

## What is a resume and why is it important?

Your resume will be one of the most important documents in getting you an interview with an employer. Most applications for jobs require a resume at a minimum. A resume is a description of your education, paid employment, volunteer activities (including school activities), general interests and personal strengths. It should outline your Technical, Transferable and Personal skills relevant to the position you are applying for.

*'Curriculum Vitae' is simply the Latin word for 'history or course of one's life'. A resume and curriculum vitae are different words used to describe the same thing. They are both documents which are used to outline your skills and experience when applying for a job.*

Your resume is an important document. It is your advertising brochure and needs to be 'targeted' to each position you apply for. It needs to be written in a way that is easily modified, so you can update it for each job application.

Whilst it is fine to use a similar version of your resume for different jobs, you will need to make sure each time you send a resume that it reflects the skills the employer is looking for. That is why you usually require more than one version of your resume.

Your resume should focus on your skills and abilities - regardless of where you developed those skills and abilities. There are many different styles of resume, and no one way to write a resume correctly. However, there are some basic things that you definitely need to include and these are outlined in this section.



## What to include in your resume

- > Profile
- > Personal details
- > Key skills
- > Key achievements
- > Educational qualifications
- > Employment history
- > Professional memberships/community Involvements
- > Referees



### Profile

A profile is a snapshot of your experience, skills and abilities relevant to the position. It gives the employer a clear indication of what is to follow in the rest of your document. It may or may not include a career objective. It should be clearly outlined on the front page, using a combination of paragraph style formatting and dot points. This should encourage the employer to want to read the rest of your application and is an important part of your resume.

### Personal details

These details need to be provided somewhere in your resume. You may have a heading for 'Personal details', or depending on the layout of your resume, you may provide the information elsewhere (eg header or footer). As long as it is easy to find, as it advises of basic information about who you are and how you can be contacted. Always ensure you have updated this information to include the correct details:

- > first and last name;
- > address;
- > telephone number/mobile;
- > email address; and
- > optional: health, date of birth, licence, citizenship.

### Key skills

This section outlines your specific abilities, skills and experience for the job you are applying for. It is what tells the employer whether you are 'right' for the job based on the information provided. Other terms used to highlight this section of a resume include: demonstrated abilities, relevant skills, competencies, capabilities, skills summary, work skills. Here you should list all the skills that you have acquired from both paid and unpaid work - grouping skills together that relate to the job. This section may also be used to list any licences or special qualifications.

Example: for an Administrative Position you may have the following headings:

- > Office administration skills;
- > Organisational skills;
- > Customer service skills; and
- > General skills.

### Key achievements

This section is used to highlight anything you are extremely proud to have achieved in your career. It may include personal achievements (only when related to the position). This section lists 5-10 dot points of key achievements related to your technical and transferable skills suitable to the job.

### Educational qualifications

Include your most recent educational qualifications that are relevant to the position. If you are just out of school, include your highest level achieved. Information possible to include in this section:

- > university degrees;
- > certificates;
- > short training courses;
- > workshops; seminars and conferences;
- > other professional training; and
- > licences and accreditations.



## Employment history

This section explains your past and present work activities. 'Employment history' is preferable to 'Work experience' due to the confusion between work experience and unpaid work which is usually only short term. However, if you are just out of school, it is worthwhile to include 'Work experience' if you do not have a history of paid employment. Each job listing should include the following:

- > job title;
- > company name and location;
- > dates of employment; and
- > duties (you may or may not list duties here, depending on the style of resume you choose to use. Duties can also be grouped under your 'Key Skills' section to avoid your resume becoming too long and too repetitive).

## Professional memberships/community involvements

If you have any professional associations or community involvements relevant to the job, you may list them under this heading. Use your common sense in making a judgement about the relevance of your professional and community memberships - be mindful of listing anything that is not relevant or unsuitable. If you do include this section, you will need to list:

- > name of the organisation;
- > dates/duration of involvement; and
- > title/nature of your involvement.

## Referees

Referees provide details on your experience and can comment on your personal qualities to a potential employer.

They must be willing to be contacted by telephone to provide information about you – so always make sure to ask if they are willing to speak on your behalf and inform them of any positions you have applied for.

