

# 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?

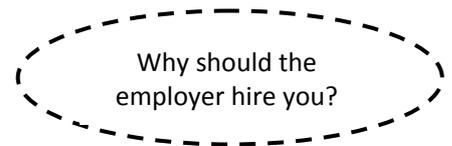
Your skills and experience are for sale - your résumé is your marketing brochure.

- Research the employer’s needs by exploring the company website and their marketing materials and contacting the contact person for further information.
- You need to SELL to the employer the skills they need, so that they may employ you!
- To get to the interview stage, you need to **stand out** from the other applicants.
- To stand out means tailoring yourself directly to the employer and highlighting your unique skills and talents.



## DID YOU KNOW?

- Employers usually spend **less than a minute** scanning résumés!
- Your résumé must be easy to read and follow.
- You should target each résumé to the relevant job.
- You must ensure your résumé is 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.
- **Student ePortfolio** is an electronic journal available to all QUT students, and can be used to record experience and reflections and to retrieve information – it is available through **QUT Virtual** under **Services**.



### Mandatory Résumé Sections

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

### Optional Others / Alternative Headings

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

### 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.

For positions 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. **Due to application screening software it is recommended you format as Microsoft Word (.doc), rtf, txt and avoid docx, pdf, html or Open Office. 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

**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.

**EMILY APPLICANT**  
**552 Smart Drive**  
**CLEVERDALE QLD 4000**  
[emily@qut.edu.au](mailto: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

2011 - Current **Bachelor of Laws**  
**Queensland University of Technology**  
GPA 5.4 on a 7 point scale  
Special Interest Area – Corporate Law  
*Expected completion date: November 2013*

## University Achievements

2012 QUT Law Student Prize for Outstanding Contributions

## Relevant Projects and Assignments

- May 2012 *Law in Action project*
- Explored the impact of Australian and International issues on criminal responsibility
  - Developed research skills and knowledge across a wide variety of contexts
  - Presented findings of research in a formal written document
- Oct 2011 *Law Management group project*
- Managed issues such as ethics and professional responsibility
  - Working with a multidisciplinary team
  - Celebrated cultural diversity in the workforce
  - Applied key principles from corporate law
- April 2011 *Law for the Next Generation*
- Developed a working knowledge of legislation impacting on intellectual property
  - Negotiated and problem solved corporate law issues
  - Researched and presented current information in an easy to understand format

## University Involvement

2012 President of Law Student Club  
2012 Participant of the QUT Career Mentor Scheme  
2011 Member of Australian Law Students Association

## Memberships

2012 Member of Australian Institute of Law  
2011 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.

## 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.

Résumé: Emily Applicant Page 1 of 3

## 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.

**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 corporate law issues such as .....
- Lived and worked in Asia and America with ABC volunteer organisation

**EMPLOYMENT HISTORY**

**Career Related**

Nov 2011 - **Clerkship – Commercial Litigation (6 weeks)**

Jan 2012 Allens Arthur Robinson Solicitors

**Key Accomplishments:**

- Performed archival, field and survey research
- Developed key interviewing techniques
- Completed a written report and supporting data analysis within a tight timeframe – presented to a partner of the firm

**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

Nov 2010 - **Commercial Secretary (10 hours per week)**

Mar 2012 Rather Large Company

**Key Accomplishments:**

- Property management of commercial buildings
- Assistant to Commercial Leasing & Investment Management Directors
- Prepared monthly reports and management submissions
- Staff member of the month award – November 2011

**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".

**Other**

Mar 2010 - **Customer Service Consultant (5 hours per week)**

Dec 2012 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



**Résumé Assistance and Support**

Careers and Employment can give you constructive feedback on your résumé, cover letters and application documents. Attend the **Résumé Writing** and **Résumé Lab Workshops**, **Walk-in sessions** or access the **Résumé Feedback Service**. Once you have your document/s ready, submit them to C&E via email to [careers@qut.edu.au](mailto:careers@qut.edu.au), or drop them in to one of our offices. You will receive your feedback within 5 working days.

**EMPLOYMENT HISTORY (Continued)**

**Voluntary/Community Experience**

Jan 2011 - **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**

2012 Red Cross Door Knock Appeal  
 2011, 2010 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  
 Allens Arthur Robinson Solicitors  
 Phone: 07 3434 1234  
 Mobile: 0401 123 456  
 Email: [Mary.Luini@aar.com.au](mailto:Mary.Luini@aar.com.au)

**Mark Edwards**  
 Director  
 Knight Enterprises  
 Phone: 07 3212 3123  
 Mobile: 0402 789 456  
 Email: [mark.edwards@knight.com.au](mailto:mark.edwards@knight.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



**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

You may have 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 sheet on **Personal Transferable Skills** at <http://www.careers.qut.edu.au/student/infosheet.jsp> for assistance with transferable skills.



## 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 the Careers & Employment website at [www.careers.qut.edu.au](http://www.careers.qut.edu.au). You could also attend a **Résumé Writing Workshop** – you’ll find the workshop 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 [www.careers.qut.edu.au](http://www.careers.qut.edu.au) for help with identifying your personal transferable skills.

## 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.

Download the 'Scan' application on your smart phone and scan this QR code for more assistance with application documents, including faculty-specific résumé examples.

