

# GRADUATE RESUMES

## Psychological Science

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 first.

### PERSONAL DETAILS

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

### CAREER STATEMENT or PROFESSIONAL SUMMARY (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 and 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 Psychological Science**.

### MEMBERSHIPS

Include memberships of professional bodies.

### RELEVANT EXPERIENCE

Employers are keen to see that you have gained some relevant experience during your studies. This shows that you have the practical skills needed in your field. If fieldwork is not part of your course, consider volunteering with a range of organisations or researchers. Make the most of your opportunities and ensure you can describe your responsibilities, achievements, range of duties and situations (not-for-profit, government department, etc.). What skills did you learn? What projects did you contribute to? Did you receive feedback?

### 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

Work or 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

- Thoroughly research the organisation's application procedure to determine what is required.
- Tailor your resume to the job description/organisation requirements of the position.
- 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 (ATS)** software is being used to short list resumes and modify layout if so. Online screening software may not read photos, clipart, tables, fancy fonts, borders.

See our information sheet on Applicant Tracking Software – [Can a robot read your resume?](#) to ensure your resume will get through any online screening tools.

## CAREER STATEMENT or PROFESSIONAL SUMMARY (Optional):

I am a highly motivated final year student with two years' experience in individual crisis support and youth group support for not-for-profit organisations. I am keen to continue my development as a provisional psychologist.

*Tip – If you decide to add a **Career Statement or Professional Summary**, keep it brief. Indicate what personal or professional attributes you can bring to the position and ensure it matches the role you are applying for.*

## EDUCATION

2019 – present

### Bachelor of Psychological Science (Hons)

James Cook University, Townsville Qld

Expected completion date: November 2022

#### Relevant Achievements

- GPA: 5.7 (scale 1-7, 7 being highest)
- Obtained Distinction grades for **(add relevant subjects)**
- Organised mini-conference for final year students to showcase thesis projects to years 1-3
- Honours Thesis *(insert title)*

*Tip - Include other degrees or qualifications completed prior to the **Bachelor of Psychological Science** in this section.*

*Tip - Only include relevant information. Think about highlights from your course, awards, prizes, projects that make you stand out.*

2018

### Year 12 Senior Certificate

Charters Towers State High School, Charters Towers QLD

#### Achievements

- Active member of the Student Representative Council
- Organised 'R U OK?' day event for staff and students

*Tip - Include if recent school leaver, list major school awards, prizes, leadership position, extra-curricular activities.*

## PROFESSIONAL DEVELOPMENT

Current

Accredited Volunteer Telephone Crisis Supporter, Lifeline

2021

Mental Health First Aid, JCU Student Equity and Wellbeing

2020 – present

Treasurer, JCU Student Psychology Association

2020 – present

Student Member, Australian Psychological Association

- Attended 2022 the online annual conference and took part in the student panel on .....

*Tip – List relevant conferences, courses, workshops attended. List course provider, title and date attended.*

## KEY SKILLS

### Communication:

Demonstrated ability to communicate in a sensitive, safe and effective manner to clients and with staff, developed through Lifeline Telephone Crisis Support, reception role in community care, and hospitality work.

### Resilience:

Ability to work through confronting interactions and acknowledge and decompress my own responses through a strong understanding of my role, it's boundaries and what is outside my control, as well as how to make use of my professional and personal support networks.

### Tips

- The skills listed above are examples only.
- Research is **crucial** – you need to identify the skills the employer/position requires and address these.
- All JCU students can improve their skills with free access to [LinkedIn Learning](#) – check it out on the JCU Library website.

## EXPERIENCE

March 2021 – present

### Administration Officer/Receptionist (Part-time) Anglicare North Queensland, Townsville

**Tip** – Don't just list your duties – you need to relate them to your **experience, knowledge or abilities**.

- Triaging clients and prioritising available appointments, including identifying at-risk clients for the immediate attention of counselling staff
- Manage staff diaries to block time for staff meetings, professional development, etc.
- Manage four incoming phone lines and reception desk, abiding by customer service principle of no more than four rings before answering
- Manage appointment booking software and train new professional staff
- Set up and maintain a Microsoft OneNote notebook for storing resources and articles of interest for staff

**Tip** – Allow more space for recent, relevant information and provide less detail as your information becomes less recent/relevant.

Feb 2021 – present

### Volunteer Telephone Crisis Supporter Lifeline

- Provide empathetic telephone support on the Lifeline Crisis Support line to diverse client base
- 2 shifts per fortnight
- Completed National Crisis Supporter Training, student placement and 56 probationary volunteer hours
- Participate in peer supervision and ongoing professional development

Nov 2019 – Jan 2020

### Project Officer (Vacation Work) Youthlink, Townsville

**Tip** – Highlight your achievements, responsibilities and key skills gained.

- Worked with Social Worker to provide a safe and friendly environment to engage youth through art, music and theatre activities and encourage them to build their social skills and support network
- Shared information and observations after each meeting with Social Worker
- Organised equipment hire and booked guest speakers

Dec 2018 – Nov 2019

### Team Leader The Coffee Club, The Strand, Townsville

- Coordinated and supervised a team of seven part-time, junior staff
- Recruited and trained junior staff
- Responded and sensitively handled complaints and feedback from customers
- Ensured high levels of customer service and hygiene throughout the restaurant

2017 – 2018

### Retail Assistant Supercheap Pharmacy, Charters Towers

- Customer service and sales
- Cash handling, including balancing register

#### Tips

- Focus on highlighting achievements, responsibilities and transferrable skills developed that are relevant to **the position and the employer** and which indicate your capacity as a future employee.
- 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 be transferred to the role you are applying for.
- Commence each description with an action word (verb).
- **Don't** just list the duties from your Position Description.
- Make a **clear connection** to the job you are applying for.
- Identify **complexity** and **achievements** in each statement.

**Tip** – List interests that relate to your work life and give an indication of your personal qualities or abilities e.g. leadership, resilience, teamwork.

## INTERESTS

- Sports: participate in amateur league futsal with NQ Futsal
- Leadership: coach under 12s futsal team at NQ Futsal
- Keen traveller – volunteered at various projects in Cambodia and Thailand

## CERTIFICATIONS/LICENSES

- Queensland 'C' Class Driver's licence (manual)
- First Aid Certificate
- Queensland Working with Children Check (Blue Card)

**Tip** – Some roles will require a Driver's Licence – check the position description.

**Tip** – Keep your referees informed, they need to know what you are applying for so that they are prepared when an employer contacts them to find out more about you.

## REFEREES

**Mr/Ms/Dr XXXXXX**  
Social Worker  
Anglicare North Queensland  
Phone: 07 4747 8811  
Email: XXXX

**Mr/Ms/Dr XXXXXX**  
Coordinator – Crisis Support Team  
Lifeline  
Phone: 07 4740 5555  
Email: XXXX

**Need more help? Go to [www.jcu.edu.au/careers](http://www.jcu.edu.au/careers) for more resources**

- **Information Sheets:** Action Verb List, Can a robot read your Resume?
- **Employability Edge:** Master Written Applications module
- **Big Interview:** combine training and practice to improve your interview techniques
- Make an **appointment** with the Careers and Employability Team to discuss your job search

**DO NOT COPY – PLEASE USE THIS EXAMPLE  
TO GENERATE YOUR OWN IDEAS**

**NOTE:** This information is intended to be used as a guide and to provide general information only. It is solely your responsibility to evaluate and check the accuracy of the information provided.