**Resume Writing**

**for Year 12 School Leavers**

**Includes:**

* **What not to put in your resume**
* **What you should include**
* **How to use referees**
* **Sample Resume**
* **Resume Checklist**

**What NOT to put on your resume**

Here are a few things not to include on your resume. Note that there may be circumstances when including some of the following information shows that you're a good fit for the job. If that's the case, including that information would be a good idea.

**Private information**

You don't have to provide any personal or private information on your resume. Include personal information if you **think** it will give you the advantage. Your resume doesn't have to include:

* Your birthdate
* Your gender
* Your address
* Any ailments or disabilities
* Your health status

**Typos or factual errors –** completely unacceptable.

**Images and graphics --** can also create problems with recruitment software.

**Content in headers**

Some recruitment software is unable to read information in headers and footers. If you do include information in the header and footer of your resume, make sure you include it in the body of the document too.

**Fancy formatting**

Stick to easy-to-read fonts and formats. You could use 10 to 12 point in Verdana, Arial, Century gothic, or Calibri. Maximum size for headings is 14point..

**Information in tables**

Some resume templates present information in tables to help with layout, but some recruitment software is unable to read tables. Your resume should only be formatted using line breaks and simple formatting (like setting multiple columns across the page).

**PDF versions of your resume**

Some recruitment software can't read pdfs. Unless a job ad specifically says to provide your resume as a .pdf, you should always only submit your resume in word format (.docx).

**Reviewing your resume**

Having someone else review your resume is extremely important. Make sure you use someone who will actually tell you if they think something isn’t right. People you could ask include: co-workers, former employers, teachers, career guidance counsellors, your parents or guardians.

Information adapted from: <http://www.youthcentral.vic.gov.au/jobs-careers/applying-for-jobs/how-to-write-a-resume>

**What your resume should include**

**Contact details**

Make sure you include your name, email address and a contact phone number on your resume.

You can put your contact details in the footer of your resume, but if you do, you must make sure they're also in the main body of the document.

**Opening statement**

An opening statement is a summary of who you are, where you've studied and/or worked, and what you bring to the job. It should be about six lines long and written in first person without the personal reference (i.e., don't say "I did this" - say “Did this" instead).

Your opening statement should start with one sentence about who you are and what you bring to the job, then describe the skills and attributes you have that match you to the job.

**Key skills & strengths**

Your resume should include a list of between 10 and 15 skills that link your experience to the job you're applying for.

If the job you're applying for was advertised, either the ad or the position description may provide a list of skills and experiences that are essential for doing the job. It may also provide a list of "desirable" skills and experience. Your list of key skills & strengths needs to respond to all of the items on the "essential" list and as many items as possible on the "desirable" list.

When putting together this list, think of things you've done or learned to do as part of:

* Jobs you've had
* Your studies
* Any work placements
* Any volunteering

**Technical/software skills**

This is a short list of the names of software or technology you know how to use. Examples might include:

* Word processing or spreadsheet software
* Programming languages
* Tools (e.g., cash registers, EFTPOS)

**Personal attributes**

If you haven't got much work experience, a list of personal attributes can be another way to demonstrate that you're the right person for the job.

Things you could include in this section might include ways you can demonstrate that you are reliable, honest, trustworthy or quick to learn new things.

You can include between three to five personal attributes, but make sure you don't include them instead of your key skills.

**Educational history**

Your Educational History only needs to show your highest level of education. You don't need to include your results, unless showing them proves how well you're suited to the job.

If you can, you should also include a few bullet points listing your academic achievements (e.g., school or class captaincies, awards you've won, or groups you've been part of).

**Employment history**

**S**tart with the your most recent job and go backwards from there. Give the position title and the dates you worked there. Same for work experience and volunteer work.

For each job provide a list of the things that you achieved, and contributions you made to the organisation. Make sure that these achievements and contributions match the key skills and strengths listed earlier on your resume.

**Keywords**

A lot of recruitment agencies use software that scans applications for key words and phrases. Applications that don't use the right keywords tend to be automatically rejected.

Key words and phrases that this software looks for can include the names of:

* Skills
* Jobs
* Activities
* Qualifications
* Software
* Tools

To make sure your resume has the right key words and phrases, check out the job ad and make a list of the words and phrases it uses. If you don't have a written job ad to refer to, you can use a job search engine to find other ads for similar jobs and see what kind of keywords those ads use.

Once you have a list to work from, start adding those words and phrases to your resume. Good places to add keywords include:

Your opening statement, list of key skills, educational history, and employment history.

