



Resumes

How to win an interview!

WHAT IS A RESUME?

A resume is a written summary of your education, skills and experience for the purpose of gaining an interview for a job.

A resume should provide an employer with a concise, honest, relevant and positive summary. It is a chance for you to present yourself in the best possible light to a prospective employer,

After reading your resume, the employer decides;

- Do you have the right qualifications and skills for the job?
- Could you do the job?
- Will they offer you an interview?

Remember: the aim of a resume is to get you an interview

WHAT MAKES A WINNING RESUME

- Great content
- Great presentation

QUICK TIPS FOR A WINNING RESUME

- **DO** make it easy to read - use bullet points for clarity
- **DO** list your jobs and education in reverse chronological order (most recent ones first)
- **DO** make sure you ask someone to proofread it for you - mistakes are noticed!
- **DO** explain your skills (what do they mean, what level of skill do you have, how long have you had the skill for)
- **DON'T** expect an employer to understand a job title or task - explain everything (briefly)
- **DON'T** leave gaps in your dates - it looks like you have something to hide
- **DON'T** ever lie on a resume - you'll get found out!

CONTENT: WHAT TO INCLUDE IN THE RESUME

There is no one way to compose a resume, but some or all of these headings are generally used:

- Contact details
- Education
- Skills
- Employment history
- Volunteer work
- Other training
- Awards/special achievements
- Activities and interests
- Referees - always list at list two

Tailoring a resume means deciding what is most relevant to the employer and emphasising those aspects of you skills and experience. For example:

- Put the most relevant sections first
- Give more space to most relevant information
- Leave out irrelevant information

Sample Resume 1 shows a standard resume format. In the right hand column, we include comments to guide you.

Sample Resume 2 gives skills more importance than experience. This format is suitable for people who have little relevant experience or limited work history.

LAYOUT: HOW TO PRESENT YOUR RESUME

A resume needs to be presented so it is easy to read and shows that you can communicate effectively.

- Be consistent - margin, intents, heading size and format should be the same
- Consider fonts and size - 12 font is easy to read, use Arial or Times New Roman
- Emphasise headings to make it easy to find each section (large font, bold text, capitals)
- Use page breaks so lists and paragraphs are not split
- Keep it short! 2-3 pages is a good size, but there may be valid reasons to vary length.

ROBERT SANTOSO

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BURWOOD 3121
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EDUCATION

2007 - Current Diploma of Business (Advertising)

Swinburne University of Technology, TAFE

- Distinction average

2001-2002 Certificate IV in Business (Advertising)

Swinburne University of Technology, TAFE

- Credit average

2000 Victorian Certificate of Education

Hawthorn Secondary College

Successfully completed

- English, Accounting, Mathematics, Information Technology and Biology

Keep the layout of each qualification consistent.

Show the most recent or highest level of qualification first.

Highlight the qualification

May include extra detail e.g. some reference to results (if good); specialist stream or major if relevant

EMPLOYMENT HISTORY

Professional Employment

2005 - current

Advertising Officer

MediaAd, Box Hill

(Advertising agency specialising in small business promotion for media and sporting celebrities)

Responsibilities

- Copy writing
- Collage background client profiles
- Arrange and confirm interview times

Achievements

- Initiated and maintained an internal magazine entitled "Talking Heads." the magazine is distributed both on-line and in hard copy.

Start with the most recent job, and list others in reverse chronological order.

Keep the layout of each job consistent

You may need to include some details about the organisation - what they do/produce, their size

If possible, include achievements.

These don't have to be about sales targets, prizes etc - but can simply be statements about what you achieved in the job

EMPLOYMENT HISTORY (CONTINUED...)

Casual Employment

2003-2005

Receptionist

Boroondara City Council, Hawthorn

Responsibilities

- Switchboard Duties
- Arranged venues for recreational events
- Handled customer enquiries

2001-2003

Waiter

Pancake Parlour, Chadstone Shopping Centre

Responsibilities

- Demonstrated excellent customer service skills
- Prepared food orders
- Responded to staff training initiatives

Voluntary Work

2003 - current

Junior Football Coach

Coach of Hawthorn Under 9's football team

Work experiences can be grouped in a variety of ways e.g. according to whether the work is professional or not

OR

according to whether the work is paid or unpaid

OR

according to whether the work is relevant to the job or not

Volunteer work shows additional skills, generosity of spirit, and a high energy level. It is regarded by employers as just as important as paid employment

SKILLS

Course-Related Skills (Advertising)

- Developing creative concepts
- Writing copy and creating advertisements
- Developing media plans
- Presenting advertising campaigns
- Profiling clients

Communication Skills

- Experience in speaking to small and large groups, including presentations of campaign proposals as part of course.
- Created documents of a high standard - for example, for the magazine entitled "Talking Heads", and in other written pieces such as submissions, business plans and University projects.

