

Resume Writing

A resume is your chance to present your skills, knowledge and experiences to an employer using a concise and factual format. You should **outline** your education, work experiences, interests and other information which are **relevant** to the job you are applying for.



You are for sale. Research the skills the employer wants by contacting the contact person and exploring the company website and marketing materials. You need to **SELL** to the employer the skills they need, so that they may **BUY** you for the job! To **sell yourself**, you need to **stand out** from the other applicants. Use this information sheet to gain ideas on how to set out and sell your skills to an employer. Standing out from the other applicants doesn't mean using coloured paper, fancy fonts or graphic designed resumes - it means tailoring yourself directly to the employer and highlighting your unique skills and talents.

What are you selling to the employer?

International students – Which address?

Include both your semester and home address if you are applying for a position in your home country. However, if applying for a position in Australia, your semester address is sufficient.



DID YOU KNOW? Employers usually spend **less than a minute** scanning resumes! So make sure key information is easy to find and follow. A resume is not the place to 'file' all your life successes. An employer only wants to know what is relevant to their job, not irrelevant information like where you went to primary school. You may like to create a **master resume** where you can list everything you have ever done in your life and use this to select relevant information each time you create a tailored individual resume for the employer. Consider utilising the **Student ePortfolio** to store and retrieve information – it's available through **QUT Virtual**.

Listing your skills

analysed	arranged
assembled	conducted
created	delegated
demonstrated	developed
established	evaluated
examined	formulated
generated	influenced
initiated	improved
liaised	managed
monitored	negotiated
originated	planned
presented	promoted
reconciled	reorganised
researched	reviewed

Possible Heading Alternatives

- Academic Background
- Career Achievements
- Career Objective
- Community and Professional Involvement
- Educational Background
- Leisure Activities
- Personal Information
- Professional Highlights
- Professional Experience
- Professional Skills
- Research Interests
- Research Skills
- Special Skills
- Specialist Knowledge & Skills



Need help writing a professional skills list? www.myfuture.edu.au can assist with professional language and example resumes.

Sample Resume

Please note this is an example only and is not the only way to present your resume

Home Address

General business practice is to include a postal/home address, however, some employers have indicated that an email address and contact number is sufficient.

Name - use very clear text. A Title is optional e.g. Ms, Mrs, Mr

Email Address – make sure it is professional!

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Phone Number

Only include the number you want an employer to call you on. Make sure you have a professional sounding voice mail message!

Career Objective

Optional. Some research suggests that a career objective really doesn't add value to your resume. If you use one, it MUST be tailored to the specific employer each time you apply for a job.

Key Professional Skills

Optional. These are a good idea if you have a few years of employment experience or you have had professional experience throughout your uni course. Tailor 5-10 key skills that fit with what the employer is asking for.

EMILY APPLICANT
552 Smart Resume Drive
CLEVERDALE QLD 4000
emily@professionaladdress.com
Phone: 0421 123 456

Career Objective

Key professional Skills

EDUCATION AND TRAINING

Education and Training

Start with your most recent study and highlight the title of your course more than the university.

University Achievements

Optional. Only included to highlight awards you have received while studying.

2008 to 2010 **Bachelor of Applied Science** majoring in **Biotechnology**
Queensland University of Technology
Course GPA 5.4 on a 7 point scale (see attached academic transcript)
Co-Majors – **Microbiology and Immunology**
(Include details of your specialisations)

University Achievements
2008 QUT Science Student Prize for Outstanding Contributions

University Skills Developed – Projects and Assignments

University Skills Developed - Projects and Assignments

Particularly useful if you have limited relevant work experience. A great way to present the key skills developed through university projects. You can add in and take out project work to reflect the employer's requirements. Present the most recent one first and include only 3 to 4 dot points for each.

Project Title	Key Accomplishments
Biotechnology In Action project	<ul style="list-style-type: none">Utilised contemporary Biotechnology theories and practicesDeveloped research skills and knowledge across a wide variety of contextsPresented findings of research in a formal written document
Molecular Genetics Group Project	<ul style="list-style-type: none">Design and construction of a molecular genetics modelWorking with a multidisciplinary teamAppreciating cultural diversity in the workforceUtilising key biotechnology principles
Microbiology for the next Generation	<ul style="list-style-type: none">Preparation of equipment, broths and agarsWorking knowledge of microbiological systemsPreparation of an environmental impact report

University Involvement

2009 President of Biotechnology Student Club
2009 Participant of QUT Career Mentor Scheme
2008 Student Member of Biotech Australia

University Involvement

Optional. This section is an opportunity to display all the extra things you have done at university.

Memberships

2008-2009 Member of Australian Institute of Immunology

Memberships

Optional. If you are a member of professional associations, include this information here. You do not need to include that you are a member of the local golf club unless you can see that it would add value to your application!

Employment History – paid and unpaid

This section may include

Vacation/Internship/Work Integrated Learning (WIL)/Work Experience as well as casual, full-time or part-time jobs. In this section there are two parts: career related positions and other. This gives you the chance to break your employment into those positions that are related to the job for which you are applying and those that are not.

