

---

# HOW TO WRITE A RESUME!

---

Presented by the Careers and  
Graduate Employment Unit  
Student Services



---

# OVERVIEW

---

Analysing the ad

Researching the role / organisation

The layout of your resume

Employer Pet Peeves

Resume Checklist

---

# THINGS TO CONSIDER

---

Employers will reject an application outright when:

- the course work does not match the role;
- a candidate has poor academic results;
- poor written communication is evident;
- selection criteria not suitably addressed;
- an application is incomplete;
- there are a host of other administrative errors.

---

# ACTIVITY: ANALYSING THE AD

---

Who is the Organisation/Company and its business?

Who is the contact person?

What are the responsibilities of the position?

What are the 4 most essential skills and personal characteristics (selection criteria) required?

What are the important key words in the ad?

---

# ANALYSING THE AD

Career Express is a progressive organisation that provides various HR services to corporations. These include:

- Psychological Assessment
- Corporate Coaching
- Career and Succession Planning
- Development workshops

We are currently seeking a Graduate who has completed a 4 year Psychology degree and would like to gain registration with the QLD Psychology Board.

This support role will include:

Test administration and report writing

- Various research projects
- General administration
- Liasing with clients

The successful applicant will have outstanding interpersonal and communication skills with a drive to succeed and ability to work autonomously. They will also demonstrate strong computer skills.

This is a great opportunity for individuals wishing to gain experience and training across various HR fields including coaching, delivering workshops, career counselling and psychometrics.

Interested? Email your resume to [admin@careerexpress.com](mailto:admin@careerexpress.com)

---

# Advertisement Analysis

---

Developed by E Gardiner and J Rochester

---

- Who is the organisation?
- Contact person?
- What is the job?
- 3 Skills needed
- Qualities and Characteristics

---

# RESEARCHING THE ROLE AND COMPANY

---

How would you go about  
researching a job advert and the  
company behind it?

---

# RESEARCHING THE ROLE AND COMPANY

---

The Job Advertisement

Their website

Contacts within the industry

Contacts within your Faculty or The  
Careers and Graduate Employment Unit



---

# WHY A RESUME?

---

The resume is your introduction to the employer and should highlight the skills/attributes that you have to match the job vacancy!

This is your sales tool – so tailor it!!!!

---

---

# RESUME LAYOUT

---

**What are the key items we want  
to highlight in our resume?**

---

# RESUME LAYOUT HEADINGS

---

**Personal details**

**Career Objective (optional)**

**Education**

**Experience (Employment History)**

**Skills Summary**

**Extra-curricular Activities**

**Referees**

---

---

# RESUME LAYOUT HEADINGS

---

Personal details

Career Objective

Education

Skills Summary

Employment History

Extra-curricular  
Activities

Referees

**Personal Information**

**Employment Aspiration**

**Formal Qualifications**

**Additional Skills**

**Vacation Employment**

**Achievements**

**Hobbies/Interests**

**References**

---

# PERSONAL DETAILS

---

LESLIE B NELSON

952 BRYANT STREET

TARINGA QLD 4068

(07) 3321 9876

[l.nelson@yahoo.com](mailto:l.nelson@yahoo.com)

LESLIE B NELSON

952 BRYANT STREET

TARINGA QLD 4068

(07) 3321 9876

[l.nelson@yahoo.com](mailto:l.nelson@yahoo.com)

---

# EDUCATION & TRAINING

---

- Over 90% of employers said they expected to see tertiary education mentioned in a resume.
- 80% expected to see achievements, and GPA.
- Over 40% of employers will shortlist applicants based on GPA.

# EDUCATION

## Sharing GPA & Achievements

- You may want to go by year –
  - GPA achieved in 1<sup>st</sup> year - 5.0 (scale 1-7)
  - GPA achieved in 2<sup>nd</sup> year – 5.2 etc.
- GPA for most recent semesters – 5.0
- Most recent year's GPA – 4.8
- Grades of 7 achieved in Maths & Microbiology
- Area of specialisation/projects
  - Biochemistry GPA - 4.8 (Scale 1-7)
  - Microbiology GPA – 5.1
- Grades of 5 or higher have been obtained for \_\_\_\_ % of subjects studied
- Successfully completed degree in the minimum time

---

# EDUCATION & MEMBERSHIPS

## Examples:

---

### Education

**2009 Bachelor of Psychological Sciences**

The University of Queensland

GPA – 5.2 (scale 1-7) optional

**Achievements:** Dean's commendation for High Achievement in 2007

### Memberships

**2006 (RACQ) membership**



---

# EDUCATION

## Additional Examples:

---

### 1. EDUCATION

Tertiary

2003-2006 The University of Queensland

**Bachelor of Arts**

### 2. EDUCATIONAL DETAILS

**Bachelor of Arts** (The University of Queensland)

Currently completing final year course

### 3. EDUCATION: The University of Queensland

**Bachelor of Arts**

Part-time studies (2000-2008)

---

# EMPLOYMENT HISTORY

---

## The challenge:

- to adequately describe your responsibilities in various roles,
- address the transferrable skills you have developed that are most relevant to the role you are applying for, and
- to keep it brief!

