

Graduate Employment Series

The Graduate Employment Series comprises four booklets designed to help you with your graduate job search: *Job Search Strategies*, *Resume / CV*, *Job Interviews* and *Applications / Selection Criteria*.

As well as reading these booklets, we also recommend you attend Graduate Employment Series seminars to maximise your chances in today's competitive job market.

Resumes and CVs

This booklet helps you develop a persuasive resume: your all important marketing tool. You'll enjoy the best results from your resume if you use it as a vehicle for promoting your strengths to employers in conjunction with strategies outlined in the other Graduate Employment Series booklets.

Tips for your graduate job search

It's a competitive world out there with many graduates seeking employment. Keep these tips in mind:

- Employers won't come to you - take a proactive approach.
- Know your strengths and how to market them to employers.
- Employers value skills gained from university, casual and volunteer work, and life in general.
- Researching organisations will help you make effective applications and find a job that suits you.
- Most jobs are never advertised - explore a range of job search strategies.
- Learn job searching skills and increase your chances of finding a satisfying graduate job.

GOOD LUCK IN YOUR GRADUATE JOB SEARCH!

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'Stand out' Resumes / CVs

Hiring an employee resembles a sales transaction. Using this analogy, each employer is a **'BUYER'** wanting to purchase a **'PRODUCT'** that will meet a particular need; and your resume becomes your **'MARKETING BROCHURE'** designed to *persuade* an employer to hire you.

BUYER	PRODUCT	SALARY
The employer	YOU	Price of the 'product'

"Think of your resume as an advertisement for you. You want it to grab readers' attention immediately so they can then digest the rest of the information more thoughtfully."

(Arruda W.)

'Stand out' resumes impress in 3 ways:-

LOOK....CONTENT....TAILORING

1. Design the **LOOK** to say "read me"

*The employer's first impression of you comes from the **look** of your resume.
A visually-appealing resume will invite the employer to read it.*

Use an appropriate format.

- For example, the format of a resume for an engineering job may look quite different from one that is targetting an artistic or musical role.

Select a clear, readable font.

- It is important to use easy-to-read fonts such as Arial, Calibri or Times New Roman. Using large, bolded headings makes for easy navigation.

Ensure consistent formatting, using bullet points where appropriate.

- By aligning tabs and using the same font and style of bullet points throughout, you keep 'the 'look' consistent.

Create adequate spaces.

- Ensuring sufficient space between bullet points as well as the different sections of your resume makes it easier for an employer to scan it quickly.

Use single spacing for prose.

- Note: Double spacing of prose, as required for university assignments, is not appropriate for resumes.

Only send out your resume for advertised positions. Use informational interviewing and/or networking techniques to search for unadvertised positions.

2. Create the **CONTENT** to say

A visually-appealing resume needs to be backed up by well-written and engaging content

Showcase your sound English language skills

- Using engaging, compelling language and a wide vocabulary demonstrates your good written communication skills. Strong verbs emphasise your actions and achievements (See Appendix 3).

Back up claims with 'evidence'

- Providing '**evidence**' gives credibility to your claims regarding your skills and experience. Balancing the different sections of your resume appropriately (maximising the more relevant sections and minimising the less relevant ones) ensures the relevance of the content. It's useful to place more important/relevant items first in any list.

Quantify your accomplishments

- Employing numbers / percentages / dollars to quantify your **accomplishments** helps bring your resume to life! Employers don't know you, so it helps to be specific and provide relevant details.

Correct your spelling and grammar

- Don't rely on the spellcheck! Ask another person to check for errors. Start bullet points with an action word or verb (present tense for current activities - e.g. 'monitoring', and past tense for past activities (e.g. 'monitored ') or an adjective (e.g. 'excellent ' teamwork).

3. Plan your **TAILORING** to show you are a good fit for the role

Employers may discard resumes not specifically tailored to **their advertised position and their organisation** .

Review the product - YOU

- What do you bring to the job? Doing an audit of your skills, training, experience and accomplishments from study, work and extra-curricular activities, and asking yourself, "**What are my best selling points?**" will help you identify the relevant strengths you bring to the position.

Research the buyer - the EMPLOYER

- What is the employer is looking for? Studying the **job advertisement, position description and website** will help clarify the employer's requirements. If unclear, phone for more information.

Make the match - to the ROLE

- Show the employer how your skills, training and experience make you the ideal candidate for the role.

Incorporate keywords and phrases from job ad/website

- Including **key words and phrases** identified from your research (but don't overdo it) shows you are a '**good fit**' for the role and the culture of the organisation.

Target the position in every section of your resume, but especially in your objective statement / summary / profile. Let the employer know up front who you are and what you bring to the job / organisation.

A resume that is visually attractive, well-expressed and tailored to the job gives you the best chance of being short-listed.

Tips to get your resume noticed

- **Consider what differentiates you** from other applicants, and highlight these aspects.
- **Adapt your resume for greater impact** - consider changing the order of sections, renaming headings, where appropriate (e.g. Leadership Highlights, Professional Development, Specialised Training), and perhaps grouping accomplishments (e.g. Sales Success).
- **Use current industry language** in your resume, cover letter and selection criteria.
- **Think like an employer!** Ask yourself, "What does the employer want or care about?"
- **Ensure your resume is easy to read.** Create enough white space so it doesn't look too cluttered, or too empty - write for your audience / your potential 'buyer'.
- **Always expand on acronyms** the first time you use them, unless they are widely understood in your industry.
- **Demonstrate outcomes** (where possible). Ask yourself questions such as:
 - Was I promoted to lead a team?
 - Was my productivity higher than my peers?
 - Was my level of accuracy and quality of work commended by my supervisor?
- **Consider the purpose of your resume.** The format and content will likely change according to whether you are applying for an advertised position, or giving it to potential employers or networking contacts.

Your resume is simply words on a page. Aim to paint a compelling 'word picture' that shows you are the ideal candidate for the job.

Tailoring your resume for an advertised position

Imagine you are applying for the job on the following page. How would you go about writing a competitive resume for BDO's Graduate Program? The following steps would start you on the process of developing (or modifying) a resume for this position.

- Step 1 Study** the job advertisement below and highlight sections that may assist you in deciding on the format and content of your resume.
- Step 2 Research** the organisation/role. The information you gain will enable you to tailor your application-related documents effectively (resumes, cover letters, selection criteria) in the context of the role. Look for key words and phrases and any information regarding the organisational culture, philosophy and structure.
- Step 3 Contact** the organisation where possible to find out more information about the role and employer expectations

Some employers use 'Applicant-Tracking System (ATS)' software to identify candidates who incorporate key terms and phrases into their application paperwork.

Graduate Accountants - BDO Kendalls

CBD BRISBANE - BDO Kendalls has opportunities available for students completing their final year of study to commence work in February next year. Graduate opportunities are available within the following disciplines:

Audit and Assurance Services

Business Advisory Services

- Tax Consulting
- Financial Planning

These graduate positions require a relevant undergraduate tertiary degree in Commerce or Business, with a major in Accounting. To be eligible, you must be completing your degree this year and be a permanent resident of Australia at the time of applying.

As a BDO graduate, you will benefit from:

- Regular training and development throughout your career;
- Financial and academic support to complete the CA program or other relevant studies;
- Opportunities to plan your career growth;
- A strong social club and staff benefits program
- If you think this is the sort of career you can sink your teeth into, they'd like to learn more about you - what you know, what you can do and where you want your career to take you.

The BDO Graduate Profile:

- Excellent communication skills
- Common sense
- A team focus
- An inquiring mind and commercial awareness

Below is an extract from BDO's website. How might you use this in preparing your resume?
(note key words and phrases in red)

Today, BDO is the **fifth-largest full-service audit, tax and advisory firm in the world**. It is one of Australia's largest companies with offices in Adelaide, Brisbane, Cairns, Darwin, Hobart, Melbourne, Perth and Sydney.

