

DEVELOPING YOUR RESUME

WHAT IS A RESUME?

Essentially, it is a brochure about you.

Like any good brochure it tells the reader about your best features - your skills and attributes, achievements, education and training, and experience - in a way that makes them want to know more about you.

WHY DO WE NEED IT?

Your resume together with your covering letter has to convince the employer why you should be interviewed for a particular job. Remember, when they are looking at resumes the employer is shortlisting - trying to reduce the number of applicants to a small pool of the best. Don't end up in the "thanks, but no thanks" pile because you have not put enough effort into your resume.

It should contain the following information -

- Contact details
- Career or employment objectives
- Work related skills and attributes
- Education and training history
- Employment history
- Major achievements
- Interests
- Referees

HOW DO YOU GET STARTED?

- 1. Gather the information.** The details in point three will help you gather the necessary information you will need. Put down everything you have done, especially for entry-level positions. You should use a range of experiences i.e. study, employment, sport, memberships of clubs or associations and volunteering, so that the reader develops a picture of who you are.
- 2. Decide on the headings.** The actual headings you use are up to you and can vary with the style of resume you choose. When deciding on the order of your headings remember that the resume is the document that an employer uses to decide if you should be interviewed. They need to know what you can do for them. Make it easy for them and spell it out!

Usual Headings	Alternatives	
<ul style="list-style-type: none">• Personal Details• Career Objective• Skills/Attributes• Education• Employment• Major Achievements• Memberships• Interests• Referees	<ul style="list-style-type: none">• Personal Particulars• Career Aims• Employment Related Skills• Education & Qualifications• Work History• Affiliations• Extracurricular Activities	<ul style="list-style-type: none">• No heading - put contact information in as letterhead or footer• Employment Goals• Demonstrated Abilities• Education & Training• Employment History and Experience• Professional Associations• Activities & Hobbies

3. What Information Should you Include in the Resume

- ✍ Personal Details
 - Name
 - Address
 - Contact telephone number (s)
 - Email address – ensure that this is suitable to give to an employer
 - Fax number if available

✍ Career Objective

- Only include an objective if you do it well. Generally, there are four main reasons for using an objective:
 1. To align your values and purpose to the values and purpose of the organisation and the job.
 2. To explain any confusing discrepancies in your resume (eg. Engineer degree seeking a finance position or career change)
 3. To let recruiters know exactly what type of positions you do and do not want
 4. To capture the imagination of the reader – to stand out.

✍ Skills / Attributes

- Analyse the position (and the company) you are applying for. List the most important 3-4 skills/competencies as headings. For example:

Bookkeeping & Cash Handling

- Accounts Payable
- Accounts Receivable
- Invoicing
- Banking
- Petty cash
- Financial reporting

Computing Skills

- Microsoft Word
- Microsoft Outlook
- PC Support
- Microsoft Excel
- Helpdesk procedures
- Familiar with LAN & WAN concepts

Hospitality

- Working corporate functions
- Guest relations
- Responsible Service of Alcohol
- A la carte food service
- Food and beverage service
- Ability to use an Espresso machine

✍ Education

- Most recent course or qualification first
- Courses of study undertaken (in bold) and the institution at which this took place (University, TAFE College, High School)
- A brief outline of what knowledge and skills were gained in these courses that is relevant to the position.
- Only a brief outline of your secondary schooling is required.

✍ Employment History

- Most recent employment first
- List your start and completion dates
- Include the position title you held (in bold) as well as the organisation you worked for
- List your achievements in the position – if possible (eg. Initiated..., suggested..., improved..., developed...)
- If it is a part-time position while you are studying, then include the hours per week that you worked
- Include any work experience, vacation employment and voluntary positions in this section.

✍ Major Achievements

- Any awards or prizes that you have been granted.

✍ Memberships

- Associations to which you belong
- If you held a committee position, ensure that you include what was involved
- You also need to include commencement and completion dates to give the employer an understanding of the length of your association with each area of interest.

✍ Interests

- Activities that you like to do in your spare time - make these interesting and those that make you a well-rounded candidate (eg. perhaps something team-based, something individual and something that demonstrates leadership)

✍ Referees

- A referee is someone who knows the quality of your work. Make certain you have asked the referee before you include their name and supply them with a copy of your application.
- You will need at least three referees to speak on your behalf.
- You need to include the person's name, their position, company name, their contact number and email address if possible.

4. **Decide on the style.** The style you use will depend upon your experience and work history. See Resume Examples

5. **Prepare your resume.** Use the following tips -

= Be consistent with the use of spacing, bolding, CAPITALS, **BOLD CAPITALS**, underlining, and different size and styles of fonts. As guideline use the following –

- **NAME** 24 pt, bold font, all capitals
- **HEADINGS** 14 pt, bold font, underlined, all capitals
- 'Bullets' used to list key points
- General Text 11pt (never go any smaller)
- Stationery Use good quality printer/photocopy paper

= If longer than one page you could put your name and telephone number in the footer - it reinforces your details and it makes it easier for them to contact you.

= Use page numbering.

= Instead of using the traditional heading -

<h1>RESUME</h1>
PERSONAL PARTICULARS
NAME: Jonathon Andrew Rhodes

... consider putting your contact information into a letterhead format -

<h2>Jonathon Andrew Rhodes</h2> <p>12 Bayview Court, Cleveland QLD 4135 Telephone: (07) 3421 5678</p>

= Put in all the details about your experience, skills, duties and responsibilities. If necessary you can cut back later. Your resume should be no more than 3-5 pages. Ask yourself the question 'is this a winning statement about me?'. Don't waffle! Use dot points! Get someone to review it!

FINAL CHECK. Make sure you check the following carefully!

- No Spelling and grammatical errors
- No typographical errors
- No errors in your telephone number or email address
- No exaggerations or lies
- Is it easy to read?
- Does it have enough / too much information – no more than 2-3 pages?
- Would you employ yourself for the job?

POST OR HAND-DELIVER.

- Use an A4 envelope so there are no folds in your document.
- Get it in well before the closing date. Allow time for postal delivery.
- Address your envelope correctly.
- Put the correct postage on your envelope.