

Resumes

What is a Resume?

A resume is a summary of your education, employment history, skills and experiences. It is a marketing document to promote your suitability for employment. The following information can improve your chances of success in the job market.

What information will be relevant?

Read the job advertisement carefully, research the type of responsibilities required for the role and for the organisation or industry. Identify the key skills required for the job and tailor the resume to a particular job and employer. Highlight relevant education/training, skills and experience.

Resume Sections

The following is only a guide. There is no set format for resumes - choose headings, layout, content and ordering that presents your best case with respect to a particular job. You don't need to use all of the sections below.

Personal Details

Your name is the heading of this section and the whole document. Age, date of birth and marital status are usually irrelevant.

Career Objective/Introductory Statement

An optional section but can be very effective if it is clear, concise and targeted to the organisation. The statement is usually 3-4 lines of brief, factual sentences. It can:

- give an idea of your aspirations/the type of work you are looking for and motivate the employer to read the rest of your resume
- highlight 1 or 2 competencies
- make you look focused and enthusiastic

Education/Qualifications

In reverse-chronological order include:

- dates and qualification (full title, include majors) and

Tips

- Tailor each resume so your relevant experience is given suitable emphasis according to the vacancy or organisation which you are applying to.
- Make your resume easy to read. Keep it simple, structured, succinct and relevant.
- Positioning of information is important - put the most relevant information first!
- Avoid overcrowding, too much bolding or different fonts.
- Maintain a consistent style with bullet points or prose, font, spacing and indents.
- Check and check again for errors.
- Have your resume checked by someone else! The Careers Service offers a resume consultation service.

university/institution (full title)

Optional inclusions are:

- grade point average; e.g. distinction or credit average
- academic awards or achievements
- major projects
- leadership roles
- thesis topics

Degree-specific Experience

You can emphasise discipline-related experience/employment in the heading.

Types of experience may include:

- employment
- clinical/industrial placements
- voluntary experiences
- relevant university projects

Do not just list these - employers are interested in what you did, how you did it and the end result. When describing your experiences:

- List them in reverse-chronological order
- List full job title/position
- Include the organisation name
- Give a brief description of the organisation (size, location, type of business)
- Give the dates (month year – month year)
- List your key specific responsibilities, starting each with an active verb; e.g. conceptualised, initiated, managed, produced, developed, tested, provided
- List your achievements – outline your personal accomplishments and contributions to the position or organisation, e.g. what you improved, provide the outcomes achieved, skills you developed, positive feedback or awards received. Try to be original but truthful.

You may wish to combine responsibilities and achievements within a single section.

Professional Development/Training

List any relevant short courses or conferences attended, e.g. RSA/RCG, First Aid, Food Safety training. Indicate year, institution and location.

Professional Memberships

List relevant professional associations and your membership status, e.g. student, associate.

Other Professional headings might include:

- publications, conferences, exhibitions, projects
- highlights/achievements
- areas of knowledge, research interests.

Employment Experience (not degree-specific)

Different headings can be used to highlight relevant experience, e.g. customer service employment can be under a Customer Service Experience heading. Highlight responsibilities and achievements transferable to your professional role. Other work experience can be under Employment or another heading.

Voluntary/Community Work/Leadership Experience

These may be in any area: the arts, sport, educational or community activities, both on or off campus. Use headings such as Volunteer, Community or Leadership Experience.

Skills Summary

A skills section or summary provides the employer with a quick snapshot of your key skills relevant to the position/organisation. The skills section may include:

- Professional skills relevant to your field of expertise, e.g. research, market research, project management, creative writing
- Generic skills; e.g. communications, teamwork, leadership, research skills
- IT skills, e.g. competence in Microsoft Office packages, languages, operating systems, web design
- Language skills, e.g. fluency in written and spoken English and Japanese

Refer to the *Identifying Employability Skills* information sheet for help in determining what skills you possess.

A skills section is not needed if you have to address Selection Criteria.

Interests

This is an optional heading. List 2-3 interests or social activities demonstrating a balanced and active life. Do your best to show the relevance of your interests to the vacancy, i.e. leadership, teamwork.

Referees

Follow application requirements, e.g. number or type of referee. Referees:

- Can be professional, academic or personal – indicate relationship if unclear (manager, supervisor, personal)
- Should be current and able to comment on your workplace or university performance
- Check in with your referee when applying for a position and send them a copy of the vacancy, position description and your application – this will help them provide a supportive reference

Use this example for ideas to create your own resume

Possible structure of a casual work resume with relevant experience

Sam Blogs

1 Uni Street, Newcastle, NSW 2300
0456 789 123, (02) 1234 1234
sam.blogs@uon.edu.au

I am currently studying at the University of Newcastle and am looking for casual work in the hospitality sector. I have two years' casual customer service experience where I have proven my capacity to deliver excellent customer service and demonstrated my strong teamwork skills.

TRAINING

2015 RSA & RCG Online Certificate Ltd.

CUSTOMER SERVICE EXPERIENCE

March 2013 –

March 2015 **Customer Service and Pizza Delivery (casual)**

PizzaHouse, Hamilton

Small franchise with 10 regular staff, operating in a competitive location

- Took telephone and counter orders efficiently and handled customer complaints effectively
- Received regular positive customer feedback
- Delivered pizzas to customers consistently within the allocated time
- Helped new casual staff grow into the role through providing support and training
- Won an organisation-wide staff competition to devise and name a new pizza

EDUCATION

2015 – Current
2014

Bachelor of Arts
HSC

University of Newcastle, Callaghan, NSW
Super High School, Superior, NSW

IT SKILLS

Competent in MS Office 2010

INTERESTS

Play rugby league at NSW league level, enjoy international travel – have visited several Asian countries including China and Japan.