We excel at **creating strong relationships with clients** who are seeking a combination of **technical excellence** with a specialised range of services and **a desire for outstanding client relationships**. We enjoy **outstanding relationships with our clients** by focusing on what is important to them, adopting a **partnership-style approach**, being **responsible** and **reliable**, **keeping our promises** and **maintaining open and frank communication**.

Our approach to relationships allows us to **partner with our clients** and really get to know them and their organisation. Using this insight, we look for **innovative** ways to help our clients **maximise growth opportunities, improve processes and avoid pitfalls**. The end result is that we **meet, or exceed our clients' expectations**.

Our business has a commitment to **maintaining a team-driven environment**.

BDO in the community

Giving back to the community, wherever it is needed, is an important part of doing business at BDO. This philosophy is aligned with the values that we maintain as a firm and our desire to make a positive and enduring difference. Our community involvements encompass both financial support and investment of our people's expertise and time. We are committed to making a real difference to causes in the following areas:

Community...Charity...Care

As the fifth largest firm in the world, BDO recognises how connected we all are – regardless of where we live. We support our charity in their fundraising and sponsorship activities. BDO SA's support has included biannual sponsorship of the City to Bay Fun Run, raising brand awareness and funds for South Australians living with disabilities. **Our charity provides people with disabilities the opportunity to live and work within their local community, fulfil their dreams and become valued and productive community members.**

Developing a reflective inventory

Before you start compiling your resume, it's useful to draw up a **reflective inventory**. This involves thinking about your past and present education and training, achievements, leisure and community activities, international experience and general life experience, etc. Consider how these could enhance your employability and help promote you to prospective employers.

The inventory you develop will form the basis of your resume.

You could list this information under headings such as:

- **Education and Training**
- **Employment Experience**
- **Achievements**
- **Extra-Curricular Activities and Memberships**
- **Other**

The example below demonstrates how you could go about developing such an inventory.

Education and training

(tertiary/senior secondary, short courses, job-relevant courses)

B. Commerce; Cert IV Office Management; St John's Ambulance Australia First Aid course;

.....

Employment experience

(professional experience - paid and unpaid, casual or part-time work, voluntary work)

2 yrs part-time at Woolworths; 3 months' Vacation work at KPMG;

.....

Achievements

(from any area of activity, including high-quality work from tertiary study)

Griffith Award for Academic Excellence ; promotion to weekend manager at Woolworths;.....

.....

Extra-curricular activities

(including memberships, sport, travel, music, recreational interests, community service, etc)

Rotary Exchange student USA; Grade 5 Flute; soccer coach of Under 8s.....

.....

Recognising your skills

Knowing your key skills is a crucial factor in creating a promotional resume that markets you effectively to employers. This 'self-awareness' is also important when responding to selection criteria and writing supporting statements for hard copy or online applications. **Students typically tend to underestimate their skills!**

As a tertiary student you will have both technical and generic skills. These skills will have been derived from:

1. **Tertiary studies** - These may include specific technical or **discipline skills** (e.g. preparation of environmental impact assessments, argument and legal reasoning, programming and systems analysis) and **generic (or transferable) skills** gained from undertaking your degree; such as research, written communication, teamwork and oral presentation skills.

Griffith University has a list of attributes which graduates of bachelor degree programs are expected to have gained from their time at Griffith. Search 'Griffith Graduate Attributes' on Griffith Home Page.

2. **Employment and extra-curricular activities** - These skills may result from activities undertaken prior to, or during tertiary studies and may include leadership, communication, customer service, handling money, working under pressure and cross-cultural skills, to name just a few.

Remember to provide **EVIDENCE** of **how** and **where** you acquired these skills. (See Appendices 2 for more help in identifying your skills)

Skills gained from university studies

Think about the skills you have gained from your university study, both technical/discipline skills, and generic skills. Evidence of your skills is vital as employers expect to see the basis for your claims, at both the application and interview stages. Listed below are some of the skills students gain through tertiary study and evidence for claiming them.

Identify all the relevant skills you have developed through your university studies, and consider the evidence you could provide in your resume to show how and where you gained these skills.

SKILLS (tertiary study)	EVIDENCE
Written communication	⇒ Completed assignments and reports - credit average
Team work	⇒ Participated successfully in 10 team projects
Environmental Impact Assessments	⇒ Undertook Impact Assessment project for client
Research	⇒ Gained distinction in independent study elective
.....
.....
.....

While some organisations require certain job-specific technical skills, there is broad agreement about the 'shopping list' of generic skills that employers value in graduates.

A Griffith University survey found these skills are valued by employers. Take a few moments to consider them.

Remember also that each skill comprises a number of sub-skills. For example, effective teamwork involves:

- Understanding different perspectives
- Being willing to share ideas and resources
- Recognising and utilising the ideas of other team members
- Fostering cooperation
- Dealing with conflict

Be aware of 'sub-skills' as you reflect on each of your strengths.



Skills developed through employment

Skills learned in one setting that can be transferred to another are said to be '**transferable**'. Most students have undertaken paid or unpaid work before or during their studies, but many are unaware of the important skills and abilities developed through operating a checkout, tutoring high school students or being acting manager at Hungry Jacks. These skills gained in casual or part-time work can be transferred to another work setting, for example: the oral communication and interpersonal skills developed and refined while serving customers as a checkout operator may be used to deal with corporate clients in a professional position.

Take a few minutes to think about any employment or work experience you have undertaken and try to identify the skills gained from each job.

Adam, a commerce student needed help with his resume, particularly in identifying his skills. When asked what skills he'd developed from two years of paid work, he answered, "Nothing, I was just a waiter." After considering his job duties, Adam listed some of the transferable skills he gained. Can you think of others?

JOB DUTIES	TRANSFERABLE SKILLS
Acting supervisor when manager was absent	⇒ Management,
Trained new staff	⇒ Communication, training
Reconciled cash at the end of the night	⇒ Responsible handling of money
Served customers	⇒
Worked for two years while studying	⇒

Think about one of the jobs you have held. List the roles and responsibilities of that position, then reflect on the transferable skills you gained from the experience.

JOB DUTIES	TRANSFERABLE SKILLS
	⇒
	⇒
	⇒
	⇒

Skills developed through extra-curricular activities

Extra-curricular activities can also develop valuable skills that can be transferred to a professional role.

You may have participated in sporting teams or youth clubs as a leader or team member. You may have trained younger members or organised and promoted functions. In doing so, you have developed *teamwork, interpersonal, leadership, planning and organisational skills*. Rigorous training in music, sport or any other field can develop *attention to detail, ability to prioritise and self-motivation*. International travel develops *independence and an appreciation of cultural diversity*.

Take a few minutes to think about the skills you have developed through extra-curricular pursuits and jot down the evidence you would use to support these skills.

SKILLS (extra-curricular activities)	EVIDENCE
Leadership	⇒ Captained South's soccer team through three winning seasons
Creativity, goal orientation	⇒ Studied flute for five years
.....	⇒
.....	⇒

And finally, consider these points

1. Who do you plan to send this resume to, and what experiences, abilities, skills and accomplishments would they like to see on your resume?
2. Is there a match between what you have said and what the employer is looking for?
3. Have you highlighted relevant courses and projects/assignments in your education section?
4. Do the tasks identified in your work history relate to what you may do in the role you are applying for?
5. Have you included accomplishments - what you achieved, rather than just the duties?
6. Have you quantified your claims - how many, how much, etc?

Deciding on the content

The following pages address the different sections of a typical graduate resume. They cover commonly-used headings, such as: Personal Information, Objective Statement, Education and Training, Professional Work Placements, Employment History, Achievements, Professional Skills and Attributes, Memberships, International Experience, Community Involvement, Recreational Interests, Language Skills and Referees (Appendix 1 lists a range of headings you may choose to use).

