

CAREER RESUME & COVER LETTER GUIDELINE

Your ability to gain an interview for a position hinges upon the quality of your written application. This is an opportunity to demonstrate that you have the required skills, knowledge, abilities, and qualifications for the position.

It is essential to tailor each resume for each position.

MARKET YOURSELF

Your resume is a marketing tool. This is an opportunity to highlight your unique selling points to an employer.

Tailoring your resume for every job will emphasise your strengths as they relate to each job and match your skills and abilities accordingly. Research the organisation and the position to determine what the employer is looking for.

HEADINGS

There are no set headings for a resume, although there are common headings used. Decide which headings best promote you and order them dependent on your background, experience and the position requirements. Always list dates and experiences in chronological order – the most recent first!

Personal Details

- Name, address, telephone, email
- LinkedIn URL (ensure your LinkedIn is up to date and hyperlinked)

Education

Current and previous tertiary qualifications with relevant achievements. Only list high school if you are a recent school leaver.

Key Skills

Highlighting 3-5 key skills using sub-headings allows the reader to identify the skills you have and if they are relevant. Ensure you state how you demonstrate each skill in 1-2 lines.

Employment History

State your responsibilities; use dot points to state what your tasks were, ensuring they are relevant and tailored to the position.

Professional or Industry Experience

This section is relevant for students who have had a placement, internship, or industry experience as part of their degree. Use dot points to list your responsibilities, achievements, duties, projects...

Professional Memberships

Include memberships to professional or industry bodies. This highlights your industry currency.

Referees (optional)

Recommended 2 referees – supervisor, manager, or academic if you don't have work related referees. Avoid personal referees. Always obtain their permission first and keep them abreast of the progress.

OPTIONAL HEADINGS

Profile or Career Objective	Publications
Industry Specific Skills	Certificates and Licences
Professional Development	Interests
Voluntary Work	Referees
Co-curricular Activities	

LANGUAGE

Use professional vocabulary and industry language. Take tips from the language used in the job advertisement! Action verbs assist in highlighting your skills e.g. negotiated, finalised, optimised and created

HYPERLINKS

When referring to any online evidence or portfolio ensure to include a simple hyperlink attached to one word – do not include the full URL.

DO

- Thoroughly research the organisation and position to determine what the employer is looking for
- Tailor to the job description using key words
- Be clear, concise and truthful
- Generally 2-3 pages in length
- Use a simple and consistent layout – font, size, bullet points, tab spacing

AVOID

- Spelling and grammatical errors
- Writing jargon/slang
- Clipart or photographs
- Borders or fancy font
- Writing long paragraphs of text
- Including tables
- Copying a resume sample word for word

Sarah Roberts

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L <http://au.linkedin.com/in/sarahroberts>

EDUCATION

Bachelor of Commerce (Management) | Minor – Human Resources

XXXX – Current

University of Wollongong

Expected completion XXXX

Achievements: Distinction Average, UOWx Award

High School Certificate

ABC High School, Wollongong

Achievements: ATAR 86

TIP: This is your formal education. Other certificates can be placed under additional headings. Think about any achievements which make you stand out.

KEY SKILLS

Customer Service

- Provided exceptional service to internal and external stakeholders during Human Resource Internship
- Developed high level customer service skills whilst assisting customers with their fitting requirements in retail

Teamwork

- Motivated and developed a team of more than 12 staff for 5.5 years in retail
- Fundraising crew member of 5 students representing the University of Wollongong in Endure for a Cure in 20XX
- Team member of Austinmer Rowing Club for the past 2 years

Leadership

- Expertise in leadership roles developed through 5.5 years of managing and coordinating sales teams at both Spotlight and Lowes, Wollongong
- Business International Peer Mentor working with 3 international students per semester

TIP: Don't just list your skills. Relate them to your experience, knowledge and abilities via a demonstrated example.

RELEVANT INDUSTRY EXPERIENCE

Human Resource Officer Intern

XXXX

XYZ City Council

- Provided administration support in the induction process of 10 new employees
- Updated vacancies on both internal and external websites
- Studied and interpreted legislation, awards, collective agreements and employment contracts, wage payment systems and dispute settlement procedures
- Maintained confidentiality at all times adhering to policy and procedure

TIP: Your relevant industry experience is a major selling point. What key tasks were your responsible for and do they align with your key skills? Did you receive positive feedback?

Consider [enrolling in CRLP200](#) to gain relevant industry experience as you study, prior to graduation:

EMPLOYMENT

Assistant Store Manager

XXXX - XXXX

Lowes, Wollongong NSW

- Management of 12 casual staff incorporating induction program, customer service training, weekly rosters and motivating and developing all team members
- Implementation of store OH&S and safe work practices
- Managing large volumes of stock across multiple product lines
- Working with the Store Manager to implement promotional activities and visual merchandising
- Providing effective customer service by taking time to identify customer needs, enabling me to build rapport with customers and find suitable menswear solutions
- Assisting Manager with computer systems maintenance and upgrading of software

Achievements:

Awarded Sales Person of the Year in retail as result of consistent positive customer feedback and offered promotion due to award

TIP: Don't underestimate the value of non-degree related employment. You will have gained valuable skills – the key is to explain how these skills can transfer into the role you are applying for.

