

Résumé Writing

A résumé is your chance to present your skills, knowledge and experience to an employer using a concise and factual format. You should **outline** your education, work experiences, interests and other details which are **relevant** to the job you are applying for.

What are you “marketing” to the employer?

Your skills and experience are *for sale* – and your **résumé** is your **marketing brochure**.

To get an interview, you need to identify what the employer **NEEDS**, highlight your **SKILLS** & **EXPERIENCE** in your resume, and **SELL** them in a clear way. To do this:

- Research **what the employer wants** by exploring the company website, marketing mat contacting them for further information.
- Identify your **unique knowledge, skills and experience** relevant to the role.
- Write, format and **tailor your resume** so that you **stand out** from other applicants.



What unique skills and talents can you offer an employer?

DID YOU KNOW?

- Employers may spend **less than a minute** scanning your résumé!
- Résumés must be easy to read, clearly set out and well presented.
- It is a good idea to create a **master résumé** where you can list all your information and use this to select relevant details each time you create a tailored résumé for a particular job / employer.
- You should change your résumé each time to target it to the job – **mimic the language** from the job advertisement – this increases the chance your resume will get through **Applicant Tracking Systems**
- If the job ad doesn't tell you, call to find out what format the organisation would like your resume in – Word, PDF, text? (many organisations use **Applicant Tracking Systems** which can't read PDFs!)
- **Student ePortfolio** is an electronic journal available to all QUT students, and can be used to record experience and reflections and to retrieve information – available through **QUT Virtual** under **Services**.

Mandatory Résumé Sections

Personal Details
 Education – reverse chronological order
 Work History – reverse chronological order
 Referees

Alternative Headings / Optional Sections

Academic Background
 Career Achievements
 Career Objective
 Community and Professional Involvement
 Employment History
 Hobbies / Interests
 Key Professional Skills
 Memberships
 Multicultural Experience
 Professional Experience
 Professional Highlights
 Research Interests
 Research Skills
 Specialist Knowledge & Skills
 University Skills Developed

Listing your skills

analysed	arranged
assembled	conducted
created	delegated
demonstrated	developed
established	evaluated
examined	formulated
generated	influenced
initiated	improved
liaised	managed
monitored	negotiated
originated	planned
presented	promoted
reconciled	reorganised
researched	reviewed

International students – which address?

For positions in your home country list both your semester and home address.
 In Australia, list your semester address.

PLEASE NOTE: Make sure you check the job application instructions thoroughly, noting page length, file type and inclusions to ensure you submit your application as outlined by the employer. It's best to check with the employer for their **preferred file type** for you to email your application documents (e.g. docx or pdf) in case they use **Applicant Tracking Software**. For this reason the use of text boxes or tables in your résumé is not recommended.

Sample Résumé

Home Address

General business practice is to include a postal/home address, however, some employers have indicated that an email address and contact number is sufficient.

Please note this is an example only and is not the only way to present your résumé. Do not copy résumé templates - including this one!

Name - use very clear text. A **Title** is optional e.g. Ms, Mrs, Mr

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Email Address – make sure it is professional! Your QUT email is recommended.

Career Objective / Summary (Optional)

Some research suggests that a career objective really doesn't add value to your résumé. If you use one, it MUST be tailored to the specific employer each time you apply for a job. An alternative is a Summary - a short paragraph summarising your key skills and attributes aligned to the target position.

EMILY SMITH
552 Smart Drive
CLEVERDALE QLD 4000
emily@qut.edu.au
Phone: 0421 123 456

Phone Number

Only include the number you want an employer to call you on. Make sure you have a professional sounding voice mail message!

Career Objective (Optional)

Key Professional Skills (Optional)

EDUCATION AND TRAINING

Date - Current **Bachelor of Business majoring in Human Resource Management**
Queensland University of Technology
GPA 5.4 on a 7 point scale
Special Interest Area – Change Management
Expected completion date: Date

University Achievements

Date QUT Business Student Prize for Outstanding Contributions

Relevant Projects and Assignments

- Date *HR in Action project*
- Utilised contemporary HR theories and practices
 - Developed research skills and knowledge across a wide variety of contexts
 - Presented findings of research in a formal written document
- Date *HR Management group project*
- Managed HR issues such as change and redundancy
 - Working with a multidisciplinary HR team
 - Celebrated cultural diversity in the workforce
 - Applied key HR principles
- Date *Business for the Next Generation*
- Interpreting key business principles such as supply and demand
 - Negotiated and problem solved business issues
 - Researched and presented current information in an easy to understand format

University Involvement

Date President of Human Resource Club
Date Participant of the QUT Career Mentor Scheme
Date - current Student Member of Management Australia

Memberships

Date Member of Australian Institute of Management
Date Inducted as a member of the Golden Key International Student Society

Key Professional Skills

Optional. These are a good idea if you have a few years of employment experience or you have had professional experience throughout your uni course. Tailor 5-10 key skills that fit with what the employer is asking for.

