

Jane Smith

D.O.B. 06.03.1989

Provide your full name (or the name you like to be called) not just your initials

You don't legally have to include your date of birth - it's up to you whether you want to

Personal Details

Address: 12 Station Street, Highfield, 3023

Mobile: 0431 554 660

Email: jane@yahoo.com

Provide your usual postal address, including the postcode

Provide your daytime phone number (home and/or mobile). Make sure your phone has a clear voicemail message or that there is someone available to take a message for you

Provide an email address (it looks more professional to use an email address with your name in it, rather than one you use with friends e.g. sugar_coated@hotmail.com)

Career Objective

I am seeking the opportunity to expand my customer service skills and experience in a busy, challenging role. I am a strong team player who always completes tasks on time and to a high degree of quality. My work experience demonstrates my ability to juggle multiple tasks and work independently or with others.

- A career objective explains what you're looking for and what you can offer. It shows that you've thought about what kind of work you want to do
- As someone who has a bit of work experience - either gained while you were still at school or after leaving school - you can use your career objective to demonstrate that this experience has shaped your future career or job goals
- Keep it brief (one or two sentences) - it can be written specifically to suit each job you apply for or it can be more general to suit your overall career or job goals

Skills & Abilities

Sales

- Strong customer relations
- Skilled in demonstrating and describing products, solutions etc
- Competence in using electronic cash register and other retail software e.g. ordering and inventory systems
- Competence in handling money

- A great way to show your suitability for the job you're applying for is to list your skills under the same sub-headings used in the job advertisement or position description (e.g. if the job ad states the successful applicant must have strong communication skills you should include a 'Communication Skills' heading in this section)
- Don't forget that work is not the only place you gain core skills and abilities. Think about the skills and abilities you've developed through other pursuits such as clubs and interest groups, assisting at home or in the community, and helping out friends and relatives

Administration

- Typing at 50 words per minute
- Experience with a range of office duties including telephones, mail, filing, inventory and ordering
- Hands-on experience with standard office and retail software including Word, Access and Excel

Communication

- Strong written and verbal communication skills
- Experience and ease communicating with a range of people including customers, suppliers, managers and work colleagues
- Experience and ease with providing customer support (both verbal and written) including describing, suggesting and demonstrating products/services

Employment History

Part-time Service Assistant, Highfield Newsagency, June 2000 to 2003

Core skills: customer service, use of electronic cash register, stock pricing and display, stock control and ordering

Achievements:

- Selected to train all new casual and holiday staff
- Completed basic window dressing course and coordinated all shop-front and in-store Christmas and holiday promotions
- Set up new inventory and filing system and assisted with upgrade of in-store computer system

- List the position, workplace and period of employment for jobs you have held, including volunteer positions or holiday jobs. Start with the most recent and work back from there
- Include a brief list of work skills and achievements for each job - this is a useful way for promoting your core skills, abilities and achievements
- You can also include voluntary work

Education & Training

Education

- Year 10, Highfield Secondary College, 2004

You can show the full results from your last year at school or simply the last year you achieved, when you achieved it and which school, e.g. Year 10, Highfield Secondary College, 2004.

Training

- Basic word processing and data entry, two-day workshop, Highfield Neighbourhood House
- Basic window dressing and store promotions
- Two years shop window dressing and promotions experience

Don't forget to include any relevant on-the-job training you completed, either formal or informal

Interests

- Swimming
- School netball team member - premiership team in 1999, 2000 and 2003
- Computer Clubhouse member

- Stating your passions, hobbies and interests gives employers more information and is a useful way to re-state your abilities and achievements
- Include things like team memberships, long-term interests and any informal training you may have done through a club or community group

Referees

Jenny Small

Manager, Highfield Newsagency
Mobile: 0455 676 102

Terry Underwood

Teacher, Highfield Secondary School
Phone: 03 9567 4444

(Written reference enclosed)

Who can be a referee?

Someone who knows you well e.g. a colleague, team-mate, coach, mentor, teacher or another member of the community you have worked with or helped out

Including referees

Make sure you provide up-to-date contact details of your referees and make sure you get permission before including them in a resume.

It also helps to tell referees a bit about the job you're applying for so they can think about how your skills and abilities will be relevant

Written references

Written references are very useful to add to your resume to highlight your skills. Ask potential referees to write you a reference that describes your best skills and qualities