

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? Have a look at our information sheet on **Personal Transferable Skills**, available on the Careers and Employment website at www.careers.qut.edu.au. www.myfuture.edu.au can also 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!

Phone Number

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

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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.

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

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.

Career Objective

Key professional Skills

EDUCATION AND TRAINING

2007 to 2009 **Bachelor of Business** Majoring in Human Resource Management
 Queensland University of Technology
 Course GPA 5.4 on a 7 point scale (see attached academic transcript)
 Special Interest Area

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.

University Achievements

2008 QUT Human Resource 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
HR In Action project	<ul style="list-style-type: none"> Utilised contemporary HR theories and practices Developed research skills and knowledge across a wide variety of contexts Presented findings of research in a formal written document
'Pretending to be the HR Manager' Group Project	<ul style="list-style-type: none"> Managing HR issues such as change and redundancy Working with a multidisciplinary HR team Appreciating cultural diversity in the workforce Utilising key HR principles
Business for the next Generation	<ul style="list-style-type: none"> Interpreting key business principles such as supply and demand Negotiating and problem solving business issues Researching and presenting current information in an easy to understand format

University Involvement

2009 President of Human Resource Club
 2009 Participant QUT Career Mentor Scheme
 2008 Student Member of Management 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 Management

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.

MULTICULTURAL EXPERIENCE

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

EMPLOYMENT HISTORY**Career Related**

2008 to 2009 **Human Resource Officer (10 hours per week)**
Good Feeling Human Resources

Key Accomplishments:

- Assisted to develop new policy on recruitment strategies
- Wrote company's 'New Invitations' Newsletter
- Increased staff attendance at optional training sessions on superannuation by implementing advertising campaign

2008 Summer **Human Resource Assistant (vacation internship - 3 months)**
Rather Large Company

Key Accomplishments:

- Assisted to run enterprise bargaining workshop
- Updated employee database in relation to superannuation issues
- Secretary for Strategic Management Meetings
- Organised several staff training days and events

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 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 usually receive your feedback within 5 working days.

EMPLOYMENT HISTORY (Continued)

2005 to 2008 **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
 Manager
 Rather Large Company
Phone: 07 3434 1234

Mark Edwards
 Director
 Good Feeling Human Resources
Phone: 0432 123 123

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

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



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 2 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. Our information sheet on **Personal Transferable Skills** can help with this – you'll find it on **CareerHub** under **Resources - Info Sheets**.

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**.