You must obtain permission from your referees before including their details on your resume. It is common to include a minimum of two referees (preferably three). This is the last piece of information to go on your resume.

If you do have the correct details and have sought their permission to include on your resume, the information is required as follows:

- > referees name;
- > job title;
- > employer; and
- > contact details, eg phone/mobile/email.

If you are unable to locate your referees in time to submit your application, you still must include this section on your resume. Simply state 'Available upon request' and then if you are invited to an interview, ensure you can provide referee details to hand to the potential employer in person.

## Optional things to include

### Cover page

It is up to you how you style your resume, however, cover pages are generally not that important. They tend to be an additional page that adds bulk to your resume and the information contained in a cover page is usually provided elsewhere in your document.

### Career objective

If you are prepared to update your career objective each time you apply for a job, then you can include this information. Always ensure your objective is relevant to the job you are seeking and is up to date with your career goals. You may add this under your profile, or include as a separate heading.

### Activities and interests

You may add this information if you feel the employer may see how your interests show that you have a well rounded personality suited to the type of work they are offering. For example, a mechanic may find it useful to state they are a member of an automotive club and have affiliations with sports car racing, motorcycle clubs etc. It is not recommended to put any activity or interest that conflicts with the nature of the work you are seeking.

### Photo

Generally speaking you would not normally add a photo to a resume, unless it is specifically requested by the employer, and your appearance is important for the job (ie model). However, it is common that your photo will be available when you apply for jobs using social networking sites if you have provided one on your profile.

### Personal attributes

Don't worry if you don't include these in your resume. By all means, space permitting you may add them – but always ensure they are relevant to the job.

Use **Quick tip 7 - Resume writing (page 94)** when you are writing job application letters to ensure you include all relevant information in a reader friendly and appropriate format.

Use the following resume examples to construct your own resume. Alternatively you can build your own resume using the Resume Builder Tool available at the **Career Centre** web site. The Resume Builder Tool allows you to build your own resume using the Example Resumes or you can create and build your very own individually formatted resume. You can then save your resumes to word and/or to your **(insert name – “career portfolio”)** on the **Career Centre** web site.

## Resume examples

Please refer to the following example resumes:

- > Resume A – entry level mining (page 49)
- > Resume B – construction (page 51)
- > Resume C – customer service / administration (page 53)
- > Resume D – semi professional (page 55)
- > Resume E – recent school leaver (page 57)
- > Resume F – school student seeking casual work (page 59)



## Resume example A

**BRAD COOPER**  
 600 West Coast Hwy Scarborough WA 6019  
 Email: brad@hotmail.com • Mobile: 0400 000 000

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**PROFILE**

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**EXPERIENCED LABOURER & TRADE ASSISTANT**

*Professional and experienced Labourer and Trades Assistant with a strong commitment to the maintenance of rigorous quality assurance. Offering over eight years experience in various trades within building and construction: Labourer, Carpenter, Machine Operator, Landscaping, Supervisor. Seeking a suitable long term position within the mining industry which will utilize existing skills. Strong influencing and communication skills with the ability to engage business side of operations. Adept at analysing existing processes, recommending or implementing innovative intervention to continuously improve performance.*

Works independently & accepts responsibility	Large construction site knowledge and expertise	Strict adherence to safety requirements	Strong ability to identify, analyse & solve problems	Enjoys technically complex work
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**KEY SKILLS**

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- Trade background in landscaping with machine operation experience
- Project management skills and proven skills in motivational and result-driven team leadership
- Strong and decisive supervisor, honest, loyal and professional
- Proven ability to cope under pressure with high volumes of work
- Excellent decision making skills and ethical, honest, dependable
- Liaison with clients and relevant authorities and inspectors with regards to quality of workmanship and meeting stringent construction standards
- Committed to enforcing safety standards and general OHS requirements

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**PERSONAL INFORMATION**

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<b>Date of birth:</b>	31 January 1985
<b>Health:</b>	Physically fit with good eyesight
<b>Available:</b>	Immediately
<b>Licence:</b>	Current C class driver's licence (obtaining HR)

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**SPECIALIST LICENCES AND PERMITS**

