

Your ability to gain an interview for a graduate position hinges upon the quality of your written application. This is your opportunity to demonstrate to a potential employer that you possess the necessary knowledge, skills and abilities for the position.

Tailor your resume

Your resume is a marketing tool. It is **essential** that you **tailor your resume for every job application** to increase the fit between you, the job and the employer.

Thoroughly research the organization and the position to determine what the employer is looking for.

A role in the public sector may have a different focus from a private company. Your resume layout/style may vary according to the sector you are applying to.

Emphasis your strengths, achievements, skills and abilities as they relate to each particular job you are applying for.

Reflect on your past study and work experiences, extracting points that could help to sell yourself to an employer.

Headings

There are no set headings for a resume, although the following headings are commonly included. Decide what headings best promote you to a prospective employer's expectations.

Under each heading, list experiences in reverse chronological order, most recent first.

PERSONAL DETAILS

- Name, address, phone and email.
- LinkedIn Profile – ensure your profile is up to date. Consider customizing your URL (search *Customise your URL on LinkedIn*).
- Photo, date of birth, marital/parental status and health are **not required** on your resume.

PROFESSIONAL SUMMARY or CAREER STATEMENT. (Optional, 2-3 lines)

This section should only be added to your resume if it has been written to suit the position and organisation you are applying to. This is your opportunity to market your key selling points and state why you want the job.

EDUCATION

Tertiary, high school (only list high school if you are a recent school leaver and have relevant achievements to list), and other relevant training qualifications. Begin with your Bachelor degree.

MEMBERSHIPS

Include memberships to professional or industry bodies.

RELEVANT EXPERIENCE

Employers are keen to see that you have gained some relevant experience during your studies. This shows you have the practical skills needed in your field. If fieldwork or placements are not part of your course, consider volunteering with a range of organisations or researchers. Make the most of your opportunities and ensure you can describe your responsibilities, achievements, range of duties and situations (small business, government department, etc.) What skills did you learn? What projects did you contribute to?

EMPLOYMENT HISTORY

Begin with the most recent. Use bullet points to list your responsibilities and achievements for each role - tailor these to the position. Do not leave gaps in your resume. If you travelled or cared for a family member for 6 months, list this for transparency.

REFEREES

Work or Volunteer Supervisor/Manager/Academic. (Usually 2 to 3 people). Avoid personal referees.

Optional Headings

Professional Development	Key Skills
Extra-Curricular Activities	Publications
Special Awards	Volunteering
Community Involvement	Research Projects

Language

Use professional vocabulary, e.g. 'negotiated', rather than 'worked out'. Use verbs to describe your skills and employment achievements. See the ['Action Verb' Information Sheet](#) for more examples.

Top Tips

- Thoroughly research the organisation's application procedure to determine what is required.
- Tailor your resume to the job description/organisation requirements of the position.
- Emphasise achievements to demonstrate your capacity.
- Be clear, concise and truthful.
- Check page requirements if identified by the employer.
- Use a simple, professional layout with consistent formatting.
- Use bullet points to list your relevant experience and employment history and associated responsibilities and achievements.
- Check and check again for spelling and grammatical errors (if possible, get someone else to read it).
- Check if **Applicant Tracking System (ATS)** software is being used to short list resumes and modify layout if so. Online screening software may not read photos, clipart, tables, fancy fonts, borders. See our tip sheet: [Can a robot read your resume?](#)

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Tip – ensure your email address reflects a professional image. Customise your LinkedIn URL.

PROFESSIONAL SUMMARY or CAREER STATEMENT (Optional):

I am a self-motivated and adaptable [...] student with two years' experience in [...].

Tip – If you decide to add a **Professional Summary or Career Statement**, keep it brief. Indicate what personal or professional attributes you can bring to the position and ensure it matches the role you are applying for.

EDUCATION

2019 - Present

Bachelor of Business (Hons)

James Cook University, Townsville, QLD

Majors: Human Resources and Marketing

Honours – List the title of your thesis

Expected Date of Completion: November 2022

Full academic transcript can be provided upon request

Tip - Include other degrees or qualifications completed prior to your current degree in this section.

Achievements

- GPA: 5.7 (Scale 1-7, 7 being the highest)
- 3rd and 4th year Business School student representative on Committee for Curriculum Change
- Member of group of three who received the highest grade for research project on new human resources app for small business

Tip - Only include relevant information. Think about highlights from your course, awards, prizes, projects which make you stand out. Keep it targeted.

2018

Certificate II in Retail Operations

Barrier Reef TAFE, Townsville

2017

Year 12 Senior Certificate

Townsville High School, QLD

Achievements

- High achievement in English and Japanese
- Active member of the Student Representative Council
- School representative for regional debating team
- Co-produced short radio play, aired on community radio

Tip – Only include if you are a recent school leaver. List major school awards, prizes, leadership position, extra-curricular activities.