Multicultural Experience

This is a MUST for International Students (optional for domestic students who have extensive international experience) as it allows you to sell and highlight your cross cultural skills and experiences. Simply dot point key highlights. Make links with the skills you acquired from the experiences to the job you are applying for.

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MULTICULTURAL EXPERIENCE

- Fluent in mandarin and Cantonese: Outstanding communication skills
- Travelled extensively in Asia and Europe: Global understanding of genetic engineering issues
- Lived and worked in Asia and America: ABC company has an office here

EMPLOYMENT HISTORY

Career Related

2009 **Research Assistant (vacation internship - 8 weeks)**
Bundaberg Distilling Company Pty Ltd

Key Accomplishments:

- Routine analysis of rum and microbial analysis of production process
- Analysis of malt and barley. Testing involved:
 - Barley: germination, moisture, and protein
 - Malt: moisture, protein, and specific gravities
 - Waste water analysis: BOD, pH, suspended solids
- Colour analysis, microbial swabbing and plating, yeast propagation
- Project work on fermentation and yeast growth

2008-2009 **Microbiology Laboratory Assistant (casual – 10 hours per week)**
International Food Institute of Queensland

Key Accomplishments:

- Preparing basic equipment, broths and agars
- Creation of an environmental impact report
- Stock take and ordering of equipment

Other

2007 to 2008 **Customer Service Consultant (5 hours per week)**
Super Yummy Food

Key Accomplishments:

- Undertook recruitment of casual staff
- Trained new and junior staff
- Prepared food and beverages to meet sales targets and company timeframes

Resume: Emily Applicant Page 2 of 3



Resume Feedback Service

Careers and Employment can give you constructive feedback on your resume, cover letters and application documents. Once you have your document/s ready, submit them to C&E via email to careers@qut.edu.au, or drop them in to one of our offices. You will receive your feedback within 5 working days.

EMPLOYMENT HISTORY (Continued)

2005 to 2007 **Retail Assistant (8 hours per week)**
Good Eyes Optometrist

Key Accomplishments:

- Demonstrated customer service skills, meeting monthly sales targets
- Prepared monthly reports to deadlines

Community Involvement

2009 Red Cross Door Knock Appeal
2009, 2008 Bridge to Brisbane Fun Run

Community Involvement

This is where you include the extra things you do outside of uni that add value to the community you live in, e.g. if you volunteer to collect money for the RSPCA, organise community events etc.

Hobbies and Interests

- Debating
- Tennis
- Reading
- Painting

Hobbies and Interests

Another optional extra. If you include it be smart about what you include. If you are studying design, include design as a hobby because it probably is. However, don't make stuff up because if you are asked about it in an interview you will look silly if you don't know anything about one of your favourite hobbies!

REFEREES

Mary Luini
Supervisor
Bundaberg Distilling Company Pty Ltd
Phone: 07 3434 1234

Mark Edwards
Manager
Super Yummy Food
Phone: 0432 123 123

Referees

ALWAYS the last thing on your resume. Referees are people who can be contacted to talk about your professional fit for the job you have applied for – it's important to include referees who can talk about your professional skills.

Some things were never meant to be on a resume:

- Your date of birth/age
- Your marital status
- Your health status
- Your photo
- Anything not relevant to the position you are applying for
- Anything that could prevent you from being offered an interview



Phone Numbers

Having spacing in your phone numbers makes them easier to read.

Some things really need to be on your resume:

- Your name
- Phone Number
- Email
- Education and Training Qualifications
- Employment History – Paid and Unpaid Work (if you have it)
- At least two referees who can discuss your professional skills

To include your GPA?

If your GPA is over 5 include it, however, if not, perhaps consider if the employer needs to know it at this stage and if highlighting your key subjects is more appropriate.

What do I include in the.... section?

Education and Training

List your current university study first (highlighting your course name first, not the institution) followed by any other study such as TAFE or other training courses.

Include your majors and minors if they are relevant to the job. Don't list all your uni subjects here - attach an academic transcript to your resume which has everything presented clearly and officially on it. You could highlight a few subjects if they are specifically related to the position, and/or you did particularly well in them.

You do not need to include your high school information on your resume but if you do, this is where it would come – this is optional and in most cases leave it out! The most obvious students to leave it in would be an education student applying for work at a particular school, having been to a similar school. Remember, your resume should be maximising and focussing on your university study.

University Skills Developed - Projects and Assignments

You may have been involved in substantial project or assignment work during your university studies - this is where you put this information. Select projects or assessment items that highlight key skills the employer is looking for. This is probably one of the most exciting parts of your resume as it allows you to really sell your professional skills learnt at university to an employer.

Employment History (paid and unpaid work)

It's important in this section to include your most recent positions first and not to include lists of duties that don't add value to the job you are applying for. Only include 3 to 4 key skills /tasks / accomplishments for each job.

