

# **WORK INTEGRATED LEARNING PREPARATION PROGRAM**

## **WORKSHOP 1 Winning resumes**

Centre for Work Integrated Learning  
Faculty of Business and Law  
2011



# SESSION OUTLINE

- Introduction
- What is a resume?
- Components of a resume
- Writing and Layout
- Resume requirements for Co-op
- Questions
- Resume submission date and one-on-one Entry Interview with WIL Coordinator

# WHAT IS A RESUME?

- A marketing document about you!
- A summary of your background
- Primary purpose? to get you to the next stage of the recruitment process (usually an interview!)
- A concise record of your education, work experience and relevant skills and attributes
- A 'snapshot' of facts at a given time
- Today's resumes are more than where, when and what ...

# WIL Website

- This presentation can be accessed from the Work Integrated Learning website at [www.businessandlaw.vu.edu.au/wil](http://www.businessandlaw.vu.edu.au/wil)
- You will need to use the following username and password to access this presentation and a number of other WIL documents.
  - Username: wil
  - Password: wil2011

# COMPONENTS OF A RESUME

## 1. Personal Details

- Name
  - Address
  - Contact Details i.e.
    - Home Phone
    - Mobile \*(Preferred)
    - Email – VU Student “Live” email must be shown
    - A 2<sup>nd</sup> personal/appropriate email account is optional
- \* You may wish to state preferred phone number

**Note:** Date of birth, marital status, nationality or religion **not** required

# COMPONENTS OF A RESUME

## 2. Career Objective

- This is optional – *if in doubt ... Leave it out!*
- Limit to one or two sentences
- Examples:

**Immediate:** To gain a practical knowledge of the travel industry including international exposure if possible.

*or*

**Short Term:** Through work experience, to develop a more detailed understanding of the challenges and opportunities within the various sectors of the \_\_\_\_\_ (industry) to assist in focussing my longer term career.

# COMPONENTS OF A RESUME

## 3. Education & Academic Achievements Or Qualifications

- Reverse chronological order  
(starting with most current qualification and working backwards to VCE)
- Headings which may be used:
  - Tertiary (Degree studies)
  - Other (TAFE Certificate or Diploma, First Aid Certificate, Training Courses etc)
  - Secondary (VCE)

# COMPONENTS OF A RESUME

**Example**

## Qualifications

2009 – present	Bachelor of Business, Hospitality Management	Victoria University
2008	Victorian Certificate of Education	Sunshine Secondary College



# COMPONENTS OF A RESUME

## 3. Education & Academic Achievements cont.

List:

- **Date:** Show commencement/completion date and if still studying e.g. 2009 – Current
- **Degree Course:** e.g. Bachelor of Business, Marketing
- **Institution:** i.e. Victoria University
- **Area of Specialisation:** e.g. Hospitality
- **Achievements:** List under appropriate course – e.g. awards, relevant subject distinctions, Scholarship, Dux at secondary school

# COMPONENTS OF A RESUME

## 4. Relevant Skills

Relevant skills and knowledge can be gained from a variety of experiences and are applied, or transferred, to a workplace context hence the commonly used terms “Relevant Skills” (or Transferable Skills), for example:

- University subjects and projects: Technical knowledge, teamwork, presentation, research, analysis, or computer skills
- Secondary school: Teamwork (group assignments, teams), Leadership (SRC, team captain), Presentation (drama, concert performances)

# COMPONENTS OF A RESUME

## 4. Relevant Skills cont.

- Community Sports and other clubs, leisure activities
- Part-time and Casual jobs Customer service, merchandising, financial skills...
- Voluntary Presentation, administrative, teamwork skills...
- Family business/Farm Organisational, time management, priority setting, customer service skills...

# COMPONENTS OF A RESUME

## 4. Relevant Skills cont.

Which example is better?

