Deloitte.

Resume Workshop

Objectives For Today

- Help you understand why your Deloitte resume is so important to your career at Deloitte

- Share tips on creating an effective Deloitte resume

- Learn about common errors on resumes

- Receive coaching on improving your resume

- Improve your future staffing prospects!

Why?

- We operate as a National practice.

- We are creatively staffing in other service areas and out-of-region.

- We staff on Internal Firm Initiatives across Service Areas.

- We match candidates by search criteria; so the broader the resume criteria, the more the matches.

Why is your resume important?

Your resume is your primary personal marketing tool!

Internally, it is used by Resource Managers, Project Managers, and Principals to select the best resources for engagement opportunities.

Externally, it is typically provided to clients as part of our proposals as well as for consideration on projects.

The Deloitte Consulting staffing tools allow Resource Managers to search resumes for key words in order to identify the right resources for the right roles.
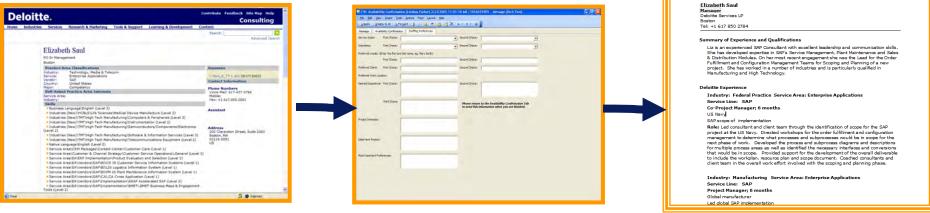
The Staffing Toolkit

The Deloitte Staffing Toolkit contains three key elements:

- **Resume Template**
- Skills Matrix
- Practitioner Staffing Preference Tool

The Staffing Toolkit provides Resource Managers with a comprehensive view of a practitioner in order to match him/her with the most appropriate assignments based on skills, experience, and interest.

The Complete Picture of a Practitioner

Each piece of the Staffing Toolkit contributes to the complete picture of the practitioner.
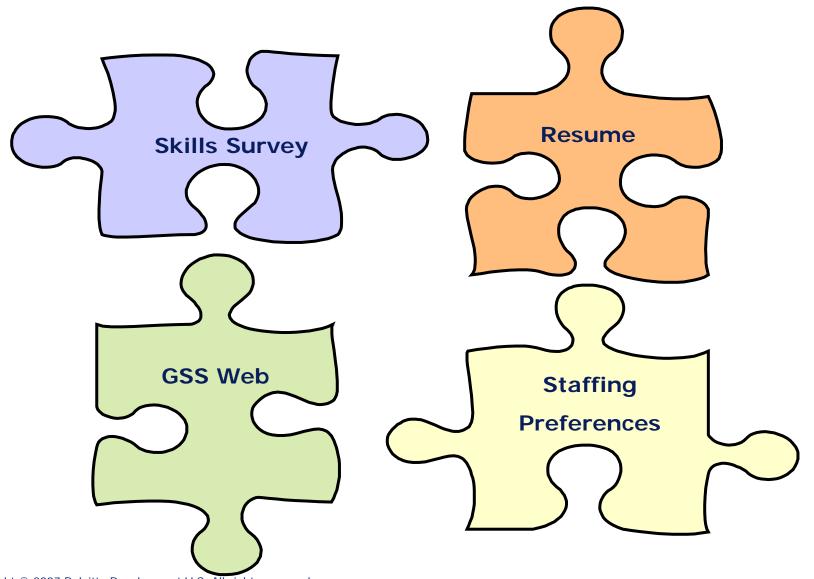

Make sure your profile is up to date

Let your RM know your staffing preferences

Build a compelling resume for RMs, PMs, clients

Work with the Resource Manager to find the best opportunities.

How complete is your picture?

Skills Survey

Resume

GSS Web

Staffing Preferences

Your Resume Is Your "Brand"

Your resume is your personal proposal of your skills and experience

Think of your resume as a promotional brochure about you – it should highlight your "selling points"

BRAND.

It tells the project manager a great deal about you. However, the story must be told clearly and concisely.