Education and Training

Start with your most recent study and place the title of your course above the university. **Remember** to include the scale with your GPA as this varies between universities.

University Skills Developed - Projects and Assignments

Particularly useful if you have limited **relevant work** experience. A great way to present the key skills developed through university project that are relevant to the job you're applying for. Present the most recent one first and include only 3 to 4 dot points for each.

Résumé: Emily Smith Page 1 of 3

Memberships

Optional. If you are a member of professional associations, include this information here. Only include relevant memberships that will add value to your application.

University Involvement

Optional. This section is an opportunity to display extra-curricular involvement at university. If you have held leadership positions, consider how you may wish to highlight this to potential employers.

Multicultural Experience

This is a MUST for International Students and domestic students who have extensive international experience, as it allows you to highlight your cross cultural skills and experiences. Simply dot point key details. Make links with the skills you acquired from the experiences to the job you are applying for.

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Employment History – paid and unpaid

This section may include Vacation/ Internship/ Work Integrated Learning (WIL)/Work Experience as well as casual, full-time or part-time jobs. In this section there are two parts: career related positions and other. This gives you the chance to break your employment into those positions that are related to the job for which you are applying and those that are not.

MULTICULTURAL EXPERIENCE

- Fluent in Mandarin and Cantonese: Outstanding communication skills from.....
- Travelled extensively in Asia and Europe: Global understanding of finance issues such as
- Lived and worked in Asia and America with ABC volunteer organisation

EMPLOYMENT HISTORY

Career Related

Date - **Human Resource Officer (casual – 10 hours/week)**
current Good Feeling Human Resources

Key Accomplishments:

- Assisted to develop new policy on recruitment strategies
- Wrote the company's 'New Invitations' newsletter
- Increased staff attendance at optional training sessions on superannuation by implementing advertising campaign

Job Title

Unless it is obvious to the reader, take the opportunity to briefly outline the role. In this example, we have added two bullet points about the nature of the research.

Alternative Headings
Refer to Page 1

Date from - **Human Resource Assistant (vacation internship – 3 months)**
date to Rather Large Company

Key Accomplishments:

- Assisted to run enterprise bargaining workshop
- Updated employee database in relation to superannuation issues
- Secretary for Strategic Management Meetings

Achievements:

- Excellent feedback received for my organisation of several staff training days and events

Other

Date from - **Customer Service Consultant (5 hours per week)**
date to Super Yummy Food

Key Accomplishments:

- Undertook recruitment of casual staff
- Trained new and junior staff
- Prepared food and beverages to meet sales targets and company timeframes

Accomplishments

When listing accomplishments you must be mindful of the duties and context of the role. Verify your statements - for example expand your bullet points to outline the scale of the task such as: "Interviewed 100 inmates, guards and administrative staff".

Résumé: Emily Smith

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Résumé Assistance and Support



You can get constructive feedback on your résumé, cover letters and application documents by dropping into a Résumé discussion group or accessing the online **Résumé Feedback Service**: submit your word document on **QUT CareerHub** - choose *Resume Review* in the **Forms** section. You will receive your feedback within 5 working days.

EMPLOYMENT HISTORY (Continued)

Voluntary/Community Experience

Date - **Cafe attendant**
 current Rosie's Cafe

- Helping distribute food to disadvantaged people

Key Accomplishments:

- Demonstrated compassion and a willingness to care for others
- Prepared food on a large scale
- Communication with diverse cultures

Community Involvement

Date Red Cross Door Knock Appeal
 Date Bridge to Brisbane Fun Run

Hobbies and Interests

- Debating
- Tennis
- Reading
- Painting

Community Involvement

Include the extra things you do outside of uni that add value to the community you live in, e.g. if you volunteer to collect money for the RSPCA, organise community events etc. Consider presenting the skills you have developed in these roles that may be relevant to the position you are applying for.