TRAINING AND PROFESSIONAL DEVELOPMENT

2021

Australian Human Resources Institute Conference, Townsville

Student participant and committee volunteer

2020

Speechcraft

Toastmasters, Townsville

Commended for impromptu class presentations

Tip – Allow more space for recent, relevant information and provide less detail as your information becomes less recent/relevant.

KEY SKILLS

Communication:

Highly developed communication skills gained from participating in a Speechcraft course through Toastmasters, hospitality and retail work experience, and university group presentations.

Teamwork:

Strong ability to work as part of team, evidenced by high academic achievements in group work assignments at university and participation in a running club and role as club treasurer and event coordinator.

Languages:

Fluent in Japanese

Tips – List the skills that are relevant to the position/employer – relate them to your experiences to support your claim.

Tip – Add your name in the footer.

Tip – Your relevant experience is a major selling point. How did you contribute to the organisation? What skills did you use/improve/gain? Did you receive positive feedback?

COURSE PLACEMENTS

- 2022 **PR Solutions**, Townsville, May - June (4 weeks)
- Worked in a project group developing a marketing plan for a local sporting event.
 - Applied well developed analytical skills to the projects – skills evidenced by strong grades in academic research assessments.
 - Presented the proposal to the committee on behalf of the group.
- 2021 **WiseDesign**, Townsville, September - October (6 weeks)
- Developed a business proposal for a new web-based staff communication and information product.
 - Presented the proposal to Senior Management resulting in the proposal being implemented by the company in their marketing campaign.

EMPLOYMENT HISTORY

- 2020 – 2022 **Hospitality worker** (casual)
I have worked in a range of hospitality positions, to support myself through University. The skills developed in these roles include:
- Responsive and sensitive handling of the public, including customer complaints.
 - Management of financial transactions including balancing register monies each shift.
 - A reliable ability to stay calm on busy nights.
 - The capacity to motivate other team members.
 - Excellent problem solving skills developed through trouble shooting in the hospitality industry over the past 3 years.
- 2019 – 2020 **Retail Assistant** (casual)
Colorado Clothing Company
- Achievements and Responsibilities**
- 6 month period as Assistant Store Manager (prior to full-time University).
 - Customer relations and extensive sales experience.
 - Created visual displays and merchandising.

Tips

- Focus on highlighting achievements, responsibilities and transferable skills developed that are relevant to **the position and the employer** and which indicate your capacity as a future employee
- Commence each description with an action word (verb)
- **Don't** just list the duties from your Position Description
- Make a **clear connection** to the job you are applying for
- Identify **complexity** and **achievements** in each statement

VOLUNTEER / COMMUNITY SERVICE

- Feb 2021 – Present **NQ Fundraising Co-ordinator** (6 hours/week)
The Oak Tree Foundation
- Achievements and Responsibilities**
- Managed a successful fundraising campaign at JCU Townsville, raising over \$3,000 towards the East Timor project.
 - Co-ordinated a team of 3 to generate ideas for improvement of
 - Maintained budget and financial records for local branch.
 - Experience in the design and implementation of

VOLUNTEER / COMMUNITY SERVICE continued

2021 – Present **Student Mentor**
James Cook University Mentor Program, Townsville

Achievements and Responsibilities

- Coordinated tours on campus in O week for new Business students.
- Trained in communication, mentoring and advocacy.
- Act regularly as a support and mentor to 5 new students.

MEMBERSHIPS

2020 – Present Student Member of Australian Human Resources Institute

2020 – Present Member of JCU Business Student's Society

EXTRACURRICULAR INVOLVEMENT

2020 – Present Treasurer and Event Coordinator of JCU Running Club

CERTIFICATIONS/LICENCES

- Queensland 'C' Class Driver's licence (manual)
- First Aid Certificate

Tip – Some roles will require a Driver's Licence – check the position description.

Tip – Keep your referees informed, they need to know what you are applying for so that they are prepared when an employer contacts them to find out more about you.

REFEREES

Dr Anne Smith

Senior Lecturer - School of Advanced Study
James Cook University
Phone: (07) 4700 5555
Email: Anne.Smith@jcu.edu.au

Mr Neil Wordsworth

Retail Manager
Colorado Clothing Company
Phone: (07) 4700 5555
Email: Manager@colorado.com.au

Need more help? Go to www.jcu.edu.au/careers for more resources

- **[Information Sheets](#)**: Action Verb List, Can a robot read your Resume?
- **[Employability Edge](#)**: Master Written Applications module
- **[Big Interview](#)**: combine training and practice to improve your interview techniques
- Make an appointment with the **[Careers and Employability Team](#)** to get feedback on your application.

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