You'll find examples of two different resume formats later in this booklet that may give you a few ideas as you develop your own resume style. The Careers and Employment website has a range of sample resumes (see www.griffith.edu.au/careers-employment).

None of this is prescriptive as there is no one universal way to present your resume. A resume is a very individual thing and must be designed to let your individuality shine through, while still keeping to an accepted style and format for your industry. It's up to you to decide how best to showcase your own unique skills and experience to give yourself the best chance of making it through to the interview.

Personal Details

Name	Usually just your first name and family name (make sure your name stands out)
Address	Semester address - and vacation address, if relevant
Telephone	Semester number, mobile and vacation number, if different (ensure you have a professional voicemail message)
Email	Check your email regularly and use a suitably professional email address
LinkedIn	Add your customised LinkedIn URL in this section

It's common practice not to include your date of birth, marital status, religion or photo in your resume unless it is in your best interest to do so. Your personal details are important, but they don't need to take up much room on your resume. Below is an example of how this may look. If you don't have Australian citizenship, you may want to provide details of your residential status when applying for a full-time graduate job.

Kim CITIZEN

99 Keys Ave, Logan Q. 4114 M: 0404 444 000 E: k.citizen@server.com au.linkedin.com/in/kimcitizen

Objective Statement / Profile / Professional Summary (this is optional)

Here is your chance to attract the employer's attention up front. The language you use should be clear, concise, communicate enthusiasm and encompass the job for which you are applying.

Remember, employers are not so interested in what you want to achieve, but want to know *what you can contribute to their organisation*.

Using the language of the employer and the industry shows you are a 'good fit' for the role and the organisation.

You may find it helpful to divide your statement into the following sections:

- 1. The type of position in the specific industry**
- 2. Your qualifications and skill set, and**
- 3. The implied employer benefit.**

The example below is one way of writing a career goal, but you don't need to limit yourself to this format.

Sample career goal format

To obtain a position in (organisation / industry/field) that will enable me to use my skills and experience in ... and provide the opportunity to contribute/develop

Example: To obtain a graduate position in a telecommunications firm that will enable me to use my graduate skills and experience in e-commerce and marketing, and provide the opportunity to contribute to a cost-effective and efficient service for the general public.

Example: Seeking a career in family counselling in an urban social service setting, including program planning and community development responsibilities where I can use my skills and training to contribute to the well-being and personal efficacy of clients.

Example: To gain a full-time marketing position with a local non-profit agency utilising my graduate skills and work experience in fundraising and public relations to increase the organisation's public profile and sustainability.

Example of a 'profile' for an experienced graduate/postgraduate:

Tertiary-qualified community affairs manager with 12 years' experience in planning and implementing company-wide philanthropic events, maintaining links with a wide range of non-profit organisations, and coordinating diverse employee volunteer opportunities. Able to translate company strategy into effective operational plans to meet Key Performance Indicators.

The statement below is an example of career goal that may suit the **BDO Kendalls Graduate Program** (incorporating terms and phrases from their website).

To obtain a Graduate Program position with BDO Kendalls that would enable me to use my knowledge and training in the field of taxation and management accounting in a team-driven environment, and provide the opportunity to build strong relationships with business clients. Seeking to establish a long-term career in the finance industry and to contribute my skills to achieve the goals of an organisation with a national and international presence.

Education History

The amount of space you devote to selling your degree(s) will differ depending on your particular situation. **If you are an undergraduate student with little work experience in your field, you may wish to highlight your degree-related projects / group assignments / WIL placements, etc** (see example on the next page).

Postgraduate or a mature-aged students who wish to focus more on their skills and experience, may assign less space to their tertiary studies. Whatever your position, take the time to consider how best to utilise your tertiary training to promote your skills and experience to employers. Below are suggestions for writing this section.

Consider including the name of the qualification and the institution(s) attended, and indicating when you will complete your studies. Where it is to your advantage, mention your Grade Point Average or key results, and always explain rankings. You may wish to include some (or all) of the following items, **using reverse chronological order** (i.e. start with the most recent).

- Major(s) - you may choose to use the term 'specialisation'
- Key courses (subjects) - those most relevant to the role
- Projects/dissertations (individual or group) that are relevant to the job or which effectively demonstrate your achievements (WIL experience may fit in here)
- Key skills developed from your degree, both discipline-based and generic skills (e.g. research, analytical and problem-solving skills, ability to plan and meet deadlines, report writing, etc.)
- Technical skills and special achievements

For the position with BDO Kendalls, you may wish to list courses, projects and team assignments in your degree that most closely relate to the role and the organisation.

EDUCATION HISTORY

20xx – 20xx

Bachelor of Commerce
Griffith University (expected graduation November 2014)

Major: Accounting (distinction average to date)

Results: Grade Point Average: 5.8 (Scale 1 – 7, 7 being the highest)

Key courses:

- Strategic Management Accounting (Distinction)
- Corporate Finance
- Taxation Planning (High Distinction)
- Auditing

Accounting projects (undertaken as part of degree)

20xx

Case Study – Preparation of a Budget for Small Business (Management Accounting)

- Investigated factors affecting the budget, including current business costs and extraneous indicators for the next financial year
- Calculated projected budget for next financial year, utilising Excel spreadsheet
- Prepared report including recommendations for modifying cost behaviours

20xx

Financial Statement – Formation of Partnership (Financial Accounting)

- Analysed relevant taxation regulations impacting upon the formation of partnerships in Australia
- Developed financial statement for a newly-formed partnership utilising XYZ software

Other Education and Training

It is common to list other courses (also in reverse chronological order), naming any qualification(s), where you obtained them, and indicating the duration of the training.

Employers are impressed by applicants who invest time in acquiring knowledge and skills, even if they are not directly work-related. You may have undertaken a range of other training, for example, in the areas of Lifesaving, First Aid or Photography. Most employers appreciate that people with supplementary training and wide-ranging interests often bring a breadth of experience and practical skills to their work.

You may choose only to include employment-related training in this section, and list leisure-related training under '*Recreational Interests*', but all training can be listed in this section if you prefer. Either method is acceptable.

OTHER EDUCATION AND TRAINING

20xx – 20xx **Certificate III in Horticulture**, Brisbane North Institute of TAFE, Grovely campus (P/T)

20xx **Emergency First Aid and CPR** - St John's Ambulance Australia

20xx **Grade 8 Piano (Diploma level)** - Australian Music Education Board (AMEB)

Employment History

(including paid or unpaid work, voluntary work and casual jobs)

Success in past employment is a good indicator of future potential, so it's important to describe your employment history in terms that market you to the employer. Highlight relevant responsibilities and the skills you developed. Employers don't just want a list of your duties - **they want to know what you accomplished, what skills you developed and what you learned**. When detailing your work history, ask yourself these questions:

Was I recognised for my work (commended by my supervisor, 'Employee-of-the-Month', etc)?
Did I: Innovate? Increase profits? Economise? Manage a budget? Streamline work practices?
Supervise others? Manage a team? Undertake a project?

If you have little in the way of employment history, make the most of a project or team assignment you've completed (see previous page). Here's a common way to set out your employment history.

Date(s) of employment using *reverse chronological order* (dates may be placed in the left or right margin)

Organisation and position name (Indicate the duration of employment, and hours per week for part-time or casual work.)

Responsibilities/Skills/Achievements/Outcomes (as demonstrated on the following page)

In describing 'Employment History', successful resumes often...

- Use point form and highlight key responsibilities.
- Include tasks that reflect accomplishments and skills.
- Describe how the work has benefitted former employers (e.g. "Improved sales by 15%").
- Make more of relevant employment and minimise less relevant roles.
- Mention awards, citations, special commendations from your employer (e.g. "Nominated three times for 'Employee-of-the-Year'").
- Include innovations or initiatives that you were particularly proud of (e.g. "Developed a flyer to promote discount nights to customers.")
- Start each entry with an action word (present tense for continuing work and past tense for work that has been completed) or adjective (Excellent communication skills).
- Keep bulleted lists to a manageable number - no more than 6 points .
- List tasks in the order of their relevance to the targetted employer.

