

# Resume basics



**Job hunting is about showing yourself in the best light possible and this involves selling yourself on paper via your resume or ‘CV’ and cover letter. A resume shows an employer the best of what you have to offer. It’s about selling your skills and abilities and demonstrating that you’re the best person for the job. Here’s some tips on preparing a great resume.**

## PRESENTATION

- First impressions count, so make sure you leave a great first impression.
- Keep it simple and easy to read with a standard font 10 or larger.
- Avoid cramming in too much information, or long-winded sentences.
- Always check your spelling and grammar and have a friend read over it for you.

## THE FIRST PAGE

Your strongest skills and qualifications should be listed at the top of the first page in a skills summary or in the first job description.

## YOUR MOST RECENT WORK EXPERIENCE

Detail your last three to five positions or employment over the last ten years. Only include positions very early in your work history if they are very relevant to the job for which you are applying.

## SELL BENEFITS, NOT FEATURES

Don’t just describe your responsibilities, but include your achievements and back these up with supportive statements i.e., achieved sales in dollar figures, dollar savings to the company, years of experience, recognition or awards.

## USE ACTION WORDS TO DESCRIBE YOUR ACHIEVEMENTS

Some examples include: analysed, designed, developed, conducted, actioned, coordinated, operated, proposed and supervised.

## TAILOR YOUR RESUME FOR SPECIFIC JOBS

Always ensure that you have different resumes suitable for varied roles or industries you may be looking to work in. One resume may not be suitable for all job applications. It is important to ‘mirror’ what a job advertising is asking for i.e. include throughout your resume key words and skills that the recruiter is advertising for. Often recruitment agencies use software that searches for ‘key words’ to shortlist applicants.



## Resume Do's

- Ensure your resume is error free by checking spelling and grammar.
- Have a friend read over and provide feedback.
- Include key words that 'mirror' what the advertised job is asking for.
- Highlight your strengths and abilities.
- Back-up your achievements with supporting statements.
- Ensure sentences begin with action words.
- Ask yourself, 'does this resume sell me as best as it can?'

## Structure

### 1. NAME AND CONTACT DETAILS

Display your name, address, telephone number(s) and email address at the top of the page. Do not include other personal details on the first page as these can cause unnecessary clutter. Make sure your email address sounds professional.

#### Example:

John Smith  
123 ABC Street  
Sydney NSW 2000

After hours: (02) 9641 5000  
Business hours: (02) 9641 5000  
john.smith@gmail.com.au

### 2. PROFILE

It is recommended that you include a personal profile on the first page. Your profile sets out a succinct description, in four or five lines, of your qualifications, experience, abilities and personal attributes. Alternatively, the profile can be a summary of your key strengths shown in bullet-point format. The writing of the profile can be left until the rest of the resume has been completed and should highlight the important areas of the resume itself.

#### Example:

- An experienced customer service professional who is passionate about delivering friendly warm and attentive service.
- Excellent communication skills with the ability to listen and build relationships with customers.
- Enthusiastic and self motivated with a mature and reliable work ethic.

### 3. THE CAREER SUMMARY

The career summary is designed to grab the reader's attention during the scanning phase of the assessment. It should give a brief overview of the companies, positions held (with dates showing month and year), in reverse chronological order.

### 4. WORK/BUSINESS EXPERIENCE

Prospective employers are more interested in your recent work history than they are in your early work history. It is best to list your work experience in date order, starting from your most recent position. The company name should be listed, together with the overall period you worked for the company. It is recommended that you only detail your work experience for the last 10 years, unless it is particularly relevant to the role you are applying for.

#### Example:

ABC Bank  
Customer Service Officer  
Mar 2013 – Feb 2016  
Office Assistant  
Feb 2012 – Feb 2013

### 5. RESPONSIBILITIES

Your responsibilities should then be listed briefly. This should be no more than two or three lines, and should be a responsibility overview.



## Resume Dont's

- Don't hand write your resume. A resume should always be typed.
- Don't use colour, graphics or artwork unless it is considered appropriate for the industry.
- Don't include clip-art or photographs (including a personal photo).
- Don't make your resume too long. The ideal length is no longer than three pages (two pages is preferred).
- Don't make your fonts too small. Keep your fonts larger than 10 point.

## 6. YOUR ACHIEVEMENTS

Your achievements in each position should then be listed. Your achievements should be shown giving each bullet point with an active doing word, e.g. coordinated, directed, improved, operated. A well written achievement statement often has three parts: what you actually accomplished; how you did it; and the resulting benefit to the company.

### Example:

ABC Bank: 2012 – 2016

In this position, I was responsible for responding to all customer enquiries on a range of retail banking products.

### Achievements:

- Consistently achieved the highest call volume rate in my team, while maintaining excellent customer service levels.
- Selected as the team member of the month on three separate occasions.
- Assisted with the customer satisfaction program, which lead to a 3% increase.

## 7. EDUCATION AND QUALIFICATIONS

If you have completed any form of tertiary training, trade certificate, degree or diploma, this should be mentioned. If completed, there is no need to add any information about secondary schooling results, as these are not considered relevant once a tertiary program has been completed. If you are a member of any relevant associations, hold any licences or certificates, or if you are fluent in any foreign languages.



For more information about writing a resume and other useful resources visit [konektempoyment.com.au](http://konektempoyment.com.au)

## 8. PERSONAL INFORMATION

The inclusion of some types of personal information is optional and a matter for individual consideration. Including details such as your date of birth and marital status is not necessary and should be avoided.

It is also customary to include three or four interests in your resume. Your choice on which interests to include should be based on whether the interests will enhance your image to the employer. It is advisable to have interests that show a good balance of activity.

## EXAMPLE RESUME

**John Smith**

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**PERSONAL DETAILS**

Address: House Number, Street Name, Suburb, State, Postcode Country  
Telephone: +61 (0) 1234 5678 (home) +61 (0) 123 56 789 (mobile)  
Email: johnsmith@emailaddress.com  
Citizenship: Nationality  
Date of Birth: Day Month Year

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**PROFILE**

- Provide a brief summary of your skills and experience including qualifications, experience, abilities and personal attributes. This will help you grab the employer's attention and encourage them to read your resume.

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**WORK HISTORY**

- Start with your most recent job and work backwards. Include company name; position; dates of employment; key duties and responsibilities; key achievements in this role. Do not include dates of employment. List the reasons as to why you may have been out of work (i.e., sick leave).

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**EDUCATION AND QUALIFICATIONS**

- Include any tertiary training, trade certificate, degree or diploma, listing the most recent first. Also include any current licenses, blue card, or if you are fluent in any languages.

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**PERSONAL INFORMATION**

- Here you can talk a bit more about your interests outside of work. Include positions of interest that relate to this field or could be of relevance to this position or employer. Don't put in too much detail.

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**REFEREES**

Include the names and contact details of two people who have agreed to act as referees for you. Past employers are ideal if they will provide positive feedback, otherwise it can be family friends or from an organisation you may align with. Make sure you have their permission to include their details.

Referees Name Position and Company Name Email: refereesname@emailaddress.com Telephone: +61 (0) 1234 5678	Referees Name Position and Company Name Email: refereesname@emailaddress.com Telephone: +61 (0) 1234 5678
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John Smith

**Callout boxes:**

- Choose one simple font to use throughout your resume, avoid cramming by using plenty of space between paragraphs
- Separate resume content by putting a line under headings
- Use bullet points to help make your resume easier for employers to read
- Use a footer including your full name at the base of each page