
Resume Writing Guide

Your resume is your personal introduction — often the first impression you make on a potential employer. A clear, professional resume not only highlights your qualifications and experience but also showcases your unique skills and achievements.

With many applicants competing for the same role, your resume needs to capture attention quickly. While writing a resume can feel daunting, especially if it's your first time, following a structured approach makes the process more manageable and effective.

This guide provides practical tips to help you craft a resume that stands out and presents your experience in the best possible light.

What should I include in my resume?

Organise your resume to highlight your skills, achievements, and professional journey. Include:

- **Employment history** – list your positions in reverse chronological order, starting with your most recent role.
- **Education and qualifications** – include formal education, professional certifications, relevant tickets and training.
- **Volunteer work or extra-curricular experience** – include only if it adds value to the role you're applying for.

Tip: Unless you are applying for a senior or executive position, aim to keep your resume concise — ideally no more than 3 to 4 pages.

For recent graduates or those with limited professional experience, expand on your student projects, part-time roles, or internships, highlighting transferable skills and achievements.

How should I describe my duties and skills?

Use clear, concise language to outline your responsibilities and achievements in each role. Focus on what you have accomplished and the skills you developed, rather than just listing tasks.

- Start sentences with action verbs such as: Achieved, Developed, Coordinated, Managed, Initiated, Organised, Presented.
- Avoid using "I" at the beginning of sentences; keep the focus on your achievements.
- Minimise industry jargon and acronyms. If you need to use specialised terms, provide a brief explanation so your resume is easy for the reader to understand.

Should I include referees?

Yes! Include referees who have supervised you within your current or previous roles or have worked closely with you and can provide insight into your professional abilities.

Make sure to provide:

- Full name
- Job title or occupation
- Relationship to you
- Contact details (phone and email)

How should I present my resume?

A well-presented resume is easy to read and visually organised.

- Use clear headings and consistent formatting throughout.
- Avoid text boxes, overly complex layouts, or graphics that may not display properly when emailed.
- Choose a clean, readable font such as Calibri or Aptos, and keep the font size around 11 or 12.
- Make sure your document is spaced and aligned for easy reading.

When you register for work with GBS Recruitment, please submit your resume as a Word document. This helps us quickly share your application with prospective employers for roles you are interested in.

Need extra support?

Crafting a resume that truly reflects your skills and potential can be challenging. Our Employment Coaching Services can help you refine your resume, strengthen your interview skills, and prepare for the career you want.

Contact us today to take the next step with confidence — we're here to guide you every step of the way.

Basic Resume Example

John Smith Resume

Address, Town * Contact number * Email address

PERSONAL STATEMENT

Add one or two paragraphs describing yourself, your current role, your key skills and what employment you are looking for. For example:

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.

SKILLS AND ATTRIBUTES

- **Excellent Communicator:** Proficient in verbal and written communication, with the ability to clearly convey complex information.
- **Strong Interpersonal Skills:** Skilled at building relationships with diverse groups and supporting teams effectively.
- **Customer-Focused:** Dedicated to delivering exceptional service and ensuring a positive client and candidate experience.
- **High Attention to Detail:** Accurate and thorough in all tasks, consistently producing high-quality outcomes.
- **Adaptable and Proactive:** Quick to adjust to change and confident in taking initiative to resolve challenges.
- **Team Player:** Works collaboratively with colleagues and values a supportive, cooperative culture.
- **Excellent Organisational Skills:** Strong ability to manage multiple priorities and meet deadlines effectively.
- **Systems and Process-Oriented:** Committed to maintaining efficient workflows and ensuring compliance with procedures.
- **Mentoring and Knowledge Sharing:** Passionate about supporting others through guidance, coaching, and shared learning.
- **Can-Do Attitude:** Approaches challenges with enthusiasm and a positive outlook.
- **Reliable and Honest:** Dependable, trustworthy, and consistent in delivering on commitments.
- **Empathetic:** Sensitive to the needs of others and able to provide meaningful support.

EDUCATION / QUALIFICATIONS

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

EMPLOYMENT HISTORY

January 2005 – Present
Senior Administration Officer
CGA, Melbourne 3000

Responsibilities:

- Provide efficient and effective administrative support to internal stakeholders and assist in resolving customer inquiries.
- Welcome clients and visitors, creating a positive first impression of the business.
- Deliver high-quality customer service, answering calls promptly and efficiently.
- Assist with compliance audits and digital record archiving to ensure smooth and efficient office operations.
- Ensure the office was well-stocked and maintained, contributing to a productive work environment.
- Maintain data integrity in the CRM system while recording customer requests and ensuring accurate service delivery.
- Handle a wide range of inquiries, delivering clear guidance on business services in a professional and respectful manner.
- Facilitate solutions and make informed decisions, considering relevant issues, data, and logical assumptions.
- Take a collaborative approach to problem-solving and sharing information across teams.
- Manage financial transactions, including reconciliation and banking, with utmost accuracy.
- Record and collate statistics to meet business requirements.
- Provide general administrative support, including database management and office organisation.

COMPUTER SKILLS

- Microsoft Word
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Excel
- TechnologyOne ERP
- Premier Contact Point
- Fastrack 360 Recruitment Software
- SharePoint
- DropBox
- Gmail
- POS Software

COMMUNITY INVOLVEMENT

Traralgon Football/Netball Club

2023 – Current

Traralgon Harriers Athletic Club

Events Committee Member

2022 – 2024

PROFESSIONAL REFERENCES

Robert Stone

Managing Director

CGA

03 9241 2665

Julie McGill

Administration Manager

CGA

03 9241 2665

0439 560 193