Clients may review your resume, in which case your "personal proposal" represents Deloitte

It is the first meeting between you and a project manager. "First impressions are lasting ones"

Resume "Bloopers"

- A Partner has her resume loaded on the portal that shows her as part of a function that no longer exists. It also states level as a Senior Manager. *(negatively impacts the project budget...)*

- A Senior Manager has left the resume instructions in as part of her resume.

- A Senior Consultant has added a snapshot of herself to her resume.

- A Consultant who had been assigned to two different projects in the last two weeks was asked to leave both projects because his resume represented skills he does not really have. *(The misrepresentation sets expectations, wastes time for all involved, and gives a poor perception of the practitioner.)*

Sample "Bad" Resume

Summary of Experience and Qualifications

Years of experience in technology & consulting. Implementation of ERP package software solutions.

Areas of expert ice include design & reengineering, configuration, and testing. Expereince also

includes Peoplesoft integration, custom Microsoft Excel and Access development, and B2B exchanges.

Deloitte Experience Industry: Service Area: Service Line:

Lead; **6 months.** Healthcare System. ERP finance upgrade and implementation

Role: finance integration activities. implementation including upgrade of existing AP & GL modules. Managed AP design during implementation which included centralization & standardization of AP department across over a dozen hospitals and other affiliates. Have been involved in design & configuration for GL, including recommendations for standardization across finance departments in a non-centralized environment. Was responsible for managing testing efforts for comprehensive finance-supply chain integrated environment. Identified and facilitated resolution of issues throughout ongoing evaluation of integration components.

Industry: Service Area: Service Line: Payroll - Finance Integration

Lead; **2 months.** Healthcare System. ERP HR/Payroll Implementation

Role: Led finance integration activities for implementation. Was responsible for managing testing efforts for customized interface and additional integration components related to the interface and related business processes.and Identified and facilitated resolution of issues throughout ongoing evaluation of integration components. Helped with additional HR and finance activities that required ad hoc assistance.

Your Summary of Experience and Qualifications is Critical

Sara Joe's experience has primarily focused in the Life Sciences and Health Care industry, analyzing data and benefits, interviewing and creating current and future state workflows. Furthermore, she has experience in project management and has had the opportunity to have a strong client-facing role, establishing strong client relationships. Sara is the Training and Development Local Office Champion (LOC) for the Business Analyst Action Committee (BAAC) and a Cultural Awareness Lead for the Asian Business Resource Group (ABRG). She has a degree in Business Administration (marketing) and a minor in Social Decision Sciences from Carnegie Mellon University. Prior experience includes an internship with an Investment Bank in Operations and Equity Client Service, concentrating on minimizing risk, creating efficient processes, and satisfying client needs. In addition, her other experiences include knowledge in areas of marketing and client service.

Highly analytical and quantitative, John's abilities include spend analytics, network optimization, mathematical simulation, databases, and financial modeling. John has a wide range of experience in supply chain strategy and customer and market strategy including transactional pricing analytics, value pricing analytics, transportation spend management, IT sourcing, and procure to pay. He also has industry experience as a chemical engineer with a major chemical manufacturer. John's interests include oil and gas, chemicals, high tech, corporate strategy, and customer and market strategy.

Use of Language and Vocabulary is Important

Do	Don't
– Use action verbs such as "developed," "managed," and "designed" to emphasize your accomplishments – Use key words that are likely to be used in a GSSWeb search. Refer to the instructions on the resume template to pin point key Deloitte phrases – Use the Experience Summary to list major skills and industries in which you have real, hands-on experience – Include specific results (e.g. saved $x in costs, deployed solution to 1000 users) – Use a variety of words. "Developed" and "managed" aren't the only active verbs.	– Use passive constructions, such as "was responsible for managing." It is not only more efficient to say "Managed," it's stronger and more active – Use declarative sentences like "I developed the…" or "I assisted in…"; leave out the "I" – Use too many acronyms. [e.g. spell it out Business Process Outsourcing (BPO)

Remember Your Audience

- Make good use of the Summary of Experience section. Sometimes, it is all that a Project Manager reads.