**Who can be my referee?**

A referee is anyone who can vouch for:

* What you're like as a person
* What you're like to work with

**Who to ask**

It's not a good idea to use your friends or family as your referee, although in some circumstances it might be okay (for example, if you've worked for your family business).

The best choice for a referee is someone who has been your:

* Employer
* Manager
* Supervisor
* Other people you should think about asking include:
* People you've worked with
* Coaches of sporting teams you've played on
* Teachers, librarians or principals from your school, TAFE or uni
* People you've volunteered for
* Customers or clients you've dealt with regularly

**Use character references if you don't have work experience**

If you don't have any work experience (paid or unpaid) you could ask someone to be a "character reference". Character references can show you're the kind of person employers are looking for.

Qualities a character reference could talk about include:

* Persistent
* Willing to learn
* Intelligent
* Being good with your hands
* Honest
* Polite

**How to find a referee**

To find a referee, all you have to do is:

* Work out who to ask
* Ask for their permission
* Get their preferred contact details

**What you need from your referee**

Make sure you ask each of your referees for their:

* Full name (double-check the spelling)
* Job title
* Current contact details

**What you need to tell your referee**

When someone agrees to be your referee they should be ready to answer phone calls or emails about you.

You should also tell your referees about:

* The jobs you're applying for
* Job interviews you do (so they can be ready to be contacted)
* Any specific qualities or skills you'd like them to emphasise

**How many referees you need**

Most job ads say how many referees you need. If it's not specified, the usual number is two.

If you have more than two referees, pick the ones that:

* Match the job you're going for best
* Will say the most positive things about you
* Will be easiest for the employer to contact

**Written references**

Only send in a written reference if you're asked to. Most employers prefer to talk to referees in person.

A reference is a letter written by a referee that explains:

* Your relationship to the referee
* The kind of work you did with them
* How well you did it
* What you were like to work with
* If you only have character references, they could write a reference that explains:
* How they know you
* What kind of person you are
* What kind of qualities you have
* Why you would make a good employee
* You could also use parts of your written references as testimonials on your resume.

**How to include referees on your resume**

Referee details are usually put at the end of a resume. There are two ways to do this. You can either:

* List each referee, providing their name, job title and contact details
* List only the name and job title of your referees, with "contact details provided upon request" written underneath (you will then give their contact details when asked)

If a job ad specifically asks for referees' contact details to be provided, make sure you include them on your resume.

**Including written references**

Most employers are happy to simply contact your referees and speak to them. If you have a written reference from one or more of your referees you can add a sentence like "Written reference available" under your referee's details.

**Stay in touch with your referees**

It's a good **idea** to let your referees know when you're applying for a job. That way they can be prepared if someone contacts them to talk about you.

If you're applying for a lot of jobs you don't have to let them know about every single application. Just let them know you're looking for work so they know they might get a call.

If you got to the interview stage, there's a good chance your referees will be contacted.

After the interview, once you've heard back about the job, contact your referees.

* If you got the job, let them know and thank them for their help
* If you didn't get the job, thank them anyway and ask to talk about the questions they were asked (this could help with future applications)

Adapted from: <http://www.youthcentral.vic.gov.au/jobs-careers/applying-for-jobs/who-can-be-my-referee>

**Sample resume – Year 12 + work experience**

**NOTE: DON'T SUBMIT YOUR RESUME AS A PDF. Some recruitment software has trouble reading .pdfs. Because of this we recommend that you always submit your resume as a .docx.**

This sample resume has been designed to focus on:

* a marketing statement that highlights your capabilities and demonstrates what you bring to the job
* key skills relevant to the job and industry
* employment history
* personal attributes that will help you to transition into the work environment
* any achievements, commendations or awards you received at high school that show you are honest and reliable
* any volunteer placements that demonstrate your willingness to contribute to the community.

Other things you can put on your resume include:

* any sporting or community club participation (if relevant to the job)
* work placements or work experience that show you know how to work in a professional environment
* key skills that demonstrate your employability (and examples of their use)
* written testimonials provided by supervisors, sporting club coaches, teachers or others involved in volunteer and community clubs
* any hobbies or interests that are relevant to the job.

This sample resume is one to two pages long. A short resume is more than acceptable when you're just starting out in the world of work. You may end up with two pages if you include all of the suggested additional information.

If your resume ends up being three pages long, you're probably providing too much information - try cutting some things out and sticking to two pages maximum.

You can alter the page margins to make your document longer or shorter.

Make sure your formatting of headings etc is the same throughout the document. Use the format brush.