Be promotional! For example, if you operated a checkout, highlight the fact that you developed interpersonal skills and learned how to deal effectively with customer needs and complaints. Remember to detail any voluntary work you've undertaken (international students can use voluntary work carried out in their home country). Include internships, vacation jobs and self-employment.

If applying for the BDO Kendalls' position, you would want to mention any work experience you've had in the accounting field, as experience in your profession helps develop practical business skills and provide insights into the day-to-day workings of an accounting practice.

Note: You can separate 'casual' work from 'discipline-related' positions by using creative headings such as: '**PROFESSIONAL WORK EXPERIENCE**' and '**CASUAL WORK**' and or '**OTHER EMPLOYMENT**'. Such strategies help ensure the employer notices the most relevant positions you have held.

Some tertiary students undertake professional work placements as part of their degree. Such practical experience is highly valued by employers. In preparing this section of your resume, it is important not only to detail your activities but also to consider how best to describe the workplace learning facilitated by the placement .

WORK EXPERIENCE

- Aug – Nov. 20xx **Work Experience – Corporate Tax Compliance Section** (1 day per week)
Toohey Reid (Chartered Accounting Firm), 211 Creek Street, Brisbane.
- Trained in the preparation of tax returns, ASIC lodgements and general accounting and tax correspondence
 - Gained exposure to a diverse range of clients, including individuals and family groups, small and medium business and self-managed superannuation funds.
 - Entered data and undertook general office administration duties
 - Learned about the day-to-day running of an accounting firm
- June 20xx **School Work Experience** (1 week)
Smith and Jones Accountants Pty Ltd, Beenleigh (CPA Firm)
- Observed accountant in consultation with clients and in preparation of tax returns

In Example 1, (below) '**Achievements**' are listed separately, while in Example 2 they are incorporated into '**Responsibilities/Achievements**'.

While ensuring accuracy, aim to describe your responsibilities in language that is varied, interesting and industry-relevant. See the resumes on the Careers website for further examples.

EMPLOYMENT HISTORY (Example 1)

- 20xx – 20xx **Assistant Manager /Sales Assistant** (Part-time, 15 hours per week)
David Jones, Logan Hyperdome
- Responsibilities**
- Maintained stock control
 - Supervised two junior staff (whom I trained in their duties)
 - Balanced register takings and handled cash
 - Served customers, and dealt with basic customer enquiries and concerns
- Achievements:** Promoted from the position of Sales Assistant to the role of Assistant Manager at the start of 2009. Acting manager on Saturdays and Sundays.

EMPLOYMENT HISTORY (Example 2)

- 20xx – 20xx **Assistant Manager /Sales Assistant** (Part-time, 15 hours per week)
David Jones, Logan Hyperdome
- Responsibilities/Achievements**
- Promoted from Sales Assistant to Assistant Manager at the start of 2009
 - Commended for maintaining excellent department presentation through efficient monitoring, reporting, receipt and floor arrangement of stock
 - Trained and supervised 6 junior staff who have become valued casuals
 - Consistently balanced register takings
 - Demonstrated good communication and interpersonal skills in effectively addressing customer concerns.

Here's where you can highlight and explain your achievements, including scholarships, high grades, prizes, awards, and events or productions you organised. Even if you don't have an impressive list of prizes and awards, you have probably worked towards a goal and achieved something you're proud of. **Employers don't just look for high flyers. They like to employ people who are motivated to work towards a specific goal, or overcome difficulties and setbacks.** You might wish to feature involvement you've had with campus student clubs in this section, or this could fit this under a range of other headings.

ACHIEVEMENTS

20xx – 20xx	Secretary, Griffith University Finance Club
20xx	Rotary Young Achiever's Award (Brisbane North district) Raised \$1,000 for 'Guide Dogs Australia' through gaining sponsorship, organising raffles and door-knocking in my local area
20xx	School Prefect – Beenleigh State High School
20xx	Captain , Beenleigh State High School Soccer team (the team was runner-up in the secondary school championships that year.)

Professional Skills

It may be helpful to consider two types of skills: **TECHNICAL** and **TRANSFERABLE**. Technical skills are unique to your discipline (for example, court practice for a lawyer or clinical skills for a nurse) while transferable skills are common to all disciplines (communication, team-work, problem-solving, and research skills). From your research, decide which skills you will highlight in your resume. Select these according to the stated skills the employer is seeking and remember to provide **evidence** for each skill you claim.

Below are two ways you could set out this section.

Example 1

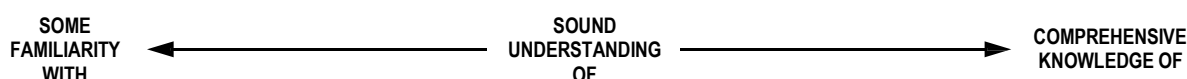
- ✓ **Strong research and analytical skills (excellent results in two independent studies during my degree)**

Example 2

Research skills

- ✓ **Excellent results in two independent research projects.**
- ✓ **Research project for Brisbane City Council that was used in major planning initiative**
- ✓ **Employed as research assistant for one month (Christmas vacation).**

It's important to quantify the level of each skill accurately and promotionally (as below). Don't oversell or undersell your skills.



For the BDO position, you would address the skills listed in the job ad: **communication, teamwork, commercial awareness**, etc. You would also consider detailing your knowledge of taxation and accounting.

PROFESSIONAL SKILLS (There would not be space in your resume to describe your skills in such detail. These are examples only.)

Communication

- Proficient in business communication skills, in writing project reports, summarising documents and preparing assignments, as evidenced by maintaining a distinction average in my accounting studies
- Recognised oral presentation and speech-writing skills, as developed through 2 years with the local Toastmasters Club (voted 'Best Newcomer' in my first year at the club)

Client Service

- Strong interpersonal skills in dealing with clients, and dedication to providing the highest level of service, as gained through paid and voluntary work
- Well-developed negotiation skills in managing a wide range of client demands, as a result of 4 years as Sales Assistant and Assistant Manager at David Jones
- Experience in eliciting client needs and advising clients regarding products and services, from both my voluntary and paid roles

Teamwork

- Commitment to enhancing the effectiveness of work teams by dedicating time and energy to working towards a common goal
- Demonstrated ability to work in a tight-knit team environment and to maintain good relationships within the team, as developed through successful captaincy of my secondary school soccer team and being promoted after 6 months to weekend manager at David Jones

Discipline Skills

- High-level computing skills, including sound understanding of Microsoft Office Suite (2013), MYOB, Sybiz Vision, Viztopia and Quick Books
- Sound theoretical knowledge of, and practical experience in preparation of tax returns for individuals and organisations, from tertiary studies and 3 months' work in an accounting firm
- Skills in formulating budgetary and accounting policies as developed through my accounting major

Memberships

It's common practice to include any memberships in your resume. If you're unsure about professional associations relevant to your degree, see 'Professional Associations' under '*What job can I get with my degree*' on the Careers website. ***Being a current member of a professional association is one way to make your resume stand out.*** Other memberships. For example Scouts, Red Cross, youth groups, sporting associations and interest groups, are also worth mentioning. It's useful to include any leadership positions you have held (club president, secretary or treasurer, etc).

MEMBERSHIPS

20xx - present **CPA Australia** - Student member

20xx- present **Sunnybank Toastmasters Club** - this membership requires the preparation and delivery a 10-minute speech each fortnight.

20xx – 20xx **Rotaract Club** - Member, Beenleigh High School branch. A foundation member of the club and elected Treasurer in 20xx.

