

Your resume is the first impression that an organisation has of you. It is important that your resume is clear and offers a complete understanding of your qualifications, skills, responsibilities and work experience.

Most organisations will receive several resumes for one vacancy. This means you only have a small frame in which to attract their interest. Writing a resume can be a daunting and time-consuming task if you have never done one before. To help you prepare a resume tailored for finding work, we have listed the tips that we have found work best for our candidates and us in the past.

## WHAT SHOULD I INCLUDE IN MY RESUME?

Organise your resume so that it outlines your achievements. Include your employment and educational history, as well as any continuing education or voluntary work you may have done. Unless you are applying for management or senior executive role, we suggest you keep your resume to a maximum of 4 pages.

List your professional work experience from your most recent position backwards. Do not list vacation employment or non-professional employment unless it is directly relevant to your profession. If you are a recent graduate with minimal experience, expand on your student experience including any part time work during your studies that you may have performed.

Keep jargon and acronyms down to a minimum and wherever possible refer to your experience in generic and universal terms. If you must use overseas terminology to illustrate some aspect of your resume then include a brief explanatory key.

## SHOULD I INCLUDE THE NAMES OF MY REFEREES?

Yes - Your referees should be people who have had close contact with you or have supervised you within your current or previous work place. Companies must be able to contact your referees. Please ensure that you provide their full names, occupation, correct title and full contact details, including email address.

## HOW SHOULD I DESCRIBE MY DUTIES AND SKILLS?

It is important to give a concise yet comprehensive overview of the duties and skills you have developed in each of your work places. Instead of using 'I' at the beginning of every sentence, use action verbs. Some examples include:

Achieved, Initiated, Supervised, Developed, Presented, Organised

## HOW SHOULD I PRESENT MY RESUME?

We will forward your resume to relevant businesses in Gippsland – please email us a copy of your CV in a word document. To avoid any transmission errors, please avoid using boxes.

A well-presented resume is one that is well spaced and easy to read.

## BASIC RESUME EXAMPLE

Name of Candidate – Curriculum Vitae

### PERSONAL STATEMENT

(One or two paragraphs describing yourself, your current role, your key skills and what employment you are looking for)

I aim to seek full time employment in an organisation where I can use my administration qualifications and experience to enhance my skills within a business. I am currently a Senior administration officer, which requires me to perform all administration duties and manage all other administrative staff within the company. I am a very caring and competent employee who will make a worthwhile and valuable contribution to any organisation in which I am employed.

### EDUCATION / QUALIFICATION

- Completion of VCE 2004
- Cert III Business Admin
- Cert IV Business Admin
- Cert V Business Admin
- Diploma of Business Management

### EMPLOYMENT HISTORY

**August 2009 – Present**  
**Senior Administration Officer**  
**CGA, Melbourne**

- Staff training & management
- Stock Control - Customer Service,
- Answer Phones
- Cash Handling & Banking
- Supervising Staff (10 staff)
- Data Entry & Archiving
- Marketing
- Filing
- Managing database

## July 2006 – August 2009

### Receptionist

#### FE (Future Employment) Services

- Supervision of Staff
- Cash Handling
- Customer Service
- Prepare files for appointments
- Filing, Photocopying & Faxing

## July 2006 (1 Month Contract)

### Temporary Receptionist

#### Debt Management

- Answering telephone
- Scheduling appointments
- Greeting clients
- Banking & Invoicing
- Photocopying & Faxing
- Receiving payments
- Design and create documents
- Open and close the building

## CONTINUING EDUCATION

I am currently undertaking voluntary computer courses to upgrade my skills in the following applications:

- Microsoft Excel
- Microsoft Word

Currently completing – Diploma of Business Administration

## REFERENCES

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