Your casual job/s link to your future professional employment - the skills you learn and utilise in your casual employment are transferable between jobs. Sit down and analyse what you do in your casual job and word your key skills /tasks/ accomplishments to reflect transferable and useable skills for the job you are applying for.

If you have one outstanding **work-related reference**, you may also wish to attach it as an appendix to your resume.

Resume Tips...

- Use professional presentation which suits your particular industry
- Sell your skills to an employer to gain an interview
- Only list IT /computer skills on your resume if the job description requires them
- Include your visa and/or work status if you are an international student
- Research the employer and tailor your resume appropriately
- Your resume should be no more than 3 pages

For each section of your resume ask yourself

- Is this relevant?
- Could it be perceived negatively?
- Can I work this in a positive way?
- Does it add value to my application?

These sections are optional and included if you think they add value to your application

- Hobbies and Interests
- Your title (Ms, Mr, Mrs etc)
- Community Involvement
- University involvement
- Professional skills list tailored to the job
- Career objective tailored to the company
- High school (if included only very minimal info required such as 'School Captain')
- Awards and Achievements
- Memberships



It's important for graduates to attach a certified photocopy of their most recent official **Academic Record**. Downloading a copy of your Academic History from your Personal Profile on QUT Virtual may be acceptable to most employers as a substitute for an official Academic Record in the first instance.



Need more help? Have a look at the **online module** on Resume & Letters in Blackboard – click on **Career development programs** from the Careers & Employment website at www.careers.qut.edu.au. You could also attend a **Resume Writing** workshop – you'll find the workshop schedule under **events** in **CareerHub**.

Resume FAQ's

What if I don't have any relevant experience?

From reading this book you'll know the importance of gaining paid or unpaid work experience related to your industry. If you've reached the end of your course and don't have this – don't despair. Focus on what you have done rather than what you haven't. Spend some time identifying industry-related or transferable skills from what you have done while you've been at uni. What skills have you gained from your part time employment, your assignments, team projects, extracurricular activities and other areas of your life? Check out the www.careers.qut.edu.au for help with identifying your personal transferable skills.

Who can I list as professional referees?

Professional referees can include current or recent employers, supervisors from your work experience, practicum placements or voluntary work, your mentor, or someone with whom you have built a professional relationship, or maybe even your lecturer or tutor. They are people who can comment on your professional or employment related skills. Make sure you build and maintain these relationships throughout your course so you can ask these people to be referees for you when you are applying for jobs.

How do I make my resume stand out from all the others that will be received?

Everyone has their own idea of what makes a good resume. What one employer thinks is a brilliant resume, another may be unimpressed by. Get feedback from employers, lecturers and careers staff and work towards a resume that balances being different from others but still within the comfort zone of employers. Experiment with design features such as different fonts, watermarks and borders. If you use colours, make sure your resume photocopies clearly. Use bold, uppercase, underlining or italics to highlight different sections of your resume. Use bullet points where possible, rather than lengthy text.

What is the difference between a resume and a CV?

A resume is the summary document that employers are seeking, and a CV is a more detailed document often used where extensive professional experience is required.

If I've had jobs that involved similar skills – do I have to list them separately for each job?

Try to make your resume interesting and easy to read for potential employers. Rather than repeating similar duties/responsibilities/ skills held for similar positions that you have held, think about listing each position and then do a summary of skills under this.

What if I failed some of my subjects during my course – how do I put this in my resume?

Remember that the purpose of your resume is to get the employer interested in meeting with you – so think carefully about the information you include. Your resume is not a “warts and all” documentation of everything you've done in your life until now. It's selected, relevant information – targeted to that particular employer and job role. So aim to highlight your strengths, skills, experiences and achievements, and only include information that reflects you in the most positive light. However, that does not mean you can alter the facts! If you have some failed units, include in your resume only units you've performed well in, or make a general statement about your overall GPA if that's worth highlighting. Think about how to talk about negative experiences in a positive way – you might have failed a unit but from that experience you've learnt better time management and study skills/ when you've taken on too much and need to adjust your work-life balance/ when you need to ask for support etc...and your grades have improved consistently since then. In this way, perceived negatives don't stop you from getting an interview, and you will be able to promote learning you have gained from the experience.

It is a good idea to include a photo?

A photo can be a great way to personalise your resume, but the risk is that you could be discriminated against based on your appearance, i.e. being perceived as too young / old / serious / flighty / inexperienced and so on. You could miss out on an interview based on someone's possibly inaccurate perception of you. If you like the idea of a photo, perhaps take a separate copy of your resume with a photo included, when you meet with an employer. This way they can meet you, hear what you have to say, and have a resume with a photo to remind them of who you are.

Do I need to include my interests / extracurricular activities?

As with any part of your resume, only include information that reflects positively on you in relation to the position you are applying for. Your interests and extracurricular activities can be a great way to personalise your resume and present you as a well rounded applicant. Think carefully about what your interests and activities say about you and be prepared to describe them further at an interview.