Leadership Skills

- Demonstrated leadership as Captain of A Division, Burwood Combined Football Club
- Regularly asked to act as Team Leader at Pancake Parlour

Organisational Skills

- Managed time effectively to combine work, study and sporting commitments
- Developed excellent project management skills in coordinating production of internal magazine "Talking Heads".

There are two types of skills:

- 'specific' or course-related skills

(skills relating to your specific work role)

- 'generic' or employability skills

(skills which most jobs require and employers value highly e.g. communication, organisation etc.)

For each skill, describe how/where you have used this skill

SOFTWARE EXPERIENCE

Highly competent with the following packages

- Microsoft Office (Word, Excel, PowerPoint)
- Adobe Photoshop
- Macromedia
- Dreamweaver, Fireworks, Flash
- Internet and Email packages

Make reference to your computing skills somewhere in your resume. You could include them as a sub-heading under SKILLS, or in a separate section as here. If computing is your career, include technical details of your areas of expertise.

LANGUAGES

- Proficient in Spanish - both spoken and written
- Conversational level of spoken Portuguese

State the languages that you can speak and/or write and your level of proficiency

HOBBIES AND INTERESTS

- Australian Rules Football - Captain of A Division, Burwood Combined Football Club
- Weightlifting
- Photography

Aspects of your life can be included to demonstrate your skills and add to your complete profile.

REFEREES

Mr Barney Banana

Human Resource Senior Manager
MediaAd, Box Hill
Ph: 9123 4567
Mobile: 0419 348 678

Traditionally 2 or 3 referees are standard. Academic and employer references are the most valued. Personal referees are usually not requested.

Ms Sally Selection

Course Coordinator
TAFE School of Business
Swinburne University of Technology
Ph: 9214 9876
E-mail sselection@swin.edu.au

Your referee may have changed jobs or companies. They can still be included as your referee with their old job title referred to as "former".

Mr Joe Bloggs

Former Recreation Manager
Booroondara City Council
Ph: 9876 5432 (Home)

It is not standard to include written references with your resume/application

Niamh Townsend

56 George Rd

Aspen. VIC 3999

Ph: (03) 9487 4379

Email: niamh_townsend@email.com.au

EDUCATION

2006 - present **Advanced Diploma of Community Services (Children's Services)**
Swinburne University of Technology - TAFE Division
To be completed June 2008

2004 **Certificate IV in Community Services (Youth Work)**
Swinburne University of Technology - TAFE Division

2000 **Victorian Certificate of Education**
Aspen College

SHORT COURSES

2005 **Handling Difficult Customers Seminar**
Council for Adult Education, Melbourne

2004 **Senior First Aid (Level 2)**
St John Ambulance Australia, Melbourne

2002 **Bronze Medallion**
Vic Safety, St Kilda

KEY SKILLS

Working with Children

- Managed groups of children responsibly, shown by two years (casual) teaching water safety to children up to aged 2 to 6
- Related well to children, as shown by regular feedback from the senior swimming instructor regarding the children's enjoyment of my lessons
- Developed excellent knowledge of children's developmental needs and assessment; through my studies and placements; have completed two in-depth case studies
- Demonstrated special skills in art and craft work with children

Communication

- Developed rapport with a range of clients and customers, including parents, customers and colleagues in different roles
- Attended CAE course in "Handling Difficult Customers" and effectively used many of the strategies presented in that course's relevant content
- Prepared many program and activity plans as part of my course and have consistently achieved distinctions for these

Planning & Organisation

- Participated in team sessions to develop program and lesson plans in preparation for swimming classes for children of various ages
- Developed skills in planning and organising recreational activities for children through my studies and placements
- Independently managed a multi-tasked administrative role at the Aspen Sports and Recreation Centre

EMPLOYMENT HISTORY

2006- present

Swimming Instructor (casual)

Aspen Sports & Recreation Centre, Aspen

- Taught school children water safety
- Participated in team planning sessions

2005

Clerical Assistant (1 year, part-time)

Aspen Sports and Recreation Centre, Aspen

- Customer service
- Cash handling
- Membership registration
- Filing

2004

Sales Assistant (6 weeks summer holidays)

Boutique Hats, Aspen

- Customer service
- Cash handling
- Stock taking
- Window dressing
- Store maintenance

INTERESTS

Art and craft activities including textiles, floral design and painting; swimming; and aerobics

REFEREES

Ms Tina Smith

Course Coordinator - Community Services

Swinburne University of Technology, Prahran Campus

Ph: (03) 9212 1111

Mr David Fry

Manager

Aspen Sports and Recreation Centre, Aspendale Gardens

Ph: (03) 9487 1212

Mrs Ruby Harrison

Owner

Boutique Hats, Aspendale

Ph: (03) 9487 1495