Hobbies and Interests

Another optional extra. If you include it be smart about what you include. If you are studying design, include any design interests as hobbies. Be truthful as you may be asked about your hobbies in an interview, so you will need to be able to talk about these.

REFEREES

Mary Luini

Supervisor
 Rather Large Company
 Phone: 07 3434 1234
 Mobile: 0401 123 456
 Email: Mary.Luini@rlc.com.au

Mark Edwards

Director
 Good Feeling Human Resources
 Phone: 07 3212 3123
 Mobile: 0402 789 456
 Email: mark.edwards@gfhr.com.au

Phone Numbers

Having spacing in your phone numbers makes them easier to read.

Referees

ALWAYS the last thing on your résumé. Referees are people who can be contacted to talk about your professional fit for the job you have applied for – it is important to include referees who can talk about your professional skills. Include FULL contact details and make sure they are ready and willing to provide a telephone reference. There is no need to include a personal referee.

Some things were never meant to be on an Australian résumé:

- Your date of birth/age
- Your marital status
- Your health status
- Your photo
- Anything not relevant to the position you are applying for
- Anything that could prevent you from being offered an interview

AVOID:

Tables or graphs in your resume - if the organisation is using Applicant Tracking Systems this information may be missed completely.

Some things really need to be on your résumé:

- Your name
- Phone Number
- Email
- Education and Training Qualifications
- Employment History – Paid and Unpaid Work (if you have it)
- At least 2 referees who can discuss your professional skills
- Evidence of relevant skills

To include your GPA?

If your GPA is over 5 include it, however, if not, perhaps consider if the employer needs to know it at this stage and if highlighting your key subjects is more appropriate.

What do I include in the.... section?

Education and Training

List your current university study first (highlighting your course name first, not the institution) followed by any other study such as TAFE or other training courses. Include your majors and minors if they are relevant to the job. Do not list all your university subjects (units). You could highlight a few subjects if they are specifically related to the position, and/or you did particularly well in them.

Tracking Technologies

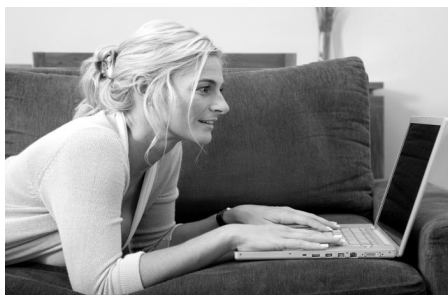
Resumes are sometimes “parsed” by applicant tracking systems to pull out individual items. If the resume is not formatted properly, the resume parser may not be able to pull specific information and therefore may not make it to the employer’s desk.

University Skills Developed - Projects and Assignments

Have you been involved in substantial project or assignment work during your university studies? Select projects or assessment items that highlight key skills the employer is looking for. Remember ALL students will have completed projects at university – what work related experiences can you use to further illustrate practical application of these skills in the workforce?

Employment History (paid and unpaid work)

It is important in this section to include your most recent positions first and not to include lists of duties that do not add value to the job for which you are applying. Only include 3 to 6 relevant key skills /tasks / accomplishments for each job. The skills you learn and utilise in your casual employment are transferable between jobs. Analyse what you do in your casual job and word your key skills /tasks/ accomplishments to reflect transferable and useable skills for the job you are applying for. Have a look at the information on **Personal Transferable Skills** at <https://www.student.qut.edu.au/jobs-and-careers/applying-for-jobs/identify-your-skills> for assistance.



Résumé Tips...

- Use professional presentation which suits your particular industry
- Consistently use past tense, particularly under the accomplishments and skills developed sections
- Sell your skills to an employer to gain an interview
- List IT /computer skills on your résumé if the job description requires them
- Include your visa and/or work status if you are an international student
- Research the employer and tailor your résumé appropriately
- Your résumé can be between 2 and 4 pages of **relevant** information only.

For each section of your résumé ask yourself

- Is this relevant?
- Could it be perceived negatively?
- Can I work this in a positive way?
- Does it add value to my application?

Optional sections to include

Career Objective

Must be tailored to specific employers or positions each time you apply for a job.

High School

Perhaps include captaincy positions or noteworthy achievements

Key Professional Skills

Suitable if you have had previous employment.