Information adapted from: <http://www.youthcentral.vic.gov.au/jobs-careers/applying-for-jobs/sample-resumes-and-cover-letters>

**Aaron Zlatkovic**

**Email**: azlatkovic@asdfghjkl.com.au

**Mobile**: XXXX XXX XXX

*Recent school leaver seeking to start a career in administration*

Highly communicative individual with strong interpersonal skills and an ability to adapt to working in team environments. Motivated by challenge, an astute and dedicated student working to the highest of ability and effectively managing the challenges of part-time employment while successfully completing VCE. Ongoing volunteer engagement demonstrates a focus on community, while work in customer service field demonstrates reliability, honesty, integrity and ability to collaborate.

**KEY SKILLS**

* Customer Service (phone and face-to-face) ▪ Problem solving
* Cash management ▪ Transaction processing
* Data processing ▪ Inventory control
* Store-based security ▪ Stock receipting
* End-of-day processing ▪ Sales negotiations
* Product selection
* Software Skills:
	+ - Microsoft Word, Microsoft Excel, Microsoft Outlook, Firefox, POS Terminal, EFTPOS

**EDUCATION**

**Certificate II in Business Administration**

Campbellfield High School

2014

**Queensland Certificate of Education**

XXXX High School

2017

OP: 79.2 or Subjects studied

**PERSONAL ATTRIBUTES**

**Effective Communication Skills**: Articulate communicator with an appreciation for the different communication styles required when working with other team members or with customers.

**Honest and Reliable**: Able to take on tasks with a degree of responsibility due to strong morals and ethics ensuring honesty and reliability.

**Time Management**: Dedicated to effectively prioritising and managing time by allocating tasks and activities and keeping track of them in diaries and daily to-do lists.

**EMPLOYMENT HISTORY**

**KMART, CANNON HILL STORE 2013 - 2014**

**CUSTOMER SERVICE ASSISTANT & LAY-BY ASSISTANT**

Working on a casual basis, this position involved meeting general customer service demands and assisting with processing customer lay-bys and stock requests.

**Achievements and Contributions**

• Customer Service: Provided customer service at registers, lay-by counter and on retail floor. Responded to all customer enquiries providing support and guidance as required.

• Cash Management: Ensured accurate management of all cash sales. Counted out all amounts of cash in front of customers to minimise conflict and ensure accurate reconciliation of daily sales.

• Stock Control: Returned stock to the floor and assisted with restocking of products as required. Supported visual merchandising standards while setting up new displays and rotating required stock.

• Sales Reconciliations: Assisted shift supervisor with reconciliation of ad hoc and daily sales transactions. Provided support by re-checking while helping to resolve discrepancies.

**MCDONALDS, TINGALPA 2014**

**FRONT COUNTER ASSISTANT**

This first-time casual position involved undertaking extensive training in customer service skills and sales techniques for this well-known fast food outlet.

**Achievements and Contributions**

• Customer Service: Assisted customers with all orders. Ensured the accurate collection of information relating to specific orders and ad hoc requests.

• Transaction Processing: Managed cash and EFTPOS payments. Accurately recorded all cash movements while following policies on large note transactions and cash out.

• Cleaning: Attended to shift cleaning duties including general cleaning, rubbish removal and floor mopping to meet both HACCP and Food Safety regulations.

**STUDENT WORK PLACEMENTS**

**TAYLOR SMITH PARTNERS - RECEPTIONIST (2-WEEK WORK PLACEMENT) 2013**

**Achievements and Contributions**

• Administration: Typed general communication and letters to customers and businesses as directed. Ensured accurate development of communication by providing correspondence to supervisor for approval.

• Records Processing: Entered customer information into internal records management system. Updated existing customer records while creating new data files as directed.

• Visitor Management: Greeted all visitors to site and ensured they understood their obligations and expectations while on site. Ensured all visitors added details to visitor log.

**VOLUNTEER PLACEMENTS**

**ST VINCENT DE PAUL MORNINGSIDE STORE 2014**

Provided support during various fundraising activities for local community group. Assisted at events and gatherings including providing suggestions for ways to meet fundraising targets. Personally attended various events, including spending time with homeless youth in Melbourne CBD.

**COMMUNITY GARDENS VOLUNTEER MELTON 2014 - CURRENT**

Worked in community gardens assisting members of local community with planting and caring for their own allocated sections. Assisted in setup and preparation of the garden including general repair and maintenance works.

**PROFESSIONAL REFEREES**

Ms Carmen Smith Mr Allan Blue

Customer Service Manager Maintenance Manager

Kmart Melton Community Gardens

Phone: XX XXXX XXXX Phone: XX XXXX XXXX