International Experience

Where international travel has enabled you to enjoy *significant* contact with people from other cultures, it is worth including in your resume. Mention countries visited, together with knowledge and skills developed through these experiences. As BDO Kendalls is an international company, overseas experience may give you an edge over other applicants.

INTERNATIONAL EXPERIENCE

20xx **Japan** – Exchange for 1 month. Attended high school and lived with a Japanese family. This experience helped further my Japanese language skills and gave greater insight into Japanese culture, especially as it relates to family life.

Community Involvement

Employers like to know about your extra-curricular activities. These demonstrate initiative and suggest an outward orientation, as well as your capacity to balance a number of commitments. Outline any relevant responsibilities (e.g. committee membership), and especially those that developed generic skills.

As BDO Kendalls has stated their commitment to '**corporate social responsibility**', they will likely be impressed to read that you have demonstrated similar commitment. Here's your chance to stand out!

COMMUNITY INVOLVEMENT

- Participated in the 20xx Bridge to Bay fun run to obtain funds for cancer research. Raised \$310.
- Selected as the community representative for Logan City Council Standing Committee on Local Government and Cultural Diversity (20xx)
- Acted as a volunteer for the local Land Care group, propagating and planting local native species along Bulimba Creek riparian zone (over 8 weekends in 20xx)

Recreational Interests

This is optional, but this section shows an employer that you are a well-balanced individual with perhaps leadership and/or teamwork experience. As the BDO job ad. specifically mentioned '*a healthy work/life balance*', it may be useful to use a section such as this to demonstrate that you have interests outside work. When mentioning a 'hobby' or 'interest', always provide details of your involvement and *spell out clearly your level of participation in each activity*.

RECREATIONAL INTERESTS

Soccer: Played soccer since joining as a junior in 2000, and currently play in an open South-East Queensland representative club - Mt Gravatt Steelers

Music: Play bass guitar in a rock band at local venues on weekends

Language Skills

Having facility in several languages can differentiate you from other candidates. Be sure to quantify your ability in both spoken and written aspects. BDO Kendalls is a multi-national company with offices around the world. There may be openings to move to an international office at some future time, so language skills could be very relevant here. Even if you are working in Australia, not all your clients will be competent English speakers, so being able to speak more than one language is always an advantage.

LANGUAGE SKILLS

Italian: Fluent speaking, intermediate writing and reading skills

Japanese: Intermediate speaking, basic writing and reading skills

Referees

It's important to understand the difference between **referees** and **references**. A *reference* is a written commendation while **a referee is someone who is familiar with your work, and can commend you to an employer**. You need at least two work-related referees. Choose past/present employers and lecturers who know your work and will speak highly of you. Ask permission from your referees before including them in your resume, and keep them up-to-date with your job search activities. It's helpful to send your referees a copy of your application material so they can support your claims to employers. International students may use referees from their own country for jobs in Australia, if that person can communicate in English.

REFEREES

Mr John Jones

Tax Manager
Toohey Reid Accountants
211Creek Street, Brisbane Q 4000
Email: johnjones@tooheyaccountants.com.au
Mob: 0400 000 000
Ph: (07) 0000 0000

Dr Julie Baxter

Senior lecturer
Department of Accounting and Finance
Nathan Campus
Griffith University, Nathan Q 4111
Email: j.baxter@griffithedu.au Mob: 0400 000 000
Ph: (07) 0000 0000

Hints for special groups

If you're a mature-aged student ...

You may want to condense lengthy employment with a range of similar employers so as not to over-emphasise this or waste too much space. It is important to explain gaps in your resume e.g. *"2010 - primary carer for family member. During this time I undertook First Aid training, and studied one subject of an Accounting degree."* While recent employment is likely to be the most relevant, don't discount earlier roles which may relate more closely to the position you are seeking. Omit details of your earliest employment if this would not be to your advantage. Where you have significant skills from former employment, you may wish to highlight these upfront (see page 24).

If you're an international student ...

It's a good idea to check whether you have the correct visa for a particular position, before applying. When developing your resume, ensure that the words you use match the language used by Australian employers.

If you're in a creative field ...

Although graduates from the creative industries have more flexibility in how they present their skills and experience, most recruiters advise against sending out resumes that are too whacky or unusual. Remember this is an opportunity to present your skills in a way that is interesting, convincing and eye-catching for a potential employer. See the Careers website for an example.

If you're a doctoral student ...

Resumes/CVs for academic positions need to be formatted according to the requirements of the institution to which you are applying. Check with the HR Department of the relevant university regarding their requirements.. For those not wanting to work as an academic, a more traditional type of resume is appropriate.

If you have a disability ...

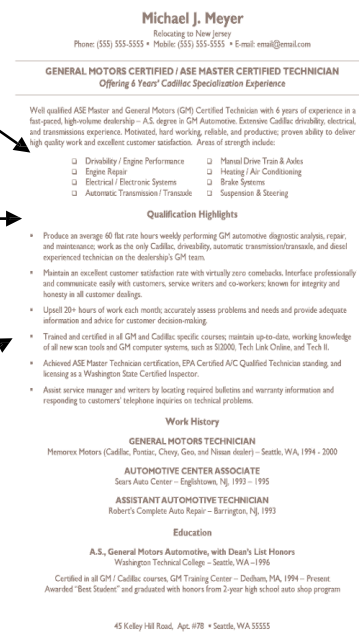
An added dimension for students with a disability relates to disclosure ie whether to disclose your disability/health/medical condition or not. You may wish to discuss this with a careers counsellor or the Disabilities Services Officer. The Careers website includes relevant information on this and other disability-related topics.

Final Tips (see Resume Checklist later in this booklet)

**10.5 –12 point in an easy-to-read font
(e.g. Arial, Calibri, Times New Roman, etc.**

**Divide your resume
into sections with clear,
appropriate headings**

Use margins and tabs consistently



2-4 pages long

Use A4 white or light-coloured paper and a laser printer.

Number pages (1 of 3, etc) and ensure your name appears on every page

Summing up

The **Chronological resume** on the following pages (Example A), could be an appropriate style for undergraduate students entering university straight from secondary school. While this type of resume is commonly used by undergraduate students, it is only one of many you may select (note that students studying in the creative arts field may wish to adopt a more innovative style).

Example B (page 24-26) uses a different format, focussing on skills up front (**Skills-based** or **Functional resume**) This type of resume may be more suitable for those with extensive employment experience or those simply wishing to emphasise their skills and experience over their education. When deciding on which format to use, be aware that while resume templates can be helpful, *one size doesn't fit all*. See the Careers and Employment website for a range of resume formats.

Each resume you write requires you to use your judgement regarding the format, the order of the different sections, and the content. You can modify headings, and expand or minimise different sections in order to promote the most relevant aspects of your training and experience. Let your resume reflect your individuality, while still keeping to appropriate formatting and language for your industry. You will find a useful list of resume headings in Appendix 1.

The resumes in this booklet are designed as examples only. Consider modifying the type of resume you submit based on your individual situation, keeping in mind the **key principles** as described previously.

1. Conduct an audit of your skills, training, work history, achievements and strengths in the context of the role
2. Research the role/organisation, and make a list of the employer's key words and phrases
3. Follow the LOOK, CONTENT and TAILORING guidelines.
4. Devote the greatest space to the most relevant items.
5. Consider how you might differentiate yourself from other applicants.

Finally, edit, edit, edit, and ask at least one other person to do a final check of your resume.

Example A... Chronological Resume

2 Days Court, Smithsville Q 4033
k.citizen@gmail.com Mob: 0404 444 000

Kim Citizen

CAREER GOAL

Seeking a career within the communications field where my tertiary training and aptitude for electronics, combined with my desire to aid people using modern technologies, will be an asset to both my employer and the community.

