

# Sample resume – information technology postgraduate

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## **Terry Applicant**

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## **Education**

### **2014 - Current**

Monash University, Off-Campus / Distance Learning

**Course: Master of Business Information Systems**

### **2011**

Monash University, Clayton Campus

**Course: Bachelor of Arts (Honours)**

- Political and Social Inquiry Honours thesis completed on defence policy within the European Union
- Awarded Scholarship in 2011 to write research up into journal article.

### **2008 – 2010**

Monash University, Clayton Campus

**Course: Bachelor of Arts (Global)**

- Major: Politics
- Minors: in German & Philosophy

## **Skills Summary**

### **Project Management**

- Highly developed research and analytical skills with a strong capacity to conduct independent research
- Demonstrated ability to develop goals, objectives and implement strategies enhanced through lesson planning and teaching experience
- Proven ability to conceptualise problems and develop well-reasoned and integrated solutions, as demonstrated throughout Masters and Honours research

### **Business Acumen**

- First-hand understanding of the relationship between shareholder value and business performance acquired through work at TRE Bank, ZiNc and NAB Banks
- Experience of change management and strategic management of mergers and acquisitions working for ZiNc throughout its integration with TRE Bank
- Demonstrated a commitment to provision of superior customer experience in a number of demanding, high-pressure customer-contact roles, consistently exceeding customer and workplace expectations
- Acquired small business skills through the Young Achievers Australia program

### **Communication / Teamwork**

- Fostered communication skills through teaching, volunteer and extra-curricular environments, public speaking and debating and convening roles in workshops and discussions



**MONASH University**

Employment and Career Development

[monash.edu/careers](http://monash.edu/careers)

## **Internationalism**

- Proficiency in spoken and written German
- High level intercultural negotiation skills attained through extensive travel, study and living in both developed and developing countries

## **Technical Skills**

- Conversant in the terminology and competent in the use of modern office technologies such as Word, Excel, PowerPoint

## **Employment History**

**2013-current**  
**2009-2011**

ZiNc Telephone Banking, Melbourne

**Position: Customer Service Advisor** (*part time to 2011, full time from 2013*)

### **Responsibilities**

- Providing a consistently high level of customer service to both internal and external customers of the Bank, in a constantly-changing, dynamic environment, incorporating the mastery of a variety of Information Technology applications and the constant updating of information and resources
- Participated in a number of committees and workgroups examining best business practices, change management, merger implementation, technology testing and enhancement and quality assurance

### **Achievements**

- Entrusted with the more complex aspects of the business such as handling international and business transactions, customer complaints and lending queries
- Received several customer service awards, including being named Customer Service Representative of the Month for the Centre on three occasions, as well as receiving Customer compliments and outstanding results in Quality Assurance Assessment

**2011**

Monash University, Clayton Campus, School of Political and Social Inquiry

**Position: Tutor** (*five contact hours per week*)

### **Responsibilities**

- Taught Australian Politics and Government and Introduction to International Relations to first-year level students

### **Achievements**

- Adapted teaching methods to suit students from a variety of academic, ethnic, linguistic and ability backgrounds
- Delivered a high quality learning experience to students which was met with consistently positive feedback when independently evaluated by the Faculty

**2008-2009**

David Jones, Melbourne

**Position: Sales Assistant** (*casual*)

### **Responsibilities**

- Cash register sales & customer Service
- Liaison with other stores for customer orders
- Shop Maintenance
- Receiving & arranging of stock

### **Achievements**

- Promoted from entry-level position to a position that incorporates a higher level of autonomy and self-management, with the authority to make independent decisions

## Personal Development

<b>2014</b>	Elected by Postgraduate students to represent them at Faculty of Information Technology and Departmental Board & Committee meetings at Monash University
<b>2012</b>	Travelled overseas to 21 countries, spending most time in Eastern Europe
<b>2011</b>	Participant (Marketing Director), <i>Young Achievement Australia</i> Small Business program
<b>2010</b>	Represented Monash University, World Intervarsity Debating Captain, Victoria Schools' Debating Team Editor of School Magazine (Prefect)
<b>2009</b>	Spent 2 months in Germany as an Exchange Student

## Publications / Presentations

- "Arms Control and International Security within European Union policy". *Journal of Human Security*, Volume 5, Issue 3, Melbourne, October 2012

## Hobbies / Interests

- **Arts:** cinema, writing, theatre, jazz music
- **Sports:** cycling, tennis & indoor soccer
- **Leisure:** studying languages, cooking and travel

## Referees

Ms Joan Smith  
Centre Manager  
ZiNc Telephone Banking  
Tel: 8671 3456  
j.smith@zinc.com.au  
(Work supervisor)

Professor Barry Crane  
School of Political & Social Inquiry  
Monash University  
Tel: 9905 3456  
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(Honours Supervisor)

Susan Bliss  
School of Political & Social Inquiry  
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(Chief Examiner of Unit)