REFEREES

Mr. Jones Smith
Owner Manager
PizzaHouse
0444 555 666
jones.smith@pizzahouse.com.au

Ms. Tina Jones
Teacher
Super High School
(02) 4321 4321
tina.jones@superhighschool.com.au

Tip

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Use this example for ideas to create your own resume

Possible structure of a casual work resume without relevant experience

Sue San

99 Main Street, Hamilton, NSW 2303
0456 789 123, (02) 1234 1234
sue.san@uon.edu.au

I am currently studying at the University of Newcastle and am looking for part-time work in the retail sector. I have good communication and teamwork skills gained through volunteering in the community and my University studies.

SKILLS

Communication – use verbal and written communication skills and interpersonal skills in my volunteer work in the community. Continue to develop these skills through my studies.

Teamwork – work within a team of volunteers and have played in a range of sporting teams.

IT – competent in MS Office.

TRAINING

2015 **First Aid Certificate** St. John's Ambulance, NSW

VOLUNTEER EXPERIENCE

February 2013 –

Current

Volunteer

Hamilton Community Centre, Hamilton, NSW

Local community centre catering for all ages

- Work within a team of 7 volunteers helping provide a range of services to the community
- Visit local aged care centres and do home visits, keeping people company, having one-to-one and group conversations on different topics
- Help organise and supervise activities for 8 to 12 year olds with youth workers, both at the community centre and within the community

EDUCATION

2014 – Current

Bachelor of Social Science

University of Newcastle, Callaghan, NSW

2013

HSC

Hamilton High School, Hamilton, NSW

INTERESTS

Play badminton in the local team, enjoy international travel – have travelled around Europe during the summer break in 2013/14.

REFEREES

Mrs. Jane Tran

Youth Worker

Hamilton Community Centre

0444 555 666, (02) 1234 5678

Mr. Tony Jones

Teacher

Hamilton High School

tony.jones@hamiltonhighschool.com.au

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Use this example for ideas to create your own resume

Possible structure of a graduate resume

Sam Blogs

1 Uni Street, Newcastle, NSW 2300
0456 789 123, (02) 1234 1234
sam.blogs@uon.edu.au

I am completing my Bachelor of Social Science degree in Human Geography and the Environment and have volunteer experience in natural habitat protection. I am looking for a graduate position that will allow me to pursue my career in a practical environmental protection role.

EDUCATION

- 2014 – Current **Bachelor of Science (Human Geography and the Environment)**
University of Newcastle, Callaghan, NSW
Credit average
- 2013 **HSC**
Super High School, Superior, NSW

ENVIRONMENTAL EXPERIENCE

Volunteer Work

- May 2014 - **Natural Habitat Protection**
Current Eco Conservation, Swansea, NSW
Eco Conservation is a non-profit organisation employing volunteers in local conservation projects
- Work in several local projects aimed at protecting the local flora and fauna from non-native species.
 - Work as part of team of 20 volunteers supervised by an Environmental Engineer.
 - Write ongoing progress reports and undertake regular audits to monitor on-going and finalised projects under supervision by the Environmental Engineer.

University Project

- May 2015 - **Environmental Impact Assessment**
June 2015 University of Newcastle, Callaghan, NSW
Individual project studying the impact of sea level rise on Newcastle city
- Read CSIRO report on Global Warming and Sea Level Rise in Australia and used available projections to establish 3 different scenarios.
 - Used Newcastle topographical data and research unit software to predict flood areas taking into account spring and neap tides and different typical tidal patterns.
 - Wrote an Environmental Impact Assessment report comparing the current Newcastle City Council data and results obtained from my project.
 - Gave a 15 minute presentation to peers and research group members.

CUSTOMER SERVICE EXPERIENCE

- December 2011 - **Shift Supervisor**
March 2015 Pizza to Go, Hamilton
Small franchise with 15 regular staff, operating in a competitive location

Responsibilities

- Supervised up to 25 permanent and casual staff.
- Coordinated allocation of up to 500 deliveries per shift to drivers.
- Trained and supervised staff in telephone and personal customer service.
- Supervised quality control of food products, including storage and transport.
- Monitored sales targets and motivated staff to exceed targets.
- Monitored customer feedback and recommended appropriate action.
- Managed staff performance and reward system.

Use this example for ideas to create your own resume

Possible structure of a graduate resume (continued)

Achievements

- Promoted to Shift Supervisor within 6 months of commencement.
- Designed and implemented a staff and customer feedback system which was adopted by the parent company for implementation in over 30 franchises in NSW.
- Regularly exceeded shift sales targets, as evidenced by promotion and staff training responsibilities.
- Won a staff competition to devise and name a new pizza.

SKILLS

Environmental Impact Assessment – completed a University project on the impact of sea level rise.

Communication – demonstrated through University assignments, presentations and work experience.

Teamwork – part of a team of 20 volunteers with Eco Conservation, overcame difficulties in University group work assignment.

IT – competent in MS Office, SPSS.

Languages – fluent English, intermediate Mandarin.

INTERESTS

Play netball at University league level, contribute articles to the University student magazine, enjoy international travel – have visited several Asian countries including Thailand and Indonesia.

REFEREES

Mr Tim Smith

Environmental Engineer

Eco Conservation

0432 123 456

t.smith@ecoconservation.org.au

Dr S Pirit

Lecturer

University of Newcastle

(02) 4921 XXXX

s.pirit@newcastle.edu.au

Ms Jane Doe

Manager

Pizza to Go

(02) 1234 5678

jane.doe@pizzatogo.com.au

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