



Resume Workshop

Actuarial Career Fair

- ◎ September 21st, 12-3pm in Michigan Union
- ◎ Internships, full-time jobs, 30+ companies
- ◎ **ALL STUDENTS** are encouraged to attend, regardless of class standing
- ◎ Resume submissions due by midnight, September 14th

For more information, visit <https://www.umichsam.com/>

6 Sections of a Resume

1 Personal Information

Jonathan (John) Doe
911 Missing Drive, Ann Arbor, MI 48104
(888) 888-8888 | jdoe@umich.edu

Education:

University of Michigan, Ann Arbor, MI Class of 2020
College of Literature, Science, and the Arts, Bachelor of Science in Actuarial Mathematics and Statistics
Stephen M. Ross School of Business, Minor in business

- Cumulative GPA: 3.80/4.00
- Awarded University Honors
- Member, Michigan Finance and Mathematics Society (MFAMS)

Actuarial Exams:

- Passed Exam P (July 2017), Exam FM (June 2018), Exam IFM (July 2019)
- Obtained VEE credit in Economics, Accounting and Finance, and Mathematical Statistics
- Currently enrolled in Loss Models course in preparation for Exam STAM in June 2020

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Education

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Actuarial Exams

6 Sections of a Resume, Cont.

4

Work/
Leadership
Experience

Work/Leadership Experience:

Actuarial Intern, Great Health Insurance Company, Houston, TX June 2019 – August 2019

- Updated days intensity factors for actuarial reserving in dental and medical departments, discovering an increase in Monday factors for dental and a decrease in holiday factors for medical
- Performed audits on several ad-hoc reports to correct flaws in data for dental and medical departments, reducing errors by approximately 10% for dental and 15% for medical

Vice President, Student Actuaries at Michigan (SAM) April 2018 – April 2019

- Planned and presented Interview Workshop to prepare actuarial students for Actuarial Career Expo, improving students' communication skills with recruiters and instilling confidence in their skill sets
- Facilitated mentorship program to connect 30 freshmen with 30 upperclassmen, providing course planning and exam preparation guidance in addition to improving club cohesivity

Sales Associate, Nordstrom June 2018 – August 2018

- Interacted with up to 15 customers daily, sharing product knowledge and personal advice to maintain top sales figures, selling \$1,000 of merchandise in one day and breaking merchandise day-sale record
- Managed complaints and customer discrepancies and conferred with sales managers to resolve problems, leading to increased customer satisfaction and improved overall efficiency

Lifeguard, Ann Arbor Park District, Ann Arbor, MI June 2017 – August 2017

- Scanned pools to search for unsafe behavior by working three one-hour rotations five days per week, protecting lives of approximately 75-100 individuals daily
- Created work shift schedules for 35 lifeguards, ensuring fair distribution of work while avoiding individual time conflicts to establish smooth daily operations

6 Sections of a Resume, Cont.

5 Technical Skills

Software Skills:

- Software: Possess Working Knowledge in Excel, RStudio
- Languages: Possess Working Knowledge in VBA, C++

6 Additional

Additional:

- Valedictorian of Ann Arbor High School
- 2-year varsity doubles tennis starter, placing 5th in state during senior year

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graph LR; A[Personal Information] --> B[Education]; B --> C[Actuarial Exams]; C --> D[Work/Leadership Experience]; D --> E[Technical Skills]; E --> F[Additional Information]
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Personal Information

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Work/
Leadership Experience

Technical Skills

Additional Information

Section 1: Personal Information

Jonathan (John) Doe

911 Missing Drive, Ann Arbor, MI 48104

(888) 888-8888 | jdoe@umich.edu

- ◎ Use full name with preferred name in parentheses
 - International students can use “American name” in parentheses
- ◎ Street address, city, STATE ABBREV., zip code
 - Use permanent address, NOT University of Michigan address
- ◎ Use cell phone (or skype if out of county) - 888.888.8888 also acceptable
- ◎ Umich email or professional email
 - Ex: Don't use fortnitegod1@aol.com

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Section 2: Education Part 1

Education:

University of Michigan, Ann Arbor, MI

Class of 2020

College of Literature, Science, and the Arts, Bachelor of Science in Actuarial Mathematics and Statistics

Stephen M. Ross School of Business, Minor in business

- ◎ First line same for everyone except class
- ◎ College of Literature, Science, and the Arts
 - Spell out major next to it
 - List multiple majors within same school on one line
- ◎ Minors/other majors listed below
 - No degree granted for mine, so don't include "Bachelor of..."