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<ul style="list-style-type: none"> <li>• Bocat / skid steer</li> <li>• Work in confined spaces</li> <li>• Rio Tinto lockholders ticket</li> <li>• Rio Tinto HSE</li> <li>• Rio Tinto fire extinguisher</li> <li>• Rio Tinto permit officer</li> <li>• Knickelwest site inducted</li> </ul>	<ul style="list-style-type: none"> <li>• Traffic control ticket</li> <li>• Telecommunications II certificate</li> <li>• EME radiation awareness</li> <li>• Power awareness</li> <li>• OH&amp;S green card</li> <li>• ACRS cabling licence</li> <li>• Senior first aid certificate</li> </ul>
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**EDUCATION**

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1998	Completion Year 10 Certificate Balcatta High School, WA
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## Resume example A

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### PROFESSIONAL EXPERIENCE

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**Machine Operator/Labourer - Civil Construction** Feb 2011 – current  
**EMS, Fremantle WA**

- Project: Expansion of Waga Waga Mine Camp located near Paraburdoo - 4/1 Roster.
- Operating bobcat, assisting drainers and other operators in the construction of new campsite.

**Labourer – Civil Construction** July 2010 – Jan 2011  
**Drillcorp, Perth WA**

- Project: BHP Billiton, Kwinana.
- Knickelwest Site Inducted. Six day working week.
- General labouring, machine operation, pipe laying, trenching, poly welding, boring and drilling.

**Builder Offsider** Apr 2006 – Jun 2010  
**West Coast Carpentry, Perth WA**

- Working on building sites all over the east coast assisting in building.
- Keen interest in expanding upon building/carpentry skills.

**Landscaper/Labourer** Jan 2002 – Mar 2006  
**Aussie Scrap Yards, Perth WA**

- Paving, gardening, bricklaying in conjunction with completing horticulture training at TAFE.
- Worked on many larger based building sites all over Sydney.
- Onsite general building knowledge and safety awareness.

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### PERSONAL QUALITIES

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- Friendly and out-going person who can adapt to any given situation
- Quick learner and am comfortable working alone or as part of a team
- Hard working which ensures that my work represents a job well done
- Easy going and enthusiastic personality which has assisted in forging and maintaining excellent professional friendships with work colleagues

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### REFEREES

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**Sarah Masters**  
Manager Human Resources  
Staffing Personnel  
Phone: 08 9000 0000

**Michael Masters**  
Business Owner  
West Coast Carpentry  
Mobile: 0401 000 000

**Bob Westwood**  
Manager Site Operations  
Drillcorp WA  
Phone: 0411 000 000



## Resume example B

### DAMIEN FORRESTER

12 Stirling Street PERTH WA 6000  
Email: damienf@yahoo.com  
Mobile: 0434 000 000

#### PROFILE

##### Project Supervisor – Carpenter Tradesman

- Professional offering over 10 years experience ranging from carpenter to supervisor
- Large commercial construction sites knowledge and expertise
- Trade background in carpentry with machine operation experience
- Project management skills and proven skills in motivational and result-driven team leadership
- Background in policing, security, surveillance with administrative, accounting and computer skills
- Strong and decisive operations leader, honest, loyal and professional
- Proven ability to cope under pressure with high volumes of work
- Excellent decision making skills and ethical, honest, dependable
- Physically fit and able to pass stringent medical examination

#### PERMITS & TICKETS

- Exp 2014 **Maritime security identification card (MSIC) No.FPA0000000**
- Exp 2013 **"C" class drivers licence No.53000000**
- 2009 **Lockholder/isolation officer, Rio Tinto**
- 2009 **Blue card – Construction Safety Awareness Training Card No.30000000**
- 2008 **Permit holder ERGT Skills for Life**
- 2008 **EWP trained operator EWPA No. 00000000**