EDUCATION AND TRAINING

20xx – 20xx **Bachelor of Engineering Technology (Electronic and Computer Engineering)**
Griffith University (Expected completion – November 20xx)

Grade Point Average: **5.9** (Scale: 1 – 7, with 7 the highest)

Specialisation: Communication Systems

Key Subjects:

- Microprocessor Techniques
- Advanced Communication Systems
- Semiconductor Devices and Circuits
- Communication Systems and Circuits
- Design of Real-time Systems

Team Projects: Developed (in conjunction with three other students) a recently patented Echocardiography Simulator that will be used in training sonographers.

Developed scheduling software (Schedumate) using 'C'.
Incorporated graphical user interface using 'Filofax' format.

Project Manager, IT Project

- Organised a team of 6 students and allocated tasks
- Ensured tasks were completed on time.
- Liaised with clients and assessors.
- Assisted in the design and building of software and communication protocols.

TECHNICAL SKILLS

Advanced skills in:

SQL, C/C++, Prolog HTML, TLAB, Visual Basic, Unix and Dreamweaver

Microsoft Office 2013

Experience in:

Digital and analogue hardware, Altium Designer and Spice.

PROFESSIONAL WORK HISTORY

- 20xx – current **Foundation Maths Tutor – 1st Year University Course** (10 hours per week)
Griffith University
- Preparing content for each tutorial and facilitating discussion around lecture topic
 - Delivering a high-quality learning experience to students
 - Replying to emails from students relating to the subject
- Achievement:** *Adapted teaching methods to suit students from a variety of ethnic and socio-economic backgrounds. Consistently receive a teaching survey result with a median of 6/7 for effective teaching.*
- 20xx (Jul - Nov) **Undergraduate Industry Placement –** (Industrial Affiliates Program)
Telstra
- Designed and prototyped a DSLAM controller
 - Developed a manual for more efficient work practices
 - Conducted safety audit
- Achievement:** *Offered paid work over the University vacations up till graduation, to assist in manufacture of controller*
- 20xx **Research Assistant** for Dr Bill Williams (15 hours per week)
Griffith University
- Undertook literature review on silicon etch rates
 - Ran a series of experiments on etch rates for new substrates
 - Presented seminars to research group
 - Created a process guideline manual for new fabrication lab
- Achievement:** 2nd author on an international journal publication
- 20xx - current **Workshop Demonstrator in Robotics –** (one week, with Yr 12 students)
Mansfield High School
- Teaching students to recognise electronic components
 - Demonstrating construction techniques
 - Promoting electronic engineering to students
- Achievement:** *As a result of my annual demonstrations, 5 students have now enrolled in the Bachelor of Engineering (Electronic and Computer Engineering) at Griffith.*

PUBLICATIONS

Etch Rate Control in Ultra-thin silicon substrates, Willams B., Citizen K.,
International Journal of Device Fabrication., Vol 6, No 3, 2011, pp112-114

VOLUNTEER WORK

- 20xx - current **Assistant Coach/Coach** (under 12s)
MacGregor Basketball Association
- Preparing newsletters and booking the competition calendar
 - Liaising with team manager and referees
 - Designing and running training sessions on a weekly basis during the season
 - Coaching the team since completing Level 1 Coaching Course (Australian Coaching Council Accreditation)

ACHIEVEMENTS

- 20xx, 20xx **Griffith University Award for Academic Achievement** – Echocardiography Simulator
- 20xx **Research Scholarship - Griffith University**
- 20xx **BHP National Engineering Summer School**
Engineers Australia
- 20xx **Member, Golden Key Society** in recognition of academic excellence

PROFESSIONAL SKILLS AND ATTRIBUTES

- Strong oral and written communication skills (University tutoring and demonstrating robotics. Many assignments involved presentations and reports - gained credits and above for all assignments)
- Well-developed research skills (as required for assignments and through research work undertaken for Dr Bill Williams)
- Problem-solving skills (as demonstrated by assignments where I was required to design switches for specific tasks)
- Time-management skills (as shown by my ability to maintain high marks while working part-time)
- Effective teamwork skills (fostered through working on eight group assignments with other students, and gaining a distinction average for each)

PROFESSIONAL MEMBERSHIPS and APPOINTMENTS

- 20xx - current **President** – Microelectronic Engineering Society, Griffith University
- 20xx - current **Student Member** – Engineers Australia

COMMUNITY ACTIVITIES AND INTERESTS

Environmental conservation: Member of the local Landcare group, and am currently working with a team of volunteers to establish a wildlife corridor along Bulimba Creek, planting local native species to stabilise the creek bank.

Scuba diving: Gained P.A.D.I. Advanced Open Water Diver Certification in 2010, and enjoy diving on wrecks off Moreton Island.

World Vision 40-hour Famine: During the past four years, have taken part in the 40-hour famine and raised over \$100 each year.

INTERNATIONAL EXPERIENCE

- 20xx **New Zealand:** As a Rotary Exchange student for six months, was able to learn about, and appreciate, many facets of Maori culture. Asked to speak at four Rotary Clubs about life in Australia.
- 20xx **Japan:** Four weeks living with a Japanese family over the Christmas vacation helped me develop my Japanese writing, reading and speaking skills to an intermediate level.

REFEREES

Dr Bill Williams
Lecturer
School of Microelectronic Engineering
Griffith University (Nathan)
Email: b.Williams@griffith.edu.au
Phone: (07) 0000 0000
Fax: (07) 0000 0000

Mr Tom Edwards
Senior Engineer
Telstra
Email: t.edwards@telstra.com
Phone: (07) 0000 0000
Fax: (07) 0000 0000

Example B... Skills-based resume

Ashley Student

5 Town Street Univille, Q 4444
t: 0404 044 440 (work/mobile)
e: a.student@gmail.com

SUMMARY

Having built a strong reputation as a competent and valued professional in the media field, I wish to focus my professional skills and experience on developing a long-term career as a journalist with the national print media.

KEY PROFESSIONAL SKILLS (A portfolio of published work is available upon request.)

Journalism

- Skills in writing and editing clear and concise news reports and newspaper articles
- Clarity in written expression demonstrated in academic work and business communications
- Facility in sourcing, researching, writing and sub-editing
- Ability to communicate effectively with a wide cross-section of the public and across all areas in the newspaper industry. Spanish: fluent in speaking and writing.
- Competence in using a range of interviewing techniques to obtain newsworthy stories
- Advanced skills in still and video photography. Basic skills in video editing
- Significant experience in using style guides

Public relations

- Capability in managing press releases, social media, online publicity and events
- Adept in communications and marketing strategies, including developing brochures and other promotional material. Accomplished public speaker

Information Technology (High-level competence in the following:)

- CyberNews, NewsMachine, NewsText
- Adobe InDesign, Dreamweaver, Photoshop (graphic design skills)
- Webpage Publishing: Drupal
- Microsoft Office (2010) Word, Excel, Outlook and PowerPoint

PROFESSIONAL EXPERIENCE

Jan '13 - current

Journalist, The Southern Star, Brisbane.

Responsibilities and experience

- Writing and editing articles, headlines, cutlines and photo captions
- Working in the news room of a daily newspaper
- Sourcing articles, researching, interviewing, photographing and occasionally undertaking sub-editing role
- Reporting on court proceedings and local council meetings; advertorials
- Attending and reporting on political press conferences (both local and state government)

Achievements:

- Developed a portfolio of published work, including an article about flood mitigation in the Ipswich area that was commended by the editor
- Achieved 8 front page stories (including photography) - 5 published articles
- Contributed to website redesign/development which increased traffic to site (25%)
- Regularly check the web for national and international news items in order to keep abreast of important issues. Have a keen interest in Australian politics.