### Communication Skills:

Julie: Good communication skills

Ishan: Provided excellent service to customers from varied backgrounds at the Target Service Centre in Campbellfield

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### Teamwork Skills:

Sherri: An active member of teams when completing group projects at university

Liang: Teamwork Skills

# COMPONENTS OF A RESUME

## 4. Relevant Skills cont.

### Which Example is better?

Tania: Some organisational skills

Su-An: Worked in a team to organise the VCE Ball

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Barry: Lead bushwalking trips for school bushwalking clubs

Mark: Teamwork Skills |

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Minh: Used MS Word, Excel and Access throughout tertiary studies

Sean: Good Computer Skills

# COMPONENTS OF A RESUME

## 4. Relevant Skills cont.

### Providing examples of 'Demonstrable' Skills

#### Leadership/Management:

- Captain of Year 12 Football Team, Melton Secondary College
- Part-time Manager at Footscray McDonalds since June 2005

#### Communication:

- Selected to present student speech at the 2008 Graduation Ceremony at Sunbury College.
- Received top mark for an essay and presentation on Energy Efficiency in Year 12 Communications subject.
- Work part-time on Service Desk at Target in Preston handling complaints, dealing with a broad range of customers and issues.

# COMPONENTS OF A RESUME

## 4. Relevant Skills cont.

### Providing 'Demonstrable' examples of Skills cont.

#### Teamwork:

- Member of several sporting teams including netball (Yrs 9-11) and tennis (Yrs 1 and 2 at Victoria University).
- Worked part-time at Joey's Carwash in Yarraville for 3 years in a fast-paced environment, requiring highly efficient teamwork to ensure each car was cleaned to a high standard and completed in minimum time.
- Teamwork skills developed through training and 2 years part-time work at KFC at Maribyrnong Shopping Centre.

# COMPONENTS OF A RESUME

## 4. Relevant Skills cont.

### Providing 'Demonstrable' examples of Skills cont.

#### Practical Skills:

- Used the following computer applications and databases at Victoria University over the past two years
  - The Microsoft Office Suite i.e. Excel, Word, PowerPoint, Access, Outlook
  - Web CT, an internet-based learning tool/application
- Experience in writing and analysing a range of business reports as part of the \_\_\_\_\_ unit/s in my [name course or subject]



# COMPONENTS OF A RESUME

## 5. Employment History

- Reverse date order i.e. start with most current and work backwards
- Include:
  - paid employment
  - work experience
  - voluntary work
- ➔ May include family work e.g. on the farm, fish shop, fruit shop, office etc in the appropriate category above

# COMPONENTS OF A RESUME

## 5. Employment History cont.

Headings generally follow this sequence:

- Commencement and finish dates (month and year)
- Name of workplace  
*eg Grand Hyatt, Ernst & Young, ANZ Bank*
- Address of workplace
- Position held  
*eg Retail Assistant, Customer Service Attendant ...*
- Type of employment (part-time, casual, voluntary)
- Responsibilities/Duties
- Achievements/Outcomes (*if directly attributable to you*)

# COMPONENTS OF A RESUME

## 5. Employment History cont.

**September 2007 – Current**  
**Safeway, Campbellfield**  
**Service Desk Attendant**  
**Part-time**

***Example***

**Duties/Responsibilities:** (2 -4 dot points)

- Answer customer queries
- Provide refunds according to company policy
- Locate items at other stores

**Achievements:**

- Suggested \_\_\_\_\_ (*procedure*), which supervisor implemented
- Organised folders at service desk so that information was more readily accessible and increased response time

**January 2005 – August 2006**  
**Fries Fish & Chips, Footscray**

# COMPONENTS OF A RESUME

## 6 Work Experience (or Voluntary Work) *optional*

- This section is generally seen as distinct from employment history in that it is used to showcase high school or other work experience that was voluntary
- Follow the same guidelines as employment history
- Ensure you state any non-paid work as voluntary – this is valued highly by employers, particularly when you are gaining transferable skills related to your career aspirations.

# COMPONENTS OF A RESUME

## 7. Achievements

- This section is optional if you have included all achievements elsewhere i.e. under 'Education' or 'Employment' History
- You may wish to include this for **non-academic** achievements e.g. Captain of the football/netball/soccer team, other achievements outside of school – Organised blog for Scrap Booking class



**Remember to keep achievements and skills learned from the activity relevant to the industry targeted and job being applied for.**

# COMPONENTS OF A RESUME

## 8. Memberships

- This section is optional
- List membership of any professional bodies, sports clubs or other community groups

## 9. Interests

- This section is optional
- This area gives an employer of what you are like as a person e.g.
  - Playing competitive tennis, chess, travelling in Asia.
- Be specific:
  - Like Reading 
  - Regularly read the Australian Financial Review & other financial publications   
(Ensure you can list titles & contents if asked at interview!)