#### QUALIFICATIONS

- 2004 **Trade Certificate in Carpentry**  
Challenger TAFE, Perth WA

#### DEMONSTRATED CONSTRUCTION SKILLS

- Experienced Project Supervisor in charge of major contracts including:
  - \$20M Rio Tinto Housing Construction
  - \$35M extension to WA Pharmaceuticals building, involving precast panels, concrete ground beams and up to 250 ml poured concrete floors
  - \$12M TAFE office and administration extension
  - \$1M high school hall extension
- Supervision, management and staff leadership - machine operators, qualified tradesmen and trade assistants
- Committed to the maintenance of rigorous quality assurance
- Strong influencing and communication skills with the ability to engage business side of operations
- Liaison with clients and relevant authorities and inspectors with regards to quality of workmanship and meeting stringent construction standards
- Ordering materials and tools for all aspects of smooth project completion, ensuring adequate supply of materials at all times
- Committed to enforcing safety standards and general OHS requirements
- Estimating and quoting contracts, reading and interpreting building plans and specifications
- Experienced Project Supervisor, taking responsibility for all aspects of commercial and domestic building including:
  - framework, formwork - concrete boxing, precast panels and concrete ground beams
  - pouring and finishing high strength and durable concrete floors
  - timber finishing - skirting/scotia/hardware, tilt slab construction
  - cladding - gib-board/hardie/iron, window and door installation
- Management of documentation relating to the construction industry

## Resume example B

### CONSTRUCTION CAREER SUMMARY

- Site Supervisor** May 2010 - current  
**Construction Pty Ltd - Mt Morgan (Nickel) WA**
- Project value: \$20M Employed as Leading Hand Carpenter promoted to Site Supervisor in September 2010
  - Transferred to Newman in October as Supervisor onsite for the construction of 8 new houses for Rio Tinto
  - Running the maintenance of the houses already completed (26 houses: 13 unoccupied and 13 occupied)
  - Dealing with sub trades and assigning personnel as and where required (Concreters and Carpenters), personnel at the work front and Rio Tinto representatives
- 
- Formworker (Contractor)** Feb 2010 - Apr 2010  
**Civil Construction - Perth WA**
- Formwork and concrete placement/finishing
  - Read, plan, interpret drawings and plans and complete work accordingly
- 
- Leading Hand/Formworker** Jul 2008 - Feb 2010  
**ABC Commercial - Perth WA**
- Erection and placement of pre-fab 'minima' formwork
  - Assistance in placement and finishing of concrete footings/slabs and holding down bolts
  - Predominantly heavy commercial concrete formwork
  - Tank bases, retaining walls, bund/plinths, mass concrete pours
- 
- Carpenter & Site Supervisor** Jan 2008 - Jul 2008  
**James Construction - Adelaide SA**
- Light/heavy commercial work, formwork, shop/commercial fitouts, remedial carpentry
  - All aspects of concrete placement and finishing
- 
- Carpenter & Leading Hand/Foreman** 2007  
**Harvard Pty Ltd - Perth WA**
- To oversee the ongoing progression of precast 10 storey apartment block
  - Structure consisted of precast panels, form floor and insitu columns
  - Oversee staff compliance pursuant to Australian building code and practices
  - In charge of all carpentry aspects and subtrades pursuant to construction of residential housing
  - Responsible for ongoing tasks for onsite staff and liaising with subtrades, plumbers, electricians
- 
- Carpenter & Leading Hand/Foreman** 2000 - 2007  
**Burke Construction - Perth WA**
- In charge of all carpentry aspects of major construction contracts, including:
    - \$12M TAFE offices and administration extension and \$1M high school hall extension
    - Leading Hand on \$35M WA Pharmaceuticals extension involving precast panels, concrete ground beams, pouring/finishing 250ml durable concrete floors

### PERSONAL ACHIEVEMENTS

- Qualification** **Constable 1989 - 1995**  
**Tradesman in Carpentry** **Member of WA Police Force**  
*Completion of adult carpenter apprenticeship* *Six years employed and received various commendations*

### REFEREES

- |  |   |  |
|--|---|--|
| <b>Derek Jonson</b><br>Project Manager<br>Construction Pty Ltd<br>Mobile: 0429 000 000 | <b>Dean Davids</b><br>Contracts Manager<br>Civil Construction<br>Mobile: 0418 000 000 | <b>Sean Millar</b><br>Supervisor<br>ABC Commercial<br>Mobile: 0427 000 000 |
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## Resume example C

### HELEN HARRISON

18 Karri Rise Forest Hollow WA 6258 | 08 9776 2354 | 0485 555 444 | harrisonh@inet.net.au

#### CUSTOMER SERVICE AND ADMINISTRATIVE SPECIALIST

Offering the following experience in Customer Service and Administration tasks:

