

**Career**  
Management

# Career Development Seminar Series 2013

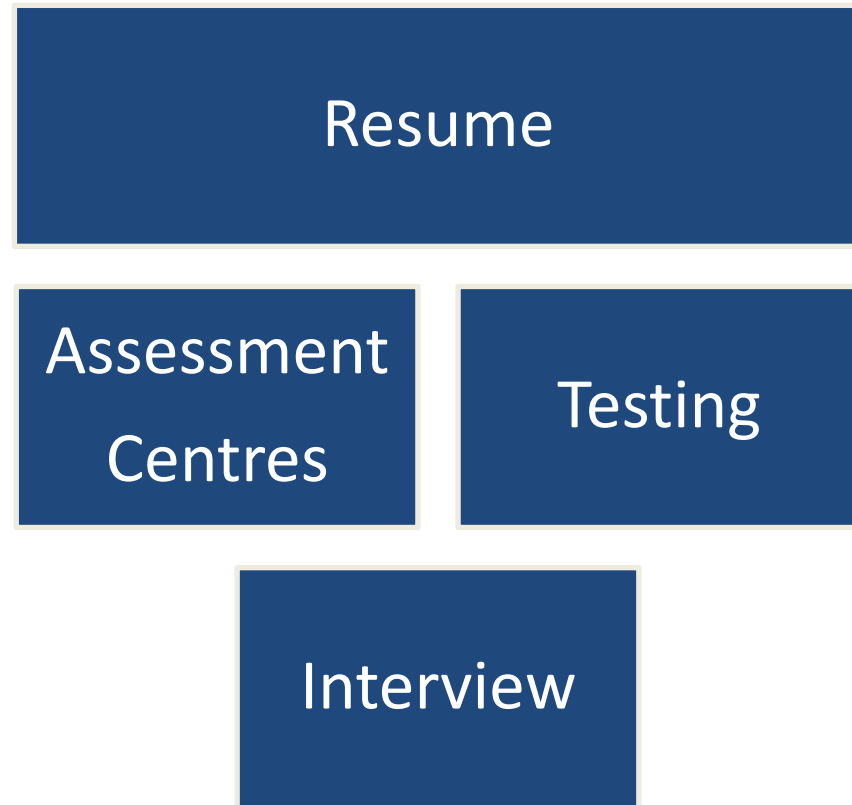
## Resumes with Impact

# Resume Quiz

- What is the difference between a Resume and a Curriculum Vita (CV)?
- What is a Resume?
- The purpose of a resume is...
- The most important information in a Resume is...
- Your tips for preparing a highly effective resume are...

# The Selection Process

- Not always in order
- Important to note that the Resume is the **only** step in the process where you
- have **full control** over
- what is included



# Style

- Clear Headings
- Conservative Fonts
- Use of white space
- Presentation
- Page numbers
- Page extent
- Paper
- Marked 'Confidential'

# What to include...

- Name
- Address
- Contact details
- Career objective
- Qualifications
- Awards

## Lee Student

164 Lilly Lane  
Somewhere SA 5133

Telephone: (08) 9468 6485  
Mobile: 0425 468 975  
Email: lee.student@hotmail.com

## Career Objective

I am seeking a position within the retail industry that will enable me to utilise my excellent customer service and communication skills to contribute positively to an organisation.

## Qualifications

2012	<b>South Australian Certificate of Education</b> St Francis de Sales College
2011	<b>St John's Ambulance Course</b> TAFE SA

# Skills, experience & personal attributes

- Use of competency statements
- Usually placed after qualifications – First page
- Keep statements brief and clear
- Draw on examples
- Use positive language
- One paragraph for each competency statement
- Stick to 3 or 4

# The Fit between you and the Job

## They want

- Knowledge
- Skills
- Abilities
- Attitudes

## I have

- Knowledge
- Skills
- Abilities
- Attitudes

# What Employers Want...

## **Junior Administration Assistant**

We are looking for a self-motivated, bright and enthusiastic person to join a dynamic IT company. Must have a can-do attitude, excellent communication skills, be a team player, computer literate with friendly phone manner and attention to detail. Friendly office environment. Apply to Michelle Barnes email: [michelle@barnesemployment.com.au](mailto:michelle@barnesemployment.com.au)

## **Sales Career – Traineeships**

An exciting opportunity exists to join this large New Zealand motor dealership.

The successful applicant must be reliable, highly motivated, well presented and have a professional manner.

Phone Karen Skinner on (08) 8393 6458 after 9.00am to apply



# Competency Statement

## *Communication skills*

Working within the retail industry on a part-time basis has enabled me to develop excellent customer service and communication skills. My ability to listen to customers and to efficiently direct them towards what they are looking for has led to satisfied customers. I was also a member of the debating team at school and, as a result, I am a confident public speaker. My computer skills are advanced. I regularly use email to communicate with other people and the Internet to research topics of interest.

- **Step 1** – make sure the skill is identified in the first sentence
- **Step 2** – use of examples in following sentences to demonstrate how you have used the skills
- **Step 3** – provide the reader with an outcome that was achieved through the use of the skill

## Key Skills

- Attention to detail
- Communication Skills
- Self-motivation, enthusiasm and willingness to learn
- Ability to work within a team
- Interest in the particular area of work

### ***Motivation, enthusiasm and willingness to learn***

I am an energetic individual who is always looking to develop new skills and to gain experience in different areas. I have been an active member of various committees and teams at school, including the social committee and debating team, and represented the school in a number of sporting activities. I have also worked part-time where I demonstrated my ability to be reliable and take on additional responsibilities when required.

# What to include Continued

- Employment History
- Volunteer work
- Extracurricular activities/ Interests and hobbies
- Referees

## **Employment History**

**Sales Assistant (part-time)**

2011-present

*Cotton On, Mount Barker*

In my role as a part-time sales assistant, I am responsible for assisting customers with their clothing enquiries and processing sale transactions.

### **Key achievements**

- Demonstrated excellent customer service to clients through assisting them with enquiries, enabling them to make suitable choices for clothing.
- Managed stock items within the store and ordered new items as required.
- Communicated effectively with customers to ensure that their needs were met.

# Recruitment Agencies

- Do NOT rely solely on agencies to find you work
- Understand how these agencies work
- Be prepared
- Consider testing opportunities – use of results

## Cover Letter

- Keep it brief Maximum of 1 page
- Address to a specific person – research
- Include reference to the position
- **Introduction** – what you applying for
- **Body** – link your skills with the position description
- **Close** – looking forward to meeting them to discuss suitability

# Summary

- You control what is included in your resume
- Keep it Simple and relevant
- Consider your career objective carefully
- Remember the FIT and use examples
- Use Competency Statements