



# Write a resume

## futuredirections

An up-to-date resume is a very important tool in your job search. This worksheet gives you some tips on creating a resume.

### What is it?

A resume is a description of your education, paid employment, volunteer activities (including school activities), general interests and personal strengths. Each resume will be slightly different depending on whom it is written for and the style of resume that suits your needs (see page 2 for the different styles). It should be kept up to date.

Resumes can be submitted as paper copy or electronically.

### What to include

What you include in a resume depends on your individual career goals and the needs of the employer. A resume provides:

- initial information to an employer to get you an interview
- a summary of your work history, skills, achievements and experience
- information about how you perform in different work situations
- information about what you have accomplished.

A resume should answer the employer's question: 'How will I benefit from employing this person?'

### What not to include

- Don't say you have done something that you haven't.
- Don't include anything that relates to your personal life (except contact details).
- Don't include age, height, weight, marital status, number of children, condition of health, or religious or political beliefs (except where religion or political beliefs are important to the position).

- Don't include negative reasons for leaving previous employment such as 'asked to leave' (fired) or 'sick of travelling'.
- Don't focus on any barriers to getting a job.
- Don't make the resume too long.

However, before you start writing, collect all the resources you need.

### Resources Checklist

Use this checklist to prepare for writing your resume.

- Job descriptions of past jobs, including part-time work or work experience.
- An action word list to help you write your resume (go to [www.myfuture.edu.au](http://www.myfuture.edu.au) for an action word list).
- Copies of performance reviews or reports about tasks undertaken.
- Records of educational achievements.
- Certificates or records of seminars/conferences attended. Include courses undertaken out of school hours (eg swimming and computer courses).
- Letters of appreciation. Don't forget thank you letters or cards you've received.

### Handy hints

- Modify your resume for each job you apply for and include your relevant skills.
- Have someone check it before you send it.
- Use good quality A4 paper.
- Don't put too much information on one page.
- Use a simple layout, headings and basic fonts such as Arial.
- There are lots of Internet sites which help, such as:
  - [www.myfuture.edu.au](http://www.myfuture.edu.au)
  - [www.resume.monster.com.au](http://www.resume.monster.com.au)

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## RESUME COMPARISON CHART

	REVERSE CHRONOLOGICAL	FUNCTIONAL	COMBINATION
<b>Characteristics</b>	<ul style="list-style-type: none"> <li>Most recent work history is listed first</li> <li>Provides a short and snappy picture of where you've been and what you've done</li> </ul>	<ul style="list-style-type: none"> <li>Work experience and skills listed in a way that relates to the strengths important to the employer</li> <li>Focus is on what you have done, not where and when</li> </ul>	<ul style="list-style-type: none"> <li>Combination of reverse chronological and functional resumes</li> <li>Focus is on skills, accomplishments and work history</li> <li>Usually begins with a profile or key skills followed by work history</li> </ul>
<b>Advantages</b>	<ul style="list-style-type: none"> <li>Easy to write</li> <li>Shows employment history</li> <li>Most commonly used</li> </ul>	<ul style="list-style-type: none"> <li>Brief</li> <li>Highlights accomplishments</li> <li>Groups together similar jobs</li> <li>De-emphasises unstable work history</li> <li>Can use headings featured in a job description</li> </ul>	<ul style="list-style-type: none"> <li>Highlights relevant skills that are supported by a strong employment record</li> <li>Emphasis is on transferable skills</li> <li>Highlights accomplishments</li> </ul>
<b>Disadvantages</b>	<ul style="list-style-type: none"> <li>Emphasises gaps in employment</li> <li>Doesn't effectively reveal skills</li> </ul>	<ul style="list-style-type: none"> <li>Doesn't provide a work history</li> <li>No emphasis on loyalty, continuity or recency of experience</li> </ul>	<ul style="list-style-type: none"> <li>Longer than other formats</li> <li>Work history is usually on the second page</li> </ul>
<b>Use when ...</b>	<ul style="list-style-type: none"> <li>Showing career progression</li> <li>Showing continuity in a particular career path</li> </ul>	<ul style="list-style-type: none"> <li>Entering the workforce for the first time or after a long absence</li> <li>Work history is varied or unrelated</li> <li>Changing fields</li> <li>Emphasising skills not used in recent work</li> </ul>	<ul style="list-style-type: none"> <li>Each position you have had involved a different job description</li> <li>Demonstrating a depth and range of skills</li> </ul>
<b>Don't use if ...</b>	<ul style="list-style-type: none"> <li>You're looking for a job for the first time</li> <li>You have employment gaps</li> <li>You've changed jobs often</li> <li>You're changing careers and your work history does not relate to the job you are applying for</li> </ul>	<ul style="list-style-type: none"> <li>You want to highlight career progression</li> <li>Your recent jobs have had limited responsibilities and functions</li> </ul>	<ul style="list-style-type: none"> <li>Experience is limited</li> <li>There are large gaps in your employment</li> </ul>

## Sections of a resume

The section headings of a resume match the job advertisement. The most common headings are:

- contact details
- objectives
- summary of experience
- competencies
- education and training

- work experience
- activities and interests
- referees.