# EMPLOYMENT HISTORY

## Transferable Skills

Communication (verbal/written)	59%
Problem solving/initiative	52.3%
Teamwork	50.0%
Enthusiasm/attitude/commitment/flexibility	34.1%
Good academic record	31.8%
Analytical/planning	27.3%
Ability to balance time demands	15.9%
Leadership	13.6%
Attention to detail/work systems	13.6%

---

# EMPLOYMENT HISTORY

## Example # 1

---

### Assistant Department Manager

2002 – 2006 K Mart, Toowong

Supervised, scheduled and maintained sales activity in home wares department. Worked part-time during school year. First part-time employee and student promoted to this position. Directed four part-time employees. Revised merchandise layout and recommended changes that resulted in increased product visibility.

---

# EMPLOYMENT HISTORY

## Example # 1

---

### Assistant Department Manager

1994 – 1997 K Mart, Toowong

Supervised, scheduled and maintained sales activity in home wares department. Worked part-time during school year.

- First part-time employee and student promoted to this position.
- Directed four part-time employees.
- Revised merchandise layout and recommended changes that resulted in increased product visibility.

---

# EMPLOYMENT HISTORY

## Transferable Skills found in Example # 1

---

### Skills developed:

- Management of time and meeting service deadlines
- Balanced competing priorities in attending to both customer and team needs
- Interacted with customers regularly and aided them with their product queries
- Strengthened my ability to work through problems during the implementation of our new merchandise layout.

---

# EMPLOYMENT HISTORY

## Example #2 - Customer service Assistant P/T

---

Pizza to Go

Dec 2005-June 2008

Commenced on the busy delivery hot line a telephone customer service assistant & was promoted to a supervisory role within 6 months. During this time I gained valuable experience in customer service, team work, problem solving and decision making.

### Responsibilities:

- Coordinated allocation of up to 500 deliveries per shift
- Trained & supervised staff in telephone service
- Monitored sale targets & motivated team to exceed

### Skills Developed:

- Time management was essential and I learned to use my MS Outlook daily to keep my team and I performing at a high level.
-

---

# SKILLS SUMMARY

## Example

---

### Demonstrated Skills

#### Personal

- Excellent communication skills (my experience in dealing with customers at xyz has provided me many opportunities to offer instruction, address customer queries, and to liaise with a number of our suppliers)
- Enjoy working in a team (much of my project work has been conducted in a team environment and i have had good success to date in this area)
- Can speak fluently and write proficiently in both English and XYZ

#### Technical

- Experiences using many Microsoft applications i.e. Word, PowerPoint, excel
- Have used a number of engineering programs during my studies and am most confident with blah, blah , and blah
- I have applied the following research tools in my project work : blah, blah, and blah.



---

# REFEREES

---

Most employers want to be able to check with a minimum of two referees that have seen you perform in a working environment.

Ensure they know they have been put down as a referee.

If you don't wish to write your referees on the resume or have yet to source some, write the following so they know you have the potential to provide them .....

***To be made available upon request.***

---

# IS THIS ALL THERE IS?

---

## Optional extras:

- Personal Interests
- Hobbies
- Community Involvement
- Memberships or Groups/clubs

---

# EMPLOYER PET PEEVES

---

- Résumés in binders
- Westpact mathematics competition certificates
- Students who send more than one resume
- Students who call every week “to see how you are going.”
- Students who don’t fill in their application forms correctly.
- Students who send another companies’ application by accident.

---

# EMPLOYER PET PEEVES

#1

---

Over use of 'I's in  
resumes and cover letters!

---

# IN SHORT...

---

Remember the 30 second initial pass

Targeted to the position you are applying for

No personal information – age, marital status, etc

Use bullet points and succinct sentences

Format wisely! i.e. bolding, underlining, indenting etc.

Use consistent fonts, formatting, dates, and titles

References aren't included  
Referees are

Use action words and key words seen in ad

Appropriate spelling and grammar

Always highlight accomplishments

---

# FEEDBACK

---

Always seek feedback!

Honest respectful feedback is useful in so many areas of our lives.

We may not always appreciate it when its given but often others' insights prove to be valuable given the proper time and consideration.