Sales Coordinator

XXXX - XXXX

Spotlight, Wollongong NSW

- Provided face to face and telephone customer service for soft furnishings materials, blinds and fixings
- Worked in conjunction with In-Home Consultants to best serve the needs of customers
- Provided administration functions to successfully complete customer sales
- Contributed to the team environment by training store at least 3 new team members
- Worked autonomously ensuring follow up of customers' goods through associated fitters and suppliers

CO-CURRICULAR AND VOLUNTARY EXPERIENCE

Mentor (UOWx)	Business International Peer Mentoring Network	XXXX
Crew Member	Endure for a Cure	XXXX
Fundraiser	Cancer Council Australia	XXXX

CERTIFICATES AND SHORT COURSES

Customer Service Short Course	XYZ Institute of Training	XXXX
Certificate II in Business Administration	TAFE, Illawarra	XXXX
Certificate II in Computer Skills	ABC Training	XXXX
Advancing the Administrators Role Course	Workplace Training Group	XXXX
Communicate Effectively Short Course	123 Training Success Group	XXXX

PROFESSIONAL DEVELOPMENT

Attendee	Australian Human Resource Institute Conference, Brisbane	XXXX
Participant	Human Resource Development Panel, University of Wollongong	XXXX

PROFESSIONAL MEMBERSHIPS

Student Member	Australian Human Resources Institute (AHRI)	Current
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INTERESTS

Rowing	Weekly team rowing with Austinmer Rowing Club for the past 2 years
Marathons	Participate in the City to Surf each year since 20XX
Yoga	Member of University of Wollongong Yoga and Meditation Club

Sarah Roberts

TIP: Add your name in the footer

123 University Road
North Wollongong, 2500

30 January XXXX

Ms Michelle Bright
Human Resources Manager
Bright Consulting Solutions
55 Sugar Road
Suburb, NSW, 2000

TIP: Format the cover letter in a simple business style format. Keep to one page and tailor for the specific role. Summarise your relevant skills and experiences and include how your career aspirations relate to the position.

TIP: Keep the formatting consistent with a business style layout; your address, the date and their details.

Dear Ms Bright

TIP: Full title of position and reference number in bold and uppercase.

RE: HUMAN RESOURCES GRADUATE POSITION – 123456

TIP – Paragraph 1: Introduction; what position, where you saw it advertised and why you are most suitable.

I am applying for the Human Resources Graduate Position advertised on www.seek.com.au on the 20th January, XL. As a new graduate, I have the desired experience and qualifications required to fill this position.

TIP – Paragraph 2: Education; what qualifications you have and what you excelled in or what experience you gained.

I am an energetic and highly motivated individual with a Bachelor of Commerce majoring in Management and a minor in Human Resources. I am proud to say I have achieved a distinction average throughout my degree, while simultaneously working for the past 3 years as an Assistant Store Manager supervising 12 casual staff. I am looking to gain an entry level role in Human Resources, to implement my theoretical knowledge into practice and feel this position is ideal to begin my career.

TIP – Paragraph 3: Experience; internship/voluntary/casual work you have done and what transferable skills you have.

Having completed a Human Resources Internship with XYZ City Council, I have gained some practical experience, from administration support through to recruitment practices and legislative procedures. Working alongside a professional team, I played an integral part in the induction process of 12 new employees. I developed exceptional time management and communication skills, having to prioritise administrative tasks, assist in developing written materials and coordinating the training events for the induction. I received accolades from my supervisor and have become even more passionate about working in Human Resources because of this experience.

TIP – Paragraph 4: Career Aspirations and Organisation; why you want to work for this company stating something positive about their service/product/reputation. Your career aspirations related to this role/company.

Bright Consulting Solutions has an outstanding reputation for quality and service and shows a strong commitment to the development of its staff. I believe that a Graduate Human Resource position with Bright Marketing Solutions would offer me an excellent career opportunity to achieve my career goal of becoming a Human Resource Specialist, whilst allowing me to apply my Human Resource expertise to expand your reputation even further and enable you to become a highly recognised and trusted global consulting firm.

TIP – Paragraph 5: Conclusion; closing statement about applying and invitation to be contacted

Please find attached my resume and other requested documentation outlined in your advertisement. Thank you for the opportunity to apply for such a position and I look forward to your reply.

Yours sincerely

Sarah Roberts

Sarah Roberts

This is a generalised snapshot into the components of a graduate resume. This template is designed under the assumption that you are looking for degree-related employment such as graduate programs and entry-level work.

This sample resume is intended as a GUIDE ONLY.

Each resume and application should be tailored to highlight your own experiences and background, as well as the position you are applying for.

NOTE: Material and information made available through this publication is intended to be used as a guide and to provide general information in summary form. It is solely your responsibility to evaluate and check the accuracy of the information provided.

Remember that you may need to:

- Change the order of headings
- Change the wording of the headings
- Leave out sections that are not relevant to you **or**
- Add new sections that are relevant to you

Employers may also state specifications for job applications, which you should **always** meet. Specifications are not limited to, but can include:

- Length of the resume
- Content required
- Number and type of referees required
- Attachments, such as academic transcript

Graduate Career Development and Employability at the University of Wollongong wish to acknowledge sections of this resource have been derived from [James Cook University](#) careers page.

NEED MORE HELP?

- [Cover Letter and Resume examples and builders](#)
- [Faculty Specific Resume Examples](#)
- Research the role: Connect with others in similar roles, find out who hires, why people leave the role, what are the challenges and opportunities of this position through [LinkedIn](#) and [Job Outlook](#)
- [What can I do with my degree?](#) Check for more specific key skills you could tailor to the resume