Feb 'xx - Current **Blog Author - www.urbanfarming.wordpress.com**

Developed and coordinated an environmental/political blog which has received submissions from around the world. Good reviews and high demand. 900 views since Feb., over 70 views on the day of the first post and at least 50 views on the day of each new post (reader's comments and progress graphs available in portfolio)

Electronic internship at 'Mateo Makeovers', San Francisco, USA (as a result of blog)

Dec 'xx-'xx **Public Relations Consultant – The Competitive Edge, Brisbane**

Responsibilities and experience:

- Designed marketing campaign for the 2011 Mango crop - entitled 'Sweet Surrender'. Put out press releases, designed brochures and posters, organised televised interviews, addressed retailers' associations, wrote text and drew up graphics for the company's website
- Mentored and supervised a Griffith University 'Communications' student during his 3 month internship with the company (2011)

Achievements:

- 'Sweet Surrender' campaign raised the November/December sales of mangoes in South East Queensland by 25%.
- Promoted at the end of my first year from an entry-level role to a position that enabled me to work unsupervised with new clients
- Received a 'client service' award at the end of my first year at 'The Competitive Edge'.
- One of a team of five organisers of the Public Relations Institute of Australia annual conference, held at the Gold Coast - July 2010 (500 delegates attended)

Jan-Dec 'xx **Media Officer – Corporate Words, Brisbane.**

Responsibilities and experience:

- Edited copy for symposium brochures
- Sourced printing companies for various jobs and compiled recommendations for the management team
- Researched and assessed options for launching campaigns
- Wrote and posted weekly updates for the company's website
- Attended agency meetings with clients

Achievements:

Responsible for marketing the company 'brand', using graphic design skills acquired through TAFE studies. Client base increased by 15% by the end of the year.

EDUCATION

- 20xx-current **Master of Arts (Journalism and Mass Communication)** - part-time
Griffith University, Brisbane, Q
GPA: 6.1 (scale of 1-7, 7 highest) Griffith Award for Academic Excellence,
'xx-'xx
- 20xx-20xx **Bachelor of Communication**
Griffith University, Brisbane, Q
GPA: 5.9 (on a scale of 1-7, 7 highest)
- 20xx **Certificate IV in Commercial Arts** (Graphic Design and Advertising)
South Bank College of TAFE

PROFESSIONAL DEVELOPMENT

- April 20xx Speak Out, Speak Easy (Public Speaking Workshop), Griffith University,
- 20xx Q&A comes to PRIA (Public Relations Institute of Australia): What every corporate communicator needs to know about Government Relations

MEMBERSHIPS

- Member - MEAA (Media, Entertainment and Arts Alliance)
- Member - PRIA (Public Relations Institute of Australia) member for past 4 years
- Member - The Surf Club, Bribie Island, since 2008 (weekend commitment)
- Golden Key International Honour Society (acknowledging academic excellence)

VOLUNTARY ACTIVITIES

Earlier this year, I raised \$650 for 'Kids with Cancer Foundation Australia' by selling raffle tickets in the local community. I plan to continue supporting this foundation by using my journalistic skills to raise public awareness of this issue.

My facility with Spanish enabled me to assist newly-arrived migrants from Argentina and Chile in improving their English language skills (1 night a week over 6 months). This experience has helped me gain a better understanding of the language problems and other challenges migrants face when settling into a new culture.

ADDITIONAL QUALIFICATIONS

- 20xx **P.A.D.I. Open Water Certificate.** I enjoy scuba diving on local reefs, and internationally, when on holidays.
- 20xx **Surf Lifesaving Bronze Medallion.** I have been a member of local surf life-saving clubs since I was a teenager. Working in a close-knit team to keep swimmers safe I find motivating and invigorating.

REFEREES

Professor Tim Smith
School of Humanities
Griffith University
NATHAN Q 4111
Tel: 07) 3333 4444
Email: t.smith@griffith.edu.au

Mr Tony Flannery
Chief of Staff
The Southern Star
Upper Mt Gravatt Q 4122
Tel: (07) 3333 3333
Email: t.flannery@questnewspapers.com.au

Resume checklist

You may find it helpful to work through this checklist to ensure your resume meets the criteria below.

LOOK (The layout)	Tick
2-3 pages in length (<i>unless special circumstances e.g. extensive, <u>relevant</u> work experience</i>)	
Font size approximately equals Arial 11 or Times New Roman 11 or Calibri 12	
Headings stand out e.g. uses bold font or underline and/or capitals	
Uses appropriate headings to identify sections	
Allows enough white space, so page didn't look too cluttered. Avoids too much white space as well.	
Uses bullet points or similar to list information in sections	
Individual bullet points are no more than 3-4 lines long	
Each page has the person's name on it	
Each page is numbered in a header or footer e.g. 1 of 3	
No additional graphics, pictures, excess colour etc. (<i>unless resume is for Graphic design , Applied Theatre or related field</i>)	
No errors in setting out (e.g. columns are aligned, dates are on the same side throughout) - Whole document must be consistent.	
Can be skimmed in 30 seconds to get a good overview and can be read fully in 1-3 minutes	
CONTENT	
No spelling mistakes or obvious grammar mistakes	
Personal details: name, address, email, phone number, LinkedIn URL (Unnecessary information is: <i>date of birth, marital status, religion, driver's licence etc</i>) *Visa status and country of origin (OS) acceptable, as required	
Career Objective or Professional Summary (<i>optional but recommended</i>)	
Tertiary Education, other Education and/or Qualifications (including relevant additional training courses and any majors completed)	
Employment History (e.g. work history)	
Professional experience – related to field of study, including university Work Integrated Learning, practicums, work experience placements, internships, etc.	
Referees (<i>relevant and 2-3 in number</i>) name, position, organisation, contact details - phone and/or email	
Additional relevant sections may be included e.g. <ul style="list-style-type: none"> • Extra-curricular activities (inside or outside university) • Community activities or volunteering • Key skills (or Professional skills or Skills profile) • Awards / achievements • Professional memberships • International experience • Languages 	

Resume Checklist (cont.)

TAILORING	Tick
First page of resume highlights the most relevant information for the professional role e.g. <i>tertiary education, experience or work related to the degree, relevant professional skills or work history</i>	
Qualifications and experiences are listed in reverse chronological order (<i>relevancy over recency</i> e.g. <i>casual job <u>not</u> put before experience or work that relates to degree</i>)	
Provides details about the degree (not only name of degree, university, expected completion date) but <u>also</u> highlights achievements and relevance – e.g. <i>showing GPA, key courses, key projects, key skills or academic achievements</i>	
Any practicum, placement, work experience related to degree includes detail e.g. <i>highlighting skills, knowledge and experiences most relevant to the position sought.</i>	
Each major job held includes responsibilities, duties, skills and achievements expressed in the employer's language, where possible.	
Statements of skills or attributes begin with either a verb or 'action word' e.g. " provided high quality customer service" OR an adjective e.g. " effective written communication skills" and are the skills the employer requires.	
Sections specifically outlining professional skills and attributes, relate to degree program / field (<i>or are transferable skills e.g. team work</i>)	
If a career objective or professional summary is included – it is obviously written for a specific field / discipline or professional position relating to degree program.	
There is a logical flow and suitable ordering of the information, and information is not repeated unnecessarily	
Key words and phrases are included e.g. from the job ad and/or the employer's website.	

Maintaining a complete record of all your education and training (including projects, group assignments, etc) skills, employment, extra-curricular activities, achievements, memberships and potential referees, enables you to select the most appropriate items in targeting a particular job.

Appendix 1

Resume headings

Select headings that best suit your discipline and subject matter. You can also use this list as a prompt for the information worth including in your resume. Some headings are specific to particular disciplines.