- Do not ignore what you think are common software skills... break out the MicroSoft Suite.

- Specify the different skill sets used on each project.

- If you have more than one area of strength, remember you can have more than one resume.

- Name and date your resume: "Smith_Mary 120508.doc"

Enhancements

Broaden your summary:

Mary is a Lead within the TriState Total Rewards practice. Her strong problem-solving and data analysis skills have proven her a valuable team leader/member in a variety of projects ranging from developing deferred compensation benefit systems to performing compensation analysis with comprehensive reporting. Mary's strong technical expertise includes MS Access macro's, MS Access and database design, and she performs at expert level with Excel and Powerpoint. She is familiar with creating tables/views/stored procedures within SQL server, import/export specification within DB2 for windows.   Mary is also adept in the development of technical and end-user documentation and has formally trained users. Mary has excellent client interactive skills and has strong internal and external network contacts. Her objective is to gain exposure to various industries, while continuing to build her core competency skills.
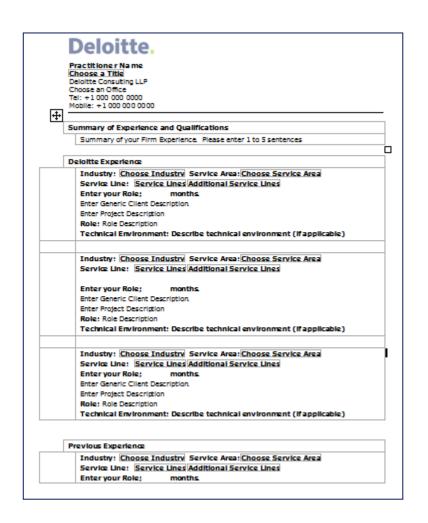
Value Added

Explain the "why" part of your role:

Managed select Deloitte Member Firms' efforts to collect and validate client data <u>to populate Deloitte's "Firm Contribution Tool"</u>. **Designed** Deloitte Global Independence tool to capture and track Member Firms' respective clients' corporate entity tree structures into a singular database (DESC) <u>to facilitate accurate, real-time Independence research globally</u>. **Utilized** existing corporate entity tree data within Deloitte's DESC system <u>to initiate definition of Member Firms' scope of restricted entities to populate the Firm Contribution Tool</u>. Created and maintained project management reports for select Member Firms to help ensure adherence <u>to project timelines</u>. **Ensured** Member Firms' have adequate information and training in order <u>to accomplish their Independence goals.</u>

Navigating the Template

- ➢ Utilize the Resume Template Instructions and FAQs.
- ➢ Delete empty or non-applicable fields.
- ➢ To protect and unprotect your resume, select View/Toolbars/Forms and then click on padlock icon.
- ➢ Ensure you make a selection from each dropdown box.
- ➢ Use a narrative format, not bulleted.
- ➢ Remove remaining instructions.

Resume Maintenance Is Critical

- You should update your resume every six months or *two weeks prior to completing* each project assignment.

- Resume compliance is tracked for the year end review process.

- Sample resumes can be found on *kx*.deloitteresources.com

- You must upload your new or revised resume to your Practitioner Profile on the *KX* portal *and* submit a copy to your Resource Manager.

Deloitte.

Elizabeth Saul
Manager
Deloitte Services LP
Boston
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Summary of Experience and Qualifications

Liz is an experienced SAP Consultant with excellent leadership and communication skills. She has developed expertise in SAP's Service Management, Plant Maintenance and Sales & Distribution Modules. On her most recent engagement she was the Lead for the Order Fulfillment and Configuration Management Teams for Scoping and Planning of a new project. She has worked in a number of industries and is particularly qualified in Manufacturing and High Technology.

Deloitte Experience

Industry: Federal Practice Service Area: Enterprise Applications
Service Line: SAP
Co-Project Manager; 6 months
US Navy
SAP scope of implementation
Role: Led consultant and client team through the identification of scope for the SAP project at the US Navy. Directed workshops for the order fulfillment and configuration management to determine what processes and subprocesses would be in scope for the next phase of work. Developed the process and subprocess diagrams and descriptions for multiple process areas as well as identified the necessary interfaces and conversions that would be in scope. Provided support for the development of the overall deliverable to include the workplan, resource plan and scope document. Coached consultants and client team in the overall work effort involved with the scoping and planning phase.