Section 2: Education Part 2

- Cumulative GPA: 3.80/4.00
- Awarded University Honors
- Member, Michigan Finance and Mathematics Society (MFAMS)

- ⊙ Include GPA if over 3.00 (cumulative, department, or both is fine)
 - Rounding to 2 decimal places is okay, just be **consistent**
 - ⊙ DON'T write 3.80/4
 - ⊙ DO write 3.80/4.00
- ⊙ Include any awards/scholarships
- ⊙ Include club involvement in education section if not heavily involved/
don't hold leadership position

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Section 3: Actuarial Exams

Actuarial Exams:

- Passed Exam P (July 2017), Exam FM (June 2018), Exam IFM (July 2019)
- Obtained VEE credit in Economics, Accounting and Finance, and Mathematical Statistics
- Currently enrolled in Loss Models course in preparation for Exam STAM in June 2020

- ⊙ Format: Exam name (month and year of pass) - use exam abbreviations!
 - Don't list grades on exams
- ⊙ Include VEEs
 - If you **have** applied and received credit for all VEEs, write “obtained”
 - If you **haven't** applied for all VEEs, write “eligible for”
 - ⊙ Ex: ‘Eligible for VEE credit in Economics and Accounting and Finance’
- ⊙ Include course preparation for next actuarial exam and planned sitting date
 - Demonstrates you're continue to pursue exams in college
- Do the same for VEEs

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Section 4: Experience

- ◎ Most important section!
- ◎ **Experiences:** internships, jobs, leadership positions in clubs, heavy involvement in clubs, etc.
 - Focus on American experiences for International students
- ◎ **Structure:** Reverse chronological order, allocate more bullet points (2-3) to most significant experiences - most recent experience first
- ◎ **Format:** ACR format, each bullet point fills 2-3 lines with the last line filling 75%
- ◎ **Focus:** Include **SKILLS** utilized/learned/developed that translate well to the actuarial profession, and then explain how those skills made an impact on the company, community, etc.

ACR Format: Action

Stands for Action, Context, Result

Action:

- Start with an action verb
- Use past tense unless it's a current action
- Avoid result verbs, such as improved, until end of bullet

Recommended Verbs:

Administered, Advised, Analyzed, Assessed, Calculated, Collaborated, Composed, Coordinated, Created, Demonstrated, Designed, Developed, Evaluated, Identified, Implemented, Instructed, Interpreted, Led, Managed, Organized, Planned, Prepared, Presented, Programmed, Projected, Researched, Solved, Standardized, Streamlined, Summarized, Trained, Verified

DO NOT REPEAT VERBS - Show diverse actions; i.e. even if you managed two different projects, say you managed one and facilitated the other

ACR Format: Context

Stands for Action, Context, Result

Context:

- What was the situation?
- Recruiters need some **background** information
- Why did you have to do this action?

ACR Format: Result

Stands for **A**ction, **C**ontext, **R**esult

Result:

- Show impact
- Can be qualitative or quantitative, but include quantitative as much as possible
- Make sure results are accurate
- Can include expected results if the activity is still occurring
- Be prepared to support your claim/results, as the recruiter may question it

Actuarial Work Experience Example

Actuarial Intern, Great Health Insurance Company, Houston, TX

June 2019 – August 2019

- Updated days intensity factors for actuarial reserving in dental and medical departments, discovering an increase in Monday factors for dental and a decrease in holiday factors for medical
- Performed audits on several ad-hoc reports to correct flaws in data for dental and medical departments, reducing errors by approximately 10% for dental and 15% for medical

⊙ Structure:

- Bullet was 2-3 line long and last line filled 75%
- Include title, company, location, and time of employment, also use numbers whenever possible

⊙ First bullet point ACR:

- Action: updated days intensity factors
- Context: for actuarial reserving in dental and medical departments
- Result: discovering increase in Monday factors for dental and a decrease in holiday factors for medical

⊙ Second bullet ACR: Exercise!

Non-Actuarial Work Experience Example

Sales Associate, Nordstrom

June 2018 – August 2018

- Interacted with up to 15 customers daily, sharing product knowledge and personal advice to maintain top sales figures, selling \$1,000 of merchandise in one day and breaking merchandise day-sale record
- Managed complaints and customer discrepancies and conferred with sales managers to resolve problems, leading to increased customer satisfaction and improved overall efficiency

IMPORTANT!!!

