tips

When drafting your resume, be sure to always keep the following in mind:

- › Never embellish on your resume
- › Check and recheck for spelling/grammar mistakes
- › Keep your resume to one page
- › Always communicate skills in every bullet point
- › Make sure the layout of your resume is easy to scan

For more tips or to schedule a resume review, visit the resource sections of the Career & Corporate Connections website.

## Resources for Management Information Systems Students

The following are helpful resources for MIS majors at Smeal:

**Penn State Career Services**  
[studentaffairs.psu.edu/career/cic/](http://studentaffairs.psu.edu/career/cic/)

**CIO Magazine**  
[cio.com](http://cio.com)

**ITBusinessEdge**  
[itbusinessedge.com](http://itbusinessedge.com)

**BusinessAnalystTimes**  
[batimes.com](http://batimes.com)

**Information Week Magazine**  
[informationweek.com](http://informationweek.com)

Get involved in a discipline-specific student organization:  
[ugstudents.smeal.psu.edu/student-organizations](http://ugstudents.smeal.psu.edu/student-organizations)

## First and Last Name

Email Address • Phone

### EDUCATION

#### The Pennsylvania State University, Smeal College of Business

*Bachelor of Science in Management Information Systems*

Dean's List

Cumulative GPA: 3.11; Major GPA: 3.67

University Park, PA

Class of May 2012

Fall 2011 – Spring 2012

### RELATED WORK EXPERIENCE

#### **TD Bank**

*Analytics & Infrastructure Intern*

- Analyzed corporate and web-based data using SPSS Modeler to predict loan default trends
- Created daily presentations using Excel pivot tables and charts for executive presentations
- Assisted in managing database for current customers
- Collaborated across two departments to improve reporting for cardholder activity database

Mt. Laurel, NJ

Summer 2010

#### **Southeastern Pennsylvania Transportation Authority**

*IT Intern*

- Collaborated in team of four to inventory software installation throughout functional areas
- Created database to track software ownership and licensing needs
- Assisted tech personnel in computer troubleshooting for approximately 900 employees

Philadelphia, PA

Summer 2009

### LEADERSHIP/ACTIVITIES

#### **Management Information Systems Association of Smeal College of Business**

*President*

- Lead executive board of seven officers to manage six projects for community organizations
- Communicate with corporations to manage relationships for projects and successfully secured \$5,000 grant to complete project goals

University Park, PA

2011 – Present

*Database Team Secretary*

- Worked in team of 10 to consult, design, and implement database systems for two local non-profit organizations

2010 – 2011

*Web Design Team Member*

- Planned and implemented a new website for the Youth Service Bureau

2009 – 2011

#### **Penn State IFC/Panhellenic Dance Marathon**

*Family Relations Captain*

- Assisted families with logistics, questions, and support during participation of 46 hour event

University Park, PA

2011 – 2012

*Rules and Regulations Committee Member*

- Worked in a team of 30 to manage safety and security for 46 hour dance marathon benefitting pediatric cancer

2010 – 2011

### WORK EXPERIENCE

#### **Abercrombie and Fitch**

*Sales and Inventory Associate*

- Utilized inventory management system to track inventory to ensure replenishment of sales floor

Exton, PA

2006 – 2007, 2008

#### **Seven Stars Inn**

*Food Server, Bus Person*

- Promoted to server making approximately \$110 in tips per shift

Phoenixville, PA

2004 – 2007

### SKILLS

**SAP:** Completed 3 credit SAP project based course in MIS

**SQL:** Designed and created MySQL database in a course project and created SQL scripts for reports

## Skills and Industry Specific Language

The following are various keywords associated with the management information systems industry that you should incorporate into your resume:

› **Keywords:** Process, re-engineering, enterprise, content management, database management, project, analysis, technology, administrator, requirements, organization, development, teamwork, feasibility, interface, cross-functional, procedures, recommend, system integration, plan, implement, data mapping, design, advise, performance, insight, business planning, predict, decision making, query, problem solving, trends, track, optimize, integrated, enhance, evaluate, efficient, project management, analyze, risk management

› **Technical skills:** SAP, Oracle, DB2, Tableau, ERP packages, SQL, Web Design, MY SQL, SQL server, DBZ, SAS, SPSS, Modeler, HTML, Flash, PHP, Excel, JAVA, SharePoint