- World-class customer service
- Troubleshooting and problem solving
- Excellent interpersonal skills
- Good memory, efficient and speedy
- Remain calm in stressful situations
- Friendly, helpful and patient
- Good communication and interpersonal skills
- Complaint handling and resolution
- Customer fulfillment
- Enjoy working with people
- Good personal presentation
- Cash handling skills
- Enthusiastic team member
- Able to project a professional manner

*Excellent interpersonal skills which are used consistently to interact with clients, staff, customers and family members in a courteous and friendly manner.*

#### COMPUTER SKILLS

Word processing  
52WPM 100% accuracy

MS Excel, Word, Access  
MS Power Point, Publisher

Various databases  
including MYOB

Microsoft Outlook  
and internet

#### DEMONSTRATED ABILITIES

##### GENERAL ADMINISTRATION

- High level of proficiency with all aspects of Microsoft suite of applications and capable of learning new computer programs with success and ease
- Telephone management to answer, screen and forward calls, provide information, take messages and schedule appointments
- Experienced in receiving payments and recording receipts for services, including all aspects of book keeping for small business
- Performed administrative support tasks such as proofreading, transcribing handwritten information, and use of electronic equipment to work with pay records, invoices, balance sheets and other documents
- Filing and maintenance of records within customer service environment
- Transmission of information and documents to customers, using computer, mail or fax machine
- Compiling and keeping financial records
- Compiled reports pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses
- Maintenance of management information systems (manual and computerised)
- Maintenance of business premises and other facilities including plant and equipment
- Monthly reports and financial figures
- Reconciliation of accounts payable and accounts receivables

##### CUSTOMER SERVICE

- Excellent customer service skills in greeting clients/customers, determining nature and purpose of visit, and directing to appropriate person
- Provision of information to clients, including services provided
- Review and answering correspondence
- Handled in-store customer complaints; encouraged a friendly customer-service environment
- Followed up on and resolved customer complaints

## Resume example C

### EMPLOYMENT HISTORY

#### Customer Service & Dispensary Assistant 2006 – current

##### Terry White Chemist Ocean Keys, Clarkson WA

- Working alongside the Pharmacist to provide an excellent standard of customer service with general health and medication advice to the community
- Dispensing and filing of repeat prescriptions
- Maintenance of customer records ensuring all information is correct and up to date
- Maintain inventory of incoming and outgoing stock
- Interacting with customers, doctors and nursing home staff
- Delivery of medications to nursing home
- Control of several different community accounts
- Cashing up registers, handling money and using the point of sale program
- Ensure stationary, printers and faxes are fully stocked at all times

#### Customer Service Assistant 2004 – 2006

##### Caltex Petrol, Joondalup WA

- Working independently in the service station regulating the sales of gas and petrol whilst delivering a high standard of customer service
- Providing customer service
- Money handling
- Following the Fuel Watch guidelines
- Regulating the sale of gas and petrol and maintaining the safety of the site

#### Pharmacy Assistant – part time 2003 – 2006

##### Duncraig Centre Pharmacy, Duncraig WA

- Working directly with the customers to provide them with advice and products to suit individual needs
- Selecting appropriate medications and issuing health advice
- Maintaining stock levels
- Interacting with customers
- Handling money and using the point of sale program

#### Café Assistant – part time 2002 – 2004

##### Milk Café Joondalup, WA

- Customer service, including service of food and beverages
- Following food safety guidelines
- Cleaning of shop
- Money handling
- Preparation and display of food
- Interacting with customers and using the point of sale program

### EDUCATION AND FURTHER TRAINING

2009 Certificate II in Community Pharmacy Terry White Chemist, Ocean Keys WA

2004 Completion Year 12 (TEE) Hale School, Perth WA

### REFEREES

Professional:	Jackie Black	Pharmacist - Terry White Chemist, Ocean Keys WA	Mobile: 0400 000 000
	Daniel Maxwell	Manager - Milk Café Joondalup, WA	Mobile: 0450 000 000
Character:	Sarah James	Personal Referee	Mobile: 0402 000 000