However, there are alternative names that you can use, such as 'career goals' for 'objectives' and 'employment history' for 'work experience'.

The example on pages 3 and 4 shows a 'combination' resume.

# Write a resume

## Contact details

say who you are and how you can be contacted. Make sure they are up to date and accurate.

**Natasha El Domino**  
**38 Elegant Avenue**  
**Tindale SA 5167**

**Phone: (08) 8555 5555**

**Own Car and Driving Licence**

## Objective

tells an employer what position you are seeking, the kind of work you are looking for and the next step of your career path. This section is optional.

## Career Objective

I am looking for employment in the clerical/administration field. I enjoy working with people and I am committed to the delivery of quality customer service. I believe my positive attitude and willingness to give 100 per cent will be an asset to your business.

## Summary

gives the 'big picture', very briefly, of what you do.

## Summary

I am computer literate, have typing skills and experience in filing and reception duties. My communication skills are of an excellent standard. I am highly motivated to succeed, flexible and reliable.

## Competencies

are about your abilities and are targeted to the job you are applying for. This section convinces the employer that you are capable of doing the job.

## Key Competencies

### Administration/Clerical Skills

- Experienced in handling profit and loss reports
- Knowledge of manual payroll duties (taking out tax and doing pays for employees) as well as using MYOB
- Able to work under pressure and prioritise tasks
- Knowledge of computer packages, MS Windows, Word, Publisher, Internet and e-mail
- Sound typing and keyboarding skills
- Able to handle counter enquiries in an efficient and professional manner
- Experienced in writing letters and typing up invoices
- Highly developed organisational and time management skills
- Experienced in general bookkeeping and records keeping
- Able to carry out general office functions
- Knowledge of confidentiality practices
- Experience with the use of multi-line phone system
- Confident telephone voice and manner and experienced in taking accurate telephone messages
- Neat and legible handwriting
- Able to fill orders and forms
- Able to use various office equipment including fax and photocopier

### Communication Skills

- Ability to communicate with a variety of people from all levels
- Ability to use commonsense and work through problems
- Experience in training new staff
- High standard of written and oral skills

## Education and training

show you have the educational requirements to do the job. Include your most recent educational qualification and subjects you have studied that are relevant to the position.

## Education

**Currently in Year 12** **2002**

Tindale East High School

- Business maths
- Child studies
- Nutrition and lifestyle
- Dance

# Write a resume

## Work experience

explains past and present work activities. It should include full-time, part-time, casual, contract and temporary jobs; self-employment; and positions you have held as a volunteer or student.

**Activities and interests** help an employer build a picture of you. Activities and interests also highlight initiative, communication and organisational ability and skills you have gained which may be important if they are relevant to the job. Activities are structured pursuits (eg clubs and voluntary organisations). List the organisation, your role and years of participation. Interests are unstructured individual pursuits (eg sewing, reading, running, football). List the interest and your involvement (ie writing poetry is different from reading it).

## Referees

provide details of your experience and can comment on your personal qualities. It is common to include three referees. Provide accurate details of their name, employer, phone number and e-mail address, together with a brief statement explaining how the referee knows you. Make sure you have the referee's permission to provide their name and contact details.

## Work History

### Replacement Receptionist (casual) 2000–Current

#### HOOVER HOME IMPROVEMENTS

- Typing letters and invoices
- Answering phones and taking messages
- Assisting in payroll–MYOB
- Filing, bookkeeping and banking

### Kitchenhand 2000–Current

#### MAMA'S PIZZA HOUSE

- Customer service both face to face and over the phone
- Taking phone orders
- Making pizzas and pizza dough
- Money handling
- EFTPOS and credit card transactions
- General cleaning

### Customer Service Assistant (on call) 1999–2001

#### JAY'S CATERING

- Taking orders
- Serving food and beverages
- Handling money
- Washing dishes
- Collecting glasses

### Clerical Assistant Jan–Sept 2000

#### PROTOCOL CRASH REPAIRS

- Filing, sorting, photocopying
- Reception duties
- Money handling
- Banking, accounts payments, writing cheques
- Office cleaning
- Doing the payroll–sorting out tax and pays for employees
- General bookkeeping

## Interests

- Going to the beach
- Reading
- Cooking
- Looking after young children
- Going out with friends
- Listening to music

## Referees

Brian Dash  
Owner  
Protocol Crash Repairs  
Phone: (02) 8922 2222

Josie Plack  
Manager  
Mama's Pizza House  
Phone: (02) 8999 9999

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This worksheet is one of a series which supplements the booklet, *Getting A Job – future directions*. The worksheets and the booklet can be downloaded from the DEST website at [www.dest.gov.au/schools/careers/cip\\_roducts.htm](http://www.dest.gov.au/schools/careers/cip_roducts.htm). Further information about careers and job searching is available on the Australian online careers site, myfuture, at [www.myfuture.edu.au](http://www.myfuture.edu.au).

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