

Name
Suburb, City, State Email Address Mobile Number

Personal Summary

A **hard working, diligent, people person**, with an ability to **achieve high customer satisfactory** outcomes as a result of over 2 years in **customer service** roles. A **reliable and trustworthy team player, working effectively to achieve positive outcomes** in a **time efficient** manner

Education

University of Queensland, Brisbane, Australia (Most recent education first and work backwards chronologically)

Degree name and majors should be included. If you do not provide the reader with the name of the degree you are studying, or the majors you are completing, they are not going to know.

Work Experience (work experience relates to all work including part time, full time, casual, volunteering etc. List your experience in chronological order backwards)

Name of Company **month/year start & finish date**

Position Title (add in brackets if it is a volunteering role for instance)

- Use bullet points to provide the reader with details of the tasks, duties, responsibilities and most importantly the soft skills you were demonstrating and developing in the role, this is to authenticate the skills you have and are competent in demonstrating in the work place.

Name of Company **month/year start & finish date**

Position Title

- The more information you provide the reader to reflect the skills you have been developing and demonstrating in your role, the better chance you have of being invited to an interview.

Name of Company **month/year start & finish date**

Position Title

- Make the most of the space available and avoid leaving too much space, this is your opportunity to shine and really capture the interest of the reader.

Name of Company **month/year start & finish date**

Position Title

- Even roles you have had which are completely different to the roles you are applying for now are important as you are developing and demonstrating extremely important soft skills.
- It is extremely important you are able to identify and reflect on

Once you have completed details of all work experience, which should include all roles, even those roles you feel do not relate to the career you want, you can include any certificates, awards and any skills you have that may not be particularly relevant to the role, however only if you have space, remember, your resume should not exceed two pages.

Interests

It is ok to list your interests if you feel it will be of interest to the reader. If applying for a role where you will work as part of a team, it might not be ideal to include interests where you complete the activity solo.

References available on request

Commented [DH1]: Times New Roman 12 or Arial 10 are considered a professional type face and comfortable font size for most people to read.

Black text is best, using colour on your resume will not increase your chances of attaining an interview. The resume should not be more than 2 pages, if you have to go onto a second page, ensure you use the whole page, too much white space on a resume does not look professional; no large margins either.

Avoid using templates, a simple, professionally laid out format is easier to navigate and will be compatible with talent management systems frequently used for recruitment activities in companies. Do not place important information in headers/footers.

Commented [DH2]: There is no need to detail your full address.

Commented [DH3]: A personal summary is an effective way to reflect skills and strengths which align to the role you are applying for. The example provided is a powerful start to your resume. Ensure you focus on the most relevant skills mentioned in the job description; only those you are competent in demonstrating in the role. You demonstrate multiple soft skills on a daily basis which you may not be aware of. Do a Google search on Soft Skills, find a comprehensive list and make a note of all the skills you have. Retain this list to refer to each time you prepare a job application. Select those skills from your list which align with the job you are applying for; it's possible there will be many, so choose your top 6 or 7 to include in your personal summary for each application you prepare. Yes, your personal summary might change for each application, as it's important you reflect your understanding of what skills are required, as well as your competency in demonstrating those most aligned to the role.

Notice there is no "I can, I have, I will" etc. in the example, write this paragraph, around 6 to 7 sentences, in an academic writing style.

Commented [DH4]: The words in red are examples of some soft skills; you do not need to use red in your resume to reflect soft skills, this is purely an example!

Commented [DH5]: This is the final part of your resume and should not include contact details of your referees. If you do put names and contact details of referees, you are opening up opportunities for people to use this information for unsolicited reasons. You also do not want your referees being contacted without them being aware.

Google Professional Cover Letter Australia and review how a professional cover letter being used in Australia is laid out. Do the same for each country you apply to as they could differ in format.

Commented [DH6]: You should always review the appropriate layout of cover letters for the country you are applying to, as formats will be different. The letter should not exceed 1 page, and the whole page used. Use the same type face and font size you used for your resume.

Name
Suburb
City

Commented [DH7]: There is no need to include your full address

Email
Contact number

Commented [DH8]: Ensure you check this email daily when applying for jobs. It should be the same used in your resume and should be professionally appropriate i.e. coolcat@gmail is not appropriate.

Date

Hiring Mgr Name
Company Name
Suburb
City

Commented [DH9]: Ensure the contact number has a professional greeting and a detailed message option. You should check messages regularly when applying for positions and only answer an unknown number if you are able to take the call.

Dear Name

Commented [DH10]: If the hiring managers name is unknown, contact the company as they might provide you with the details, if not, at least you tried.

Subject line

Commented [DH11]: Add name if you know it, if not Dear Sir/Madam

Opening paragraph

Commented [DH12]: A subject line is required here which should be a job reference and/or position title.

Research the company to gain a clear understanding of why this is a good company for you and why you are a good fit for the company. Provide reasons for your interest to work for the organisation.

Commented [DH13]: Give the reader a short summary highlighting the reasons for your letter.

Provide details of your interest in the role & why it is a good fit for you and you are a good fit for the role.

Provide actual examples of demonstrated skills which reflect the skills required in the role. Most job descriptions highlight specific skills required. If you are just starting out in your career, it is important to reflect the soft skills you are competent in demonstrating which reflects the skills required in the role.

This is an example of how you can provide an actual example of your demonstrated skills in customer service. I have sectioned it for you to see clearly which part of the example relates to which letter of the STAR. The below is just an example and you should not include STAR shown in red in your letter.

S: During my five years at Blah Blah Co. I was employed as a Customer Service Representative,
T: responsible for ensuring customer service was maintained at all times.
A: I achieved this by ensuring customers received their orders correctly and on time,
R: which always resulted in happy customers who returned to the store.

Commented [DH14]: Situation

Commented [DH15]: Task

Commented [DH16]: Action

Commented [DH17]: Result

If a job description indicates more than 5 skill requirements, choose to reflect the first 5. If you do not have a specific skill which is being asked for, do not mention that in your application. Your application is only to reflect positive, not negative outcomes/results.

Commented [DH18]: One to two sentences is enough to provide an actual example of your ability to demonstrate a soft skill such as customer service. The method for showcasing this skill is the STAR methodology, also used in an interview situation. Situation Task Action Result
If you want more details on this method, Google it.

The final paragraph should be to thank the reader for considering your application, you might want to include your availability, or offer them an opportunity to meet with you to discuss your skills and suitability in person etc.

Yours sincerely

Commented [DH19]: Only use Yours sincerely if you know the name of the person you are writing to, if you do not know their name you should use Yours faithfully.

Your Name