## Resume example D

### Annette Denmark

55 Warwick Rd Dianella WA 6059 • H: 9447 0000 • M: 0424 000 000 • E: adenmark@gmail.com

#### PROFILE

*Professional, well presented and successful Nutritionist and Coordinator offering long term commitment. Strong desire to gain employment working in Youth Services. Experienced working with at risk young people and adults, with genuine interest in making a positive difference in the lives of others.*

- Proven ability in analysis of complex issues and high level adherence to confidentiality
- Strong background in the coordination of large groups of volunteers
- Experienced facilitation and presentation skills
- Calm disposition with an ethical, logical and fair approach in stressful situations
- Team player with highly effective time management skills
- Demonstrated problem solving, research and analytical skills
- Strong written, oral and interpersonal skills
- Familiarity with issues concerning healthcare of children, young people and adults
- Strong ability to create rapport and engage with a wide range of people in a professional manner
- Trained to identify behaviour that poses potential risks to clients
- Ability to work with a diverse range of clients from various cultural backgrounds

MS Office suite of applications, high level email and internet	Sound background in Nutrition	Capacity to exercise sound judgement and leads by example	Experienced working with complex and sensitive information	Trained in client and case management
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#### KEY SKILLS

- **Effective negotiation skills** and the ability to convey information in both written and oral format in an impartial and clear manner
- **Solutions based thinker** with an innovative approach to challenging situations and environments resulting in positive outcomes
- **Client and case management** requiring high level skill in analysis and use of clear judgment in determining correct processes to follow
- **Administrative management** of documentation, drafting routine and complex correspondence, reports and research whilst maintaining the ability to prioritise effectively
- **Well presented with excellent interpersonal skills** and the ability to communicate effectively at all levels
- **Awareness of nutrition** issues and concerns within a national and international context and commitment to assisting others in this regard
- **Strong organisational/time management skills** with ability to use initiative, manage own time effectively, prioritise tasks and work under pressure
- **Flexible team member** with a supportive and approachable manner, ethical in all responsibilities and excellent role model
- **Self-motivated, conscientious, enthusiastic and reliable**, with a strong work ethic and desire to succeed

#### EDUCATION

2001 – 2004    **BSc Major: Nutrition Minor: Human Biology**  
Edith Cowan University, Joondalup WA

#### PROFESSIONAL DEVELOPMENT

• Case Notes and Report Writing	2010
• Time Management Training	2010
• Facilitator's Bag of Tricks	2009
• PGR Recommended	2009
• Microsoft Outlook Intermediate	2009
• Microsoft Excel Intermediate	2009
• Australian Red Cross Save-A-Mate Training	2008

## Resume example D

### ADDITIONAL QUALIFICATIONS

- |                               |      |
|-------------------------------|------|
| • Police Clearance            | 2010 |
| • Senior First Aid            | 2010 |
| • Working With Children Check | 2010 |

### RELEVANT EXPERIENCE

**Salvation Army** Oct 2005 – current  
**Soup Drive and Breakfast Club Coordinator**

- Coordinated consistent delivery of Soup Patrol services in Perth, Fremantle, Bunbury and Geraldton
- Coordinated allocation of approximately 700 volunteers using rosters
- Established and maintained partnerships with sponsors, donors, and neighbouring agencies
- Managed an administration assistant to perform daily administrative tasks
- "Emergency" contact for volunteers whilst they are delivering the service.
- Trained staff and volunteers
- Promoted the service at community events
- Managed volunteer coordinators in Bunbury and Geraldton from Perth headquarters
- Coordinated consistent delivery of Breakfast Club in 6 areas in WA, allocating 100 volunteers
- Supervised children and volunteers in breakfast clubs
- Managed Regional volunteer coordinators from Perth headquarters
- Recorded stock and monitored expenditure throughout the reporting year
- Wrote monthly statistical reports
- Established and maintained positive relationships with sponsors, school contacts and donors

#### ACHIEVEMENTS

- ✓ Received very positive performance appraisals
- ✓ Raised awareness of OSH hazards within the service and improved the procedures
- ✓ Received positive feedback from volunteers and staff on my attitude and performance in the role
- ✓ Improved the training presentation for volunteers giving them a deeper understanding of the causes of homelessness
- ✓ Improved training presentations by implementing more nutrition information into training
- ✓ Established a relationship with a university, which led to students to become volunteers

