

Your success in gaining an interview for a graduate position or progressing further in the application process, hinges upon the quality of the written application you provide to an employer.

This is your opportunity to demonstrate that you possess the necessary knowledge, skills and abilities for the position.

Tailor your resume

Your resume is a marketing tool. It is **essential** that you **tailor your resume for every job application** to increase the fit between you, the role and the organisation.

Thoroughly research the organisation and the position to determine what the employer is looking for.

You **must** follow the application instructions to ensure your application progresses to the next stage.

Reflect on your past study and work experiences, extracting points that could help to sell yourself to an employer.

Emphasise your strengths as they relate to each particular role and match your skills and abilities to the job you are applying for.

Headings

There are no set headings for a resume, although the following headings are commonly included. Decide what headings best promote you to a prospective employer's expectations.

Under each heading list experiences in reverse chronological order, most recent experience listed first.

PERSONAL DETAILS

- Name, address/city, phone and email.
- LinkedIn – ensure your profile is up to date. Consider personalising your URL (search **Customise your URL** on LinkedIn)
- Photo, date of birth, marital/parental status and health are **not required**.

CAREER STATEMENT (Optional, 2-3 lines)

This section should only be added to your resume if it has been written to suit the position and organisation you are applying to. This is your opportunity to market your key selling points plus state why you want the job.

EDUCATION

Tertiary, high school (only list high school if you are a recent school leaver and have relevant achievements to list) and other relevant training qualifications. Begin with your **Bachelor of Business**.

MEMBERSHIPS

Include memberships of professional bodies.

WORK INTEGRATED LEARNING (WIL)

Undertaking a WIL subject is a great way to gain practical experience in your field. Make the most of this when preparing your resume. Consider how you can describe your responsibilities, achievements, range of duties and situations (small business, national organisation, government department etc.) What skills did you learn? What projects did you contribute to?

EMPLOYMENT HISTORY

Begin with the most recent. Use bullet points to list your responsibilities and achievements for each role - tailor these to the position. Do not leave gaps in your resume. If you travelled or cared for a family member for 6 months list this for transparency.

REFEREES

Supervisor/Manager/Academic. (Usually 2 to 3 people)
Avoid personal referees.

Optional Headings

Professional Development	Key Skills
Extra-Curricular Activities	Publications
Special Awards	Volunteering
Community Involvement	Research Projects

Language

Use professional vocabulary, e.g. 'negotiated', rather than 'worked out'. Use verbs to describe your skills and employment achievements. See the ['Action Verb' Information Sheet](#) for more examples.

Top Tips

- Emphasise **achievements** to demonstrate your capacity.
- Be clear, concise and truthful.
- Check page requirements if identified by the employer.
- Use a simple, professional layout with consistent formatting.
- Use bullet points to list your relevant experience and employment history and associated responsibilities and achievements.
- Check and check again for spelling and grammatical errors.
- Check if **applicant tracking system software** is being used to sort list resumes and modify layout if so. Online screening software may not read photos, clipart, tables, fancy fonts, borders.

Tip – ensure your email address reflects a professional image.

PROFILE – This is optional.

Tip – If you decide to add a Profile, keep it to 3-4 sentences. Highlight your key skills and relevant experience, and consider mentioning your career goals or interests that align with the role or organisation.

EDUCATION

2023 – present

Bachelor of Business

James Cook University, Townsville, QLD

Majors: Human Resources and Economics

Expected completion date: November 2025

Achievements

- GPA: 5.7 (max.7.00)
- Part of a team of three awarded the highest grade for a research project on new sustainability initiatives for small businesses

2022

Certificate III in Business Administration

Barrier Reef TAFE, Townsville, QLD

2022

Year 12 Senior Certificate

Townsville High School, QLD

Achievements

- High achievements in English and Maths
- Active member of the Student Representative Council
- School Representative in Maths Competition

Tip – Only include high school if you recently graduated and have a list of achievements.

TRAINING AND PROFESSIONAL DEVELOPMENT

2024

Australian Human Resources Institute Virtual Conference

2023

Foundations of Human Resources – LinkedIn Learning

KEY SKILLS

- Recruitment and Selection
- HRIS (ELMO Cloud HR & Payroll, BambooHR)
- Conflict Resolution
- Data Analysis (Excel, SPSS)
- Microsoft Office Suite (Word, Excel, PowerPoint)

PLACEMENT

2025

Human Resources Intern - June (120 hours)

HR Dynamics, Human Resource Consultancy, Townsville

- Supported recruitment processes including screening resumes and coordinating interviews
- Assisted in onboarding and induction sessions for new hires
- Maintained HR databases and updated employee records using BambooHR
- Participated in employee engagement survey analysis and report drafting

Tip – Add your name in the footer.

EXPERIENCE

July 2023 – present **Customer Service Assistant** (Casual)
Woolworths Fairfield Central

- Provided excellent service to up to 100+ customers daily in a high-volume environment
- Resolved customer issues efficiently, contributing to a 20% increase in positive feedback
- Trained 3 new team members on company procedures and customer service protocols

Feb 2023 – present **Library Assistant** (Casual)
James Cook University, Townsville Campus

- Provided first level support to JCU students on Library resources
- Assisted Library staff with routine tasks including

Feb 2021 - Dec 2022 **Customer Service Team Member** (Casual)
Officeworks, Townsville

- Awarded *Employee of the Month* for best Team Player
- Responded to customer enquiries including returns and special orders
- Participated in product training to ensure correct recommendations

VOLUNTEER EXPERIENCE

Feb - Nov 2022 **Student Mentor Leader - Business**
James Cook University, Townsville

- Coordinated mentor activities for all Bachelor of Business Mentors
- Trained in leadership and communication

Feb - Nov 2021 **Student Mentor**
James Cook University, Townsville

- Supported 15 first year Business students settle in and succeed in their transition into university through organising weekly check-ins, assisting with academic planning, and connecting them to campus resources and support services.
- Trained in communication, mentoring and advocacy

2019 - Nov 2020 **Chair of Social Committee**
Saints Junior Hockey Club, Townsville

- Chaired the 9-person Social Committee and organized a calendar of events for the season
- Increased event attendance by 15% over the season and raised over \$2000

MEMBERSHIPS

2023 - present Australian Human Resources Institute

2023 - present The Economic Society of Australia

2023 - present The JCU Business Students Society

INTERESTS – *This is optional*

- Team member of Townsville Saints Hockey Club for 2024/2025 season
- Coach for Under 12s Townsville Saints Hockey Team for 2022/2023 season
- Keen traveller – backpacked through Europe independently

REFEREES

Dr XXXXXX
Senior Lecturer
College of Business, Law & Governance
James Cook University
Phone: 07 XXXXXXXXX
Email: XXXX

Ms Jane Taylor
Library Manager
Library
James Cook University
Phone 07 XXXXXXXXX
Email XXXX

***If preferred you can wait to supply your Referee details and write 'Available on request' – unless they are specifically asked for in the job advertisement.**

Tip – Interests are optional. If you list interests they should relate to your work life and give an indication of your personal qualities or abilities e.g. leadership, resilience, teamwork.