Required Field Experience/Clinical Placements

You need to include the date, duration, employer and a brief explanation of the skills you developed.

Memberships

Only include memberships to relevant organisations.

Multicultural Experience/Other Languages

If you have one outstanding **work-related reference**, you may wish to attach it as an appendix to your résumé.

It’s important for graduates to attach a certified photocopy of their most recent official **Academic Record** if required by the employer. Downloading a copy of your Academic History from your Personal Profile on QUT Virtual may be acceptable to most employers as a substitute for an official Academic Record in the first instance.



Need more help? Have a look at the **online module** on **Résumé & Letters** in Blackboard – click on **Career development programs** from <https://www.student.qut.edu.au/jobs-and-careers/training-and-workshops>
You could also attend a **Résumé discussion group** – you’ll find the schedule under **events** in **CareerHub**.

Résumé FAQs

What if I don't have any relevant experience?

No doubt you'll know the importance of gaining paid or unpaid work experience related to your industry. If you've reached the end of your course and don't have this – don't despair. Focus on what you have done rather than what you haven't. Spend some time identifying industry-related or transferable skills from what you have done while you've been at uni. What skills have you gained from your part time employment, your assignments, team projects, extracurricular activities and other areas of your life? Check out <https://www.student.qut.edu.au/jobs-and-careers/applying-for-jobs/identify-your-skills> for help.

Who can I list as professional referees?

Professional referees can include current or recent employers, supervisors from your work experience, practicum placements or voluntary work, your mentor, or someone with whom you have built a professional relationship. This could even be a lecturer or tutor. They are people who can comment on your professional or employment related skills. Make sure you build and maintain these relationships throughout your course so you can ask these people to be referees for you when you are applying for jobs.

How do I make my résumé stand out from all the others that will be received?

Everyone has their own idea of what makes a good résumé. What one employer thinks is a brilliant résumé, another may be unimpressed by. Get feedback from employers, lecturers and careers staff and work towards a résumé that balances being different from others but still within the comfort zone of employers. Experiment with design features such as different fonts, watermarks and borders. If you use colours, make sure your résumé photocopies clearly. Use bold, uppercase, underlining or italics to highlight different sections of your résumé. Use bullet points where possible, rather than lengthy text.

What is the difference between a résumé and a CV?

A résumé is the summary document that employers are seeking, and a CV (curriculum vitae) is a more detailed document often used where extensive professional experience is required.

If I've had jobs that involved similar skills – do I have to list them separately for each job?

Try to make your résumé interesting and easy to read for potential employers. Rather than repeating similar duties/responsibilities/ skills held for similar positions that you have held, think about listing each position and then do a summary of skills under this.

What if I failed some of my subjects (units) during my course – how do I put this in my résumé?

Remember that the purpose of your résumé is to get the employer interested in meeting with you – so think carefully about the information you include. Your résumé is not a “warts and all” documentation of everything you've done in your life until now. It's selected, relevant information – targeted to that particular employer and job role. Aim to highlight your strengths, skills, experiences and achievements, and only include information that reflects you in the most positive light. However, that does not mean you can alter the facts! If you have some failed units, include in your résumé only units you have performed well in, or make a general statement about your overall GPA if that is worth highlighting. Think about how to talk about negative experiences in a positive way – you might have failed a unit but from that experience you have learnt better time management and study skills/ when you have taken on too much and need to adjust your work-life balance/ when you need to ask for support etc...and your grades have improved consistently since then. In this way, perceived negatives don't stop you from getting an interview, and you will be able to promote the learning you have gained from the experience.

It is a good idea to include a photo?

A photo can be a great way to personalise your résumé, but the risk is that you could be discriminated against based on your appearance, i.e. being perceived as too young / old / serious / flighty / inexperienced and so on. You could miss out on an interview based on someone's, possibly inaccurate, perception of you. If you like the idea of a photo, perhaps take a separate copy of your résumé with a photo included, when you meet with an employer. This way they can meet you, hear what you have to say, and have a résumé with a photo to remind them of who you are.

Do I need to include my interests / extracurricular activities?

As with any part of your résumé, only include information that reflects positively on you in relation to the position you are applying for. Your interests and extracurricular activities can be a great way to personalise your résumé and present you as a well rounded applicant. Think carefully about what your interests and activities say about you and be prepared to describe them further at an interview.