YOU DO NOT NECESSARILY NEED TO HAVE AN ACTUARIAL INTERNSHIP!

RECRUITERS LOOK FOR SKILLS

- ◎ First bullet point skill: ability to communicate effectively with customers
 - Transfers well to consulting with clients and working with coworkers
- ◎ Second bullet point skill: shows ability to handle conflict
- ◎ Both follow ACR format

Club Leadership Example

Vice President, Student Actuaries at Michigan (SAM)

April 2018 – April 2019

- Planned and presented Interview Workshop to prepare actuarial students for Actuarial Career Expo, improving students' communication skills with recruiters and instilling confidence in their skill sets
- Facilitated mentorship program to connect 30 freshmen with 30 upperclassmen, providing course planning and exam preparation guidance in addition to improving club cohesivity

- ◎ Follows ACR format
- ◎ Doesn't necessarily need to be a leadership position to include in experience
- ◎ It's important to highlight what YOU did and skills YOU used to accomplish it

“Beginner Job” Example

Lifeguard, Ann Arbor Park District, Ann Arbor, MI

June 2017 – August 2017

- Scanned pools to search for unsafe behavior by working three one-hour rotations five days per week, protecting lives of approximately 75-100 individuals daily
- Created work shift schedules for 35 lifeguards, ensuring fair distribution of work while avoiding individual time conflicts to establish smooth daily operations

- ◎ Follows ACR format
 - Would be better if they filled the line at least 75%
- ◎ Identify transferable skills:
 - First bullet point illustrates responsibility
 - Second bullet point highlights organizational skills

High School Experiences Okay?

- ◎ For freshmen, absolutely!
 - You are not expected to have significant experiences within your first few weeks on campus
- ◎ For everyone else, try to avoid unless significant
 - Ex: If you started a business in high school, include it
 - Ex: If you were an inactive member of debate team, try and avoid
 - You can always include high school experiences in your additional section

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Section 5: Technical Skills

Software Skills:

- Software: Possess Working Knowledge in Excel, RStudio
- Languages: Possess Working Knowledge in VBA, C++

- Can divide into software and languages if you'd like
- Proficient indicates you are an expert; safer choice is writing “Possess working knowledge in _____” or “Familiar with _____”
- Shouldn't you list projects completed rather than listing skills?
 - YES...but each resume is different
 - For a business major, software skills may not be the focus of the resume
 - On the other hand, a comp-sci major will definitely want to elaborate
 - Ex: Possess working knowledge in C++: Coded four individual projects and one final team project in programming course, presented final project to panel of judges

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Section 6: Additional Information

Additional:

- Valedictorian of Ann Arbor High School
- 2-year varsity doubles tennis starter, placing 5th in state during senior year

- ⊙ Highlight **specific, unique skill/interests** that make you **stand out** (likability)
- ⊙ Provides opportunity to share information outside of school, professional development, etc.
- ⊙ Provides an opportunity to connect with recruiter
- ⊙ Can include high school information
- ⊙ DON'T just list hobbies, elaborate!
- ⊙ Include 2-4 additional, try to keep only one line long

Additional Resume Tips:

Must Haves:

- ⦿ Information must be **accurate**
- ⦿ Be prepared to explain/ elaborate on all bullet points
- ⦿ No grammar and spelling errors
- ⦿ Be clear, concise, and easy to read
- ⦿ Avoid personal pronouns (I, my, we)
- ⦿ Resume should fill $\frac{2}{3}$ - 1 page
- ⦿ Limit white space
- ⦿ Save as a PDF!

Nitpicky:

- ⦿ Avoid articles (a, the)
- ⦿ Avoid periods at the end of bullet points
- ⦿ Avoid subjective words, such as “effectively” and “successfully”
 - Show that you did it effectively, don’t say it



Sample Resumes:

<https://www.umichsam.com/workshop.html>

A decorative network diagram in the top-left corner, featuring a complex web of interconnected nodes and lines. Some nodes are highlighted with blue circles or dots, while others are grey. The diagram is partially cut off by the left edge of the frame.

Questions?

A decorative network diagram in the bottom-right corner, similar to the one in the top-left. It shows a network of nodes and connections, with several nodes highlighted in blue. The diagram is partially cut off by the right edge of the frame.