Business CAREERHUB

HUB INSIGHTS

A Publication of the Business Career Hub

Leveraging AI

Tips for TRSM Students on using AI tools

These reports are tailored to TRSM students, with the goal of providing guidance on how best to leverage AI tools in an ethical and professional manner. This report was prepared in July of 2023 based on ChatGPT version 3.5.

Updated September 2024

Writing Resume Bullet Points by Leveraging ChatGPT

Crafting resume bullet points is undeniably one of the most challenging aspects of the resume writing process. This report dives into the utilization of ChatGPT version 3.5 as a tool to aid you in creating outstanding resume bullet points, while staying authentic.

Ethical Considerations

Source: https://chat.openai.com/

Before we get into some tips on how to use ChatGPT, there are several ethical considerations to consider when utilizing AI:

Plagarism

Your resume should not infringe on someone else's intellectual property and should not be entirely written by the AI tool you are using.

Accuracy and Transparency

AI has the ability to fabricate information that deviates from your actual accomplishments and qualifications. Your resume needs to accurately represent your milestones and acheivements.

Human Review

You should edit the final prompt to ensure the language reflects your own vocabulary, and your experience is framed correctly. Human oversight is crucial when finalizing your resume.

Bias

AI learns from humans, and humans can be biased; therefore it's important to review the language that AI comes up with.

Did you know?

Good resume bullet points follow the **STAR method**:

- **S**ituation: describe the context in which you had the opportunity to make an impact
- **T**ask / **A**ction: outline the tasks and actions you took to complete the desired goal
- **R**esult: highlight your achievements and quantify where possible

Learn more in the Assessing Your Strengths, Behavioural Interviews, and Behavioural Interviews (In-Depth) Hub Insights reports.

Leveraging ChatGPT: A Two-Step Process

Source: https://chat.openai.com/

Below is a two-step example with a tried and tested prompt where you will need to include your own information, using the STAR Method, for the prompt to produce a quality bullet point that speaks true to your own unique experience. While AI excels at generating a strong foundation for a quality bullet point, your own is absolutely critical to ensure accuracy. *The information placed in the square brackets [ ] is sample information that has been authored by the Business Career Hub to illustrate this process.*

1 Insert a detailed prompt into ChatGPT

Create a resume bullet point that is one sentence, no more than two lines long, and follows the format of ACTION VERB (SKILL) + WHO/WHAT/WHY/HOW + POSITIVE OUTCOME/ RESULT/ VALUE ADDED TO THE COMPANY (quantify where possible, without creating false statistics) using the following information:

- **Situation:** [*maintaining an excel spreadsheet to manage inventory*]
- **Task/Action:** [*automated processes for excel spreadsheets by integrating formulas*]
- **Result:** [*a 10% more streamlined process*]

ChatGPT's Response

Automated inventory management excel spreadsheet using integrated formulas, resulting in a 10% increase in process efficiency.

2 Now Let's Ask Ray

Meet Ray Holganza, Manager of Career Services at the *Business Career Hub.* He has years of experience coaching students on their career journeys, including tips on resume writing.

Ray believes that ChatGPT can be a useful tool in helping students develop great resume bullet points, however, that doesn't mean those bullet points can't be improved on.

Here's How Ray Would Fix ChatGPT's Resume Bullet Point

Automated inventory management excel spreadsheet using integrated formulas, resulting in a 10% increase in process efficiency.

This makes it sound like a one-time task, while the situation describes maintaining and managing inventory.

ChatGPT doesn't catch all grammar mistakes; Excel should be capitalized.

Which ones? Helps to be specific!

Edited Bullet Point

Managed inventory database using Excel formulas and functions including VLOOKUPs, pivot tables and macros to automate processes, increasing efficiency by 10%.

Additional Prompts

Source: https://chat.openai.com/

Below is a list of additional prompts that can be utilized to improve on or build your resume bullet points.

- List four metrics that can be used to measure my impact as a **[*insert role here*]**.
- Provide a list of five strong action verbs that can be used to illustrate my experience doing **[*insert situation and task/action here*]** on my resume bullet points.
- Take the following resume bullet point and make it more concise by removing any unnecessary words: **[*insert bullet point here*]**.
- What are three top skills that are sought after in a **[*insert role here*]** role?

Learn More for Free

What is ChatGPT?

ChatGPT, developed by OpenAI, is an advanced language model capable of crafting human-like understanding and responses.

AI Tools

Want to learn more or need help with your career/academics? Explore the following tools: ChatGPT, Whisper, Wordtune Read, Perplexity

TMU Resources on AI

Check out FAQs on AI from the Academic Integrity Office or TMU's Responsible AI program.

Visit the Business Career Hub

Employer Events

The BCH hosts several employer events to prepare you for your professional career. Refer to your weekly 'BCH Careers Newsletter' for a list of upcoming events.

Bootcamps/Prep Programs

Advance your technical and soft skills, earn digital badges, and gain an advantage in today's workforce through bootcamps. Click here to register for current bootcamps.

Coaching & Mock Interviews

For career coaching, interview prep and more, schedule a 1:1 appointment with a Career Consultant or a Co-op Coordinator.

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Senior Staff Contributor
Ray Holganza
Ray is Manager of Career Services at the Business Career Hub and a Ted Rogers MBA Alumni. Having completed two career changes leading up to 6+ years of experience in career development, he is passionate about supporting students in finding success and building towards their dream jobs.

Student Contributor
Amanda Campbell
Amanda is in her 4th year of the Business Technology Management program and has management experience in the entertainment and hospitality sectors. In addition to a keen interest in AI, she spends her spare time participating in the Theatre Arts scene in Toronto.