Personal Personal Data Personal Particulars Personal Background Career Objective Employment Objective Teaching Objective Career Goal Professional Objective Position Sought Education Education Background Academic Background Education Preparation Employment Employment History Employment Background Education and Training Professional Background Student Teaching Positions Practicum Placements Vacation Employment Part-time and Vacation Employment Work Experience Other Positions Special Training Armed Services Employment-Related Skills Professional Skills Skills / Work Skills / Special Skills Professional Attributes	Memberships Professional Memberships Community and Other Memberships Professional Affiliations Achievements Career Achievements Career and Personal Highlights Achievements and Special Talents Civic Activities University Activities Professional and Community Activities Community Service Community and Other Activities Community Involvement Community and Cultural Involvement Community and Professional Involvement Awards and Honours Special Honours and Awards Special Talents Conferences Publications Research Interests Presentations Exhibitions Recitals Travel Travel Abroad International Experience
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Appendix 2

Identifying skills and experience

These questions help identify experiences that support the skills outlined in your resume. You could use a similar process to identify other skills.

Oral communication skills

- Did you achieve good marks in oral presentations?
- Have you held customer service positions?
- Have you won awards for customer service?
- Have you maintained good relations with work colleagues?
- Have you successfully participated in group activities (at university or elsewhere)?
- Have you participated successfully in debating?
- Have you held community roles in which you dealt with other people?
- Have you lead a tutorial or taught a subject or short course?
- Have you trained someone in a task or trained a group?
- Have you been successfully trained for or conducted any form of negotiation or conciliation?
- When you make a presentation, does it stimulate a fair level of interest amongst the listeners?

Written communication skills

- Have you been trained in written communication?
- Have you regularly received good marks in assignments or achieved a high grade for a particularly important piece of work?
- Do you have a role outside university that requires you to produce written documentation, reports or minutes?
- Do you receive good marks for laboratory or other reports?
- Have you ever won an award for a writing task (e.g. an essay competition)?
- Do you write articles (e.g. for newspapers or journals)?
- Are you a good editor?
- Do you routinely edit your work to a high standard?
- Have you trained someone in a task or trained a group?
- Are you able to write every day working documents (letters, memos, reports, etc.) that people find clear and easy to understand?
- Have you developed the skills of evaluating your own writing from the reader's perspective?
- Is your written work consistently argued on the basis of analysis and evidence rather than on assertion of your opinion?

Skills checklist

Here is a checklist of skills to assist you in determining your leading skills and attributes.

Researching Communicating in writing Oral Communicating Resolving conflict Preparing budgets Handling money Maintaining financial records Providing a service to customers Maintaining equipment Planning Coordinating Training Leading Negotiating Liaising with others Thinking creatively Monitoring Problem solving Managing your time effectively Attending to detail Improvising solutions Operating independently Directing others Inducting new staff Supervising staff Interpreting data Policy development Counselling others Adapting procedures Prioritising tasks Streamlining systems Setting and achieving goals	Using audio-visual formats to present ideas Evaluating Report writing Analysing Critical assessing Administering Working cooperatively working to tight deadlines Being entrepreneurial Speaking/writing another language Taking responsibility Establishing a network Chairing meetings Organising events and activities Classifying Showing initiative Working in a team Mediating Being aware of multicultural issues Managing projects Dealing with diversity Completing tasks reliably Confronting issues Establishing rapport Explaining abstract ideas and concepts Communicating with a range of clients Interviewing people Filing material Establishing business contacts Demonstrating initiative Predicting future trends and patterns Interacting effectively with peers
--	--

Appendix 3

Language for succinct and persuasive applications

Below is a list of verbs you may wish to use in your description about employment roles and responsibilities. Remember, using a range of verbs showcases your good language skills to an employer.

achieved	coordinated	identified	monitored	resolved
acted	correlated	illustrated	negotiated	restructured
adapted	counselled	implemented	observed	revised
addressed	delegated	improvised	operated	scheduled
administered	demonstrated	influenced	oriented	selected
advised	designed	initiated	oversaw	simplified
analysed	developed	inspected	performed	skilled
appraised	directed	inspired	persuaded	solved
argued	drafted	interacted	piloted	spearheaded
authored	earned	integrated	pioneered	specified
audited	ensured	investigated	planned	streamlined
balanced	encouraged	itemised	prepared	structured
budgeted	established	led	presented	supervised
built	estimated	liaised	produced	synthesised
catalogued	evaluated	maintained	programmed	tested
classified	exceeded	managed	promoted	trained
coached	extracted	mastered	provided	tutored
collated	facilitated	maximised	purchased	updated
communicated	formulated	mediated	recommended	utilised
compiled	fostered	modelled	recruited	verified
conceptualised	gained	mentored	repaired	was awarded
conducted	guided	modernised	represented	was instrumental in
consolidated	hosted	modified	researched	won

Consult your Thesaurus - writing is important

Try to avoid repeating words and showcase your good grasp of English expression.

Consider the following examples:

AVERAGE	BETTER
like	(am) keen, eager, enthusiastic
good (job)	challenging, satisfying, rewarding
can use, can do	Proficient in
plenty of, a lot of	extensive, comprehensive
obtained (position)	Nominated, elected, chosen, voted to,
won (scholarship)	selected (from)
given (prize)	awarded
able (to type)	competent, confident (typist)
hardworking	motivated, committed
examined (data)	analysed, synthesised, processed
wrote (report)	prepared, designed, drafted
started (a process)	implemented, initiated, developed
directed (a group)	motivated, activated, stimulated
looked (into)	researched, investigated
member (committee)	president, secretary, committee member
sold (property)	marketed, promoted
Took on (a project/task)	Accepted, adopted
Want to	Intend to, aim to
Good at	Efficient, effective, competent, proficient
Picked	Selected, chose, elected
Correct	Accurate, exact, precise
Helpful	Advantageous, profitable, beneficial
Plan	Create, devise, design, invent
Manage	Direct, conduct, steer, guide
Help	Assist, support, facilitate

Strong adverbs help to qualify your statements

actively	creatively	flexibly	responsibly	thoroughly
appropriately	diligently	highly	rigorously	thoughtfully
capably	eagerly	persuasively	significantly	tirelessly
cohesively	effectively	positively	skilfully	vigorously
competently	efficiently	productively	substantially	voluntarily
consistently	enthusiastically	professionally	successfully	willingly
cooperatively	exceptionally	punctually	systematically	methodically

Appendix 4

Possible Achievements

These are prompters to get you thinking about achievements you may have overlooked.
(Adapted from Bright & Earl - 'Resumes that get you shortlisted')

- Promotions, additional responsibilities
- Achieving or over achieving targets
- Initiating, recommending, designing or implementing process improvements
- Contributing towards team outcomes
- Creating resources that were useful
- Being commended for.....
- Recognised as
- Appreciated for
- Managing customer service in challenging situations- high volume, distressed, etc
- Being awarded employee of month or customer service/quality awards
- Outside work achievements- raising money for charity or serving on committee
- Other awards or prizes
- Good exam or assessment results or presentation feedback

Built strong relationships with	Was instrumental in
Consistently achieved	Maintained a high degree of
Coordinated team of	Gained extensive experience in
Demonstrated commitment to	Easily adapted to
Designed and implemented	Highly organised / committed / motivated / to
Earned a reputation as	Proven performer in
Effectively coordinated	Special ability to
Ensured key performance indicators were met	Effectively communicated
Established procedures	Team oriented
Fostered atmosphere of	Willing to learn
Gained approval for	Excellent presentation skills in
Have outstanding record in	Client focused
Have proven ability in	Practical problem solver
Implemented and monitored	Trained and supervised
Led by example	Successfully guided
Liaised with	Successfully followed strict guidelines
Maintained good working relationships	Significantly increased
Planned, organised and delivered	Regularly received positive evaluations
Provided support for	Recommended measures for improvement of

Attained (level of)	Implemented (a new project in)	Proficient in
Successfully completed a	Won a scholarship	Published a
Voted to the office of	Edited a	Presented a
Accomplished	Organised	Worked unsupervised in
Demonstrated skill in	Formulated	Obtained funding for
Started (a business in)	Acquired skill in	Met required deadline for
Was awarded	Developed a strategy for...	Directed a
Actively participated in ...	Managed a project...	Formulated a process for...