**Australian Blue Cross** Jan 2000 – Sept 2005  
**Nutrition Officer**

- Presented nutritional concepts to various different groups of people such as CALD (Culturally and Linguistically Diverse) individuals, Indigenous women, physically and mentally challenged individuals and school aged children
- Facilitated cooking sessions and food budgeting activities with groups
- Promoted nutritional programs to staff and volunteers and the wider community
- Trained and supervised volunteers
- Conducted evaluations via phone with clients
- Wrote case study and statistical reports

#### ACHIEVEMENTS

- ✓ Involvement in nutritional program through volunteering initially and being asked twice to work as a Blue Cross employee through my knowledge, commitment and qualifications
- ✓ Explaining nutrition simply, which in turn increased client's knowledge leading to healthier outcomes eg weight loss

### INTERESTS

Volunteer Work • Weight Watcher's Consultant

### REFEREES

*Available Upon Request*



## Resume example E

28 Bourke Street Leederville WA 6007 • Mobile: 0400 000 000 • Email: marnie@hotmail.com

### MARNIE TRUMAN

#### PROFILE

##### Seeking Hairdressing Apprenticeship

*Skilful and dedicated young person offering high level customer service skills and excellent organisational ability. Experienced in the support of daily sales, operations, and administrative functions. Knowledge and proven ability in hairdressing. Fast learner with flexibility and adherence to following company procedures and standards. Offering high level of motivation and long term commitment. Seeking a secure hairdressing apprenticeship opportunity.*

##### DEMONSTRATED SKILLS

- Customer service and fulfillment
- Excellent communication skills
- Able to relate with wide variety of people
- Remain calm in stressful situations
- Friendly, helpful and patient
- Good communication and interpersonal skills
- Complaint handling and problem solving
- Enjoy working with people
- Good personal presentation
- Cash handling skills
- Enthusiastic team member
- Innovative with problem solving skills

*Maturity and interpersonal skills at a superior level for my years. Ability to interact with clients with ease. Strive to consistently relate with staff and customers in a professional, courteous manner.*

Ability to improvise, improve procedures and respect guidelines

Thrives on new opportunities and challenges

Conscientious and hard worker with a company minded attitude

Consistently delivers more than is expected

#### PERSONAL INFORMATION

**Date of Birth:** 02 September 1990  
**Health:** Physically fit and non smoker  
**Licence:** WA 'C' class  
**Middle Name:** Jenny

#### EDUCATION

**YEAR 10 CERTIFICATE**  
Hale Senior High School

#### COMPUTER SKILLS

- Proficient in MS suite of applications
- MS Word, Excel, Outlook
- Internet Explorer
- Scanning technology
- Advanced internet
- Data entry/word processing

#### DEMONSTRATED HAIRDRESSING SKILLS

**2009 LA MODA UNISEX HAIR SALON**  
2 weeks work experience

- Washing clients hair
- Customer service
- Answering phones
- Cleaning salon

## Resume example E

28 Bourke Street Leederville WA 6007 • Mobile: 0400 000 000 • Email: marnie@hotmail.com

### EMPLOYMENT HISTORY

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**Position:** Despatch  
**Company:** Claremont Valley Fresh  
**Dates:** 2008 – 2011  
**Duties:**

- Weighing, scanning, despatch
- Export loadout, QA duties
- Data entry, operating computers
- Bagging export product and counting

**Position:** Kitchen Hand  
**Company:** Hungry's Cafe  
**Dates:** 2006 – 2007  
**Duties:**

- Short order cook
- Washing, cleaning, stacking fridges
- Waitressing and customer service

### PERSONAL ATTRIBUTES

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- An independent young person with excellent interpersonal skills, able to grow positive relationships with clients and colleagues at all organisational levels.
- Self-motivated, organised and methodical with a disciplined work ethic to completing tasks.
- Strong analytical skills involving the ability to assess and evaluate, identify and resolve problems by applying logical thought processes.
- Proven experience in multiple tasking and meeting deadlines.
- Willing to continually up-date skills and knowledge.
- Co-operative and supportive in team environments, requiring minimum instruction to learn new skills.
- Proven ability to work independently and unsupervised.

