

# Your Name

 Contact number

 Email



## CAREER OBJECTIVE

### Salary expectations:

Imagine you are the hiring manager for this particular company, what professional skills and attributes would they like to see in a professional summary for the role they are hiring for. Don't generalise. Highlight any strengths/networks that will help you be successful in the role. How would your skills add value to the role, company, culture?

Where would you like to see your career develop further, and how will this company be a fit for you, and them?

## CORE SKILLS

- Customer Service
- Contracts Management
- Excel - Advanced
- MYOB - Advanced
- Relatable hard/soft skill here
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## EDUCATION

### MASTER OF TECHNOLOGY

Really great university  
2014-2016

### CERTIFICATE IN MARKETING

Really great university  
2012-2014

### CERTIFICATE IN BUSINESS

Really great university  
2011-2011

## EXPERIENCE

### ● JOB TITLE

**Company name**

**Years at company**

In a short bio, what does this company do and its mission. How did you benefit this company while working here?

### Key activities:

- Performed duties in accordance with applicable standards, policies, and regulatory guidelines to promote a safe working environment.
- Maintained energy and enthusiasm in a fast-paced environment.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Offered friendly and efficient service to customers, and handled challenging situations with ease.
- Developed and maintained courteous and effective working relationships.
- Actively listened to customers, handled concerns quickly and escalated major issues to the supervisor.
- Used coordination and planning skills to achieve results according to schedule.
- Participated in continuous improvement by generating suggestions, and engaging in problem-solving activities to support teamwork.

### **Key accomplishments:**

- Exceeded goals through effective task prioritization and a great work ethic.
- Improved operations through XYZ
- Identified issues, analysed information and provided XYZ solutions to problems.
- Resolved problems, improved operations and provided exceptional XYZ
- Served customers and followed outlined steps of service.
- Carried out day-day-day duties accurately and efficiently.
- Proved successful working within tight deadlines and a fast-paced atmosphere.
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## **COVER LETTERS**

- Keep them relevant, short and brief if a job requires one.
- Make it relevant to each role for each individual application
- Find out on LinkedIn who the hiring manager is and make it relatable to the person and/or company

## **CV TIPS**

- Research the company and the hiring manager, as well as all media platforms before applying. Ensure their culture etc is for you.
- Think, how have I saved the company money, made the company money or built better relationships with every sentence.
- Keep it short and sharp in order to hold readers' attention, summarise your most valuable skills and highlight the benefits of employing you.
- Make it relevant to each role for each individual application, and always put yourself in the employer's place.
- If you're in marketing, showcase your work, have a hyperlink to a website with graphics etc
- Make sure your CV is up to date
- Use active verbs when possible
- A good CV doesn't have any spelling or grammar mistakes. At all! Proofread everything!
- Don't lie or exaggerate on your CV or job application
- Make sure your email address sounds professional
- Include your superb not address.
- Let the hiring manager know your salary expectations, as well as if you can travel for work, do you require flexibility or specific working hours
- Avoid generic, over-used phrases and provide real-life examples that demonstrate all of these skills.
- Check the file name of your CV, make it your full name.
- **SHOW YOUR IMPACT**

## EXAMPLES TYPE

Enthusiastic [Job Title] eager to contribute to team success through hard work, attention to detail and excellent organizational skills. A clear understanding of [Task] and training in [Skill]. Motivated to learn, grow, and excel in [Industry]. Dedicated [Industry] professional with XYZ proven history of meeting company goals utilising consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand by XYZ. Experienced [Job Title] with over [Number] years of experience in [Industry]. Excellent reputation for resolving problems and improving customer satisfaction. Excellent commercial acumen.

## INTERESTS AND PASSIONS

Tell us more about you as a person, your passions, and interests. Why you would add value to this role/company. What career development and growth you would like. How you would contribute to workplace culture. What makes you stand out in a crowd, and why this company would see you doing well in this role. Remember to personalise this for each role and it should be professional and show character-building strengths.

## VALUE ADD

Add anything else you would like this hiring manager to know that would make you their ideal hire. How will you benefit this company? How will you make them money, save them money, and improve systems or processes to benefit the company and/or customers?

## SKILLS EXAMPLES

- Interpersonal Communication
- Decision Making
- Report Preparation
- Management Consulting
- Documentation and Recordkeeping
- Logical and Methodical
- Business Correspondence Writing
- Complex Problem Solving
- Strategic Planning
- Contract Negotiation
- Customer Relationship Management
- Presentation Development and Delivery
- Microsoft Office
- Business Intelligence / Networking and Partnership Development
- Training Development and Execution
- Enterprise Resource Planning

# 7 WAYS TO PROVE IMPACT ON YOUR CV

### Costs saved

All employers like to save money. Include some solid examples if you can. Instant benefit to the hiring manager / company.

### Problems resolved

There will always be problems that arise, demonstrate how you are able to adapt using your abilities.

### Time saved

Time is our most precious resource and employers like to see it spent wisely. Have you implemented systems/processes that create efficiency?

### People helped

Helpful employees are beneficial to any hiring manager. Highlight how you have helped those around you achieve their goals, colleagues & customers alike.

### Revenue generated

Highlight (in BOLD/YELLOW) any incoming producing revenue tasks and how much and/or if you've helped contribute to revenue produced. For sales people, the more dollar signs, the better!

### Rewards and recognition

Awards and recognition is a signal to everyone that you're a star. Now is not the time to be shy! Show that you're an achiever.

### Work produced

The type of work you produce will differ greatly depending on your industry. Whatever you produce, be sure to specify the results.