# COMPONENTS OF A RESUME

## 10. Referees

- **'Referees'** is the last section of your resume proper although you may wish to attach appendices (e.g.: written references on company letterhead, signed and date and/or transcripts)
- Generally 2 - 3 professional (current/past employers) referees are requested.
- List **current** details of referees:
  - Title and Name
  - Organisation
  - Position
  - Business Ph:
  - Mobile: (Preferred)
  - Hours of work (If outside normal Business Hours)

# COMPONENTS OF A RESUME

## 10. Referees cont.

### Process for listing a referee

1. Consider who would be the best people to provide a general overview of your relevant skills and abilities as outlined in your resume.
2. Contact these people and ask them if they would agree to being a referee for you – letting them know the type of job you will be applying for.



# COMPONENTS OF A RESUME

## 10. Referees cont.

### Process for listing a referee

3. If they agree, ask them for their full contact details for listing on your resume including preferred contact number.
4. If you are particularly active in applying for a number of positions, it is good to keep your referees updated and aware of the outcomes of your interviews and job search process.
5. If you cannot confirm 2 referees before the Resume Submission Due Date, please include a statement “Referees available on request” and continue with the process as above.

# LAYOUT

## Do's

- Maximum 3-4 pages
- Always use A4 paper
- Be concise
- Ensure spelling and grammar are correct (**don't** rely on a computer check)
- Dot points are strongly recommended (and preferable to sentences) as long as they convey all the necessary information
- Start statements with 'action verbs'
- Use traditional fonts e.g. Arial

Only include information  
**relevant**  
to the job being applied for

# LAYOUT

## Don'ts

**Firstly:** Don't try too hard to impress with layout – it is the content which employers look for and which you should spend your time on!

- Don't use coloured paper
- Don't rely on your computer to ensure spelling and grammar is correct
- Don't use 'I' in your resume

# LAYOUT

## Don'ts cont.

- Don't indicate salary expectations
- Don't include irrelevant information e.g. Tax File number, passport number, children, date of birth, gender, nationality etc
- Don't use excessive language or ego – unless you really are a guru!

# LAYOUT

## Checking out alternative resume formats and layouts

There are numerous online sites to view examples of resumes ...

- Enter 'Resumes' on Google (Australia) also ...
- SEEK
- My Career
- Career One
- Etc . . .

# RESUME REQUIREMENTS FOR WIL

## Do's

- Maximum of 3 pages (*not including referees and references*)
- Copy of most recent academic transcript
- 1-2 written references from past employers (on letterhead, signed and dated) - optional
- Save and date your resume on MS Word to allow for easy updating and electronic submission
- Resume originals should be laser printed, clean and submitted in a plastic pocket

To ensure pages are not misplaced it is wise to include a footer with:  
*Your name and pagination details i.e. Joanne Smith - Page 1 of 3*

# RESUME REQUIREMENTS FOR CO-OP

## Don'ts

- Don't
  - Staple
  - Bind
  - Submit in folders or covers (plastic pocket is requested)
- Don't submit **originals** of supporting documents e.g.
  - Academic Transcripts
  - Written References

# RESUME SUBMISSION & ENTRY INTERVIEW

**Enter in your diary now!**

## 2011 Schedule

Date	Action
6 May 2011	Submit resume in person to the Centre for WIL (G348, FP)
Semester 1 – from 12 April	Next Workshop – Make Your Cover Letter Count! <i>(Be sure you are registered – and know where/when!)</i>
Semester 1 - from 16 May	Interview techniques/practice Workshops <i>(mid year positions?)</i>
Fri 9 September	18 <sup>th</sup> Annual Hospitality, Tourism and Events Expo (Lvl 12, CF)



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# CONTACT DETAILS

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