### INTERESTS

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- Modelling for hair fashion events
- Music and fashion

### REFEREES

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**Trevor Barret**  
Leading Hand / Supervisor  
Claremont Valley Fresh  
Mobile: 0410 000 000

**Gerry Johnson**  
Owner / Manager  
La Moda Unisex Hair Salon  
Phone: 08 9000 0000



## Resume example F

### ANDREW BOWERS

9 Cresswell Place Dianella WA 6059 • PH: 08 9300 6000 / 0413 700 900 • EMAIL: abowers@hotmail.com • DOB: 20th June 1992

#### OBJECTIVE

A committed and hard-working young person with a strong work ethic, seeking to secure part-time or casual work. Strong desire to succeed in any role. Dedicated to all tasks and takes pride in work.  
Available: Monday – Friday afternoons/nights and weekends.

#### KEY SKILLS

- Customer service
- Drivers licence – “C” class
- Basic electrical experience
- Manual and maintenance work
- Aptitude for sports

#### EDUCATION

2001 – present

STUART COLLEGE – currently completing Year 12

##### YEAR 12 Portfolio (alternative entrance to ECU)

##### TEE Subjects and Grades:

- English TEE – C
- Discreet Maths TEE – C
- Materials and Technology TEE – C

##### VET Courses

- Certificate II in Outdoor Education - passed
- Certificate II in Engineering Studies - passed

##### YEAR 11

##### TEE Subjects and Grades

- Foundation of Mathematics – C
- Geography – C
- Human Biology – D
- English – C
- Physical Education Studies – C

#### ADDITIONAL COURSES

2008

Basic First Aid Stuart College

2008

Certificate I in Outdoor Education Stuart College

2006

Recreational Skipper’s Ticket Central Institute of TAFE

2006

Certificate in Learning Performance Edith Cowan University

#### PERSONAL QUALITIES

- Reliable – willing and able to show up on time
- Honest and trustworthy
- Good attitude and strong sense of commitment
- Able to work unsupervised or as part of a team
- Keen to learn



## Resume example F

### EMPLOYMENT

- |                       |   |
|-----------------------|---|
| 2007 & 2008 (Dec/Jan) | <b>Maintenance Department Assistant (casual)</b><br><b>Stuart College</b> <ul style="list-style-type: none"><li>• General maintenance work around school</li><li>• Supervision of playing fields</li><li>• Pulling up carpet and floor boards</li><li>• Painting, digging trenches</li><li>• Laying reticulation and pavers</li></ul> |
| 2006 - 2007           | <b>Customer Service (part time)</b><br><b>Red Dot, Morley</b> <ul style="list-style-type: none"><li>• Cashier - cash handling, including EFTPOS</li><li>• Recovery - cleaning of store</li><li>• Stock Control</li></ul>  |

### WORK EXPERIENCE

- |      |   |
|------|---|
| 2009 | <b>Electrical Assistant</b><br><b>Electrical Contractors, WA</b> <ul style="list-style-type: none"><li>• All aspects of basic electrical trade work</li></ul>   |
| 2008 | <b>Community Service</b><br><b>Leederville Primary School, Leederville</b> <ul style="list-style-type: none"><li>• Assisting Physical Education Department</li><li>• Organising sport activities for children</li></ul> |

### ACHIEVEMENTS

- |      |  |
|------|--|
| 2009 | Crew member of the winning Head of River<br>Represented in PSA 1st x1 Soccer Team      |
| 2008 | Represented in PSA 1st x1 Soccer Team<br>Represented 1st VIII Rowing                   |
| 2007 | Represented Perth Soccer Club in Italy<br>Represented School in PSA 1st x1 Soccer Team |
| 2006 | Received Christian Leadership Award  |
| 2005 | Represented WA in State Soccer Sydney  |
| 2004 | Selected as School Year Prefect  |

### INTERESTS

Building electronic cars • Soccer and rowing • Watching, reading and playing most sports • Music and making CDs

### REFERENCES

**John Brady**  
*Building and Services Manager*  
Stuart College  
Ph: 08 9300 0000

**Phil Jurien**  
*Director of Rowing*  
Stuart College  
Ph: 08 9300 0000

**Mario Busseli**  
*Manager*  
Electrical Contractors WA  
Mobile: 0400 000 000