Industry: Manufacturing Service Area: Enterprise Applications
Service Line: SAP
Project Manager; 6 months

Review Your Resume

- ✓ Check resume against other resumes online.
- ✓ Validate resume against instructions.
- ✓ Spell check and review grammar.
- ✓ Send your resume to your Counselor for review and feedback.
- ✓ Send your resume to some peers for review and feedback.
- ✓ Include one representative project demonstrating each key skill set to minimize length.
- ✓ References are internal Deloitte employees, not external.

Service Areas and Service Lines

- Our consulting expertise is spread over five Service Areas and 26 Service Lines

U.S. Consulting Service Areas				
Enterprise Applications	**Strategy & Operations**	**Human Capital**	**Technology Integration**	**Outsourcing**
Leader: **Bill Allison**	Leader: **Punit Renjen**	Leader: **Mike Fucci**	Leader: **Janet Foutty**	Leader: **Rob Frazzini**
Service Lines: Lawson, Oracle, SAP, CRM Packages, Supply Chain Packages	**Service Lines**: CFO Services, Corporate Strategy, Customer & Market Strategy, M&A, Supply Chain Strat, Ops Excellence, Outsourcing Program Ldrship	**Service Lines**: Total Rewards, HR Transformation, Organization & Change, Actuarial Insurance Solutions	**Service Lines**: Platform Architecture & Infrastructure, Systems Dev, Bus Integration & Optimization, Information Mgmt, Technology Strategy	**Service Lines**: Application Management, Outsourcing, Advisory Services, Business Process Outsourcing

Industries

- Deloitte delivers consulting expertise in seven primary markets/ industries

Consumer Business	Energy	Manufacturing	Life Sciences & Health Care	Public Sector
Consumer Services Retail, Wholesale & Distribution Consumer Product Companies Tourism, Hospitality and Leisure	Oil & Gas Mining Power & Delivery Water & Waste Management ater	Aerospace & Defense Automotive Process Industries Industrial Products	Health Plans Health Care Providers Life Sciences	National Sub-National International Education Not-for-Profit

TMT	Financial Services
Technology Media Telecommunica-tions	Banking Insurance Securities

Key Language

Action Verbs

- Developed
- Conducted
- Managed
- Administered
- Trained
- Synthesized
- Transformed
- Organized
- Implemented
- Performed
- Designed
- Established
- Analyzed
- Created
- Researched
- Programmed
- Integrated
- Identified
- Documented
- Prepared
- Delivered
- Produced
- Led
- Authored
- Performed
- Reviewed
- Facilitated
- Assisted
- Coordinated
- Contributed
- Streamlined
- Assessed
- Engineered
- Negotiated
- Evaluated
- Guided
- Configured
- Upgraded
- Partnered
- Converted

Shared Skills

- Benchmarking
- Data mining
- Modeling
- Financial Analysis
- Statistical Analysis
- Cost Reduction
- Redesign
- Controls
- Analytical Modeling
- Financial Planning
- Pricing
- Project Management
- Process Improvement
- Process Design
- Communication
- Mergers & Acquisitions
- Sarbanes Oxley
- Training

Key Language

Adjectives

- Major: Main, Chief, Key, Most Important, Crucial
- Large: Sizable, Considerable, Great, Significant, Substantial
- New: Innovative, Progressive
- Technical: Procedural
- Specialized: Expert
- Business: Firm, Enterprise
- Hands-on: Devoted, Dedicated, Committed, Supportive
- Effective: Valuable, Efficient
- Strong: Robust, Solid, Compelling, Deepened
- Keen: Dedicated, Sharp, Well Developed, Perceptive
- Excellent: Exceptional, First-Rate
- Critical: Significant, Vital, Crucial, Important
- Analytical: Logical, Diagnostic, Methodical
- Current State: As-Is