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Guide to crafting a Resume and Cover Letter

Build a career, leave a legacy

You have the ability to make an impact and leave a professional legacy!

Think of your current or future workplace; how do you want people to talk about you after you're gone?

A professional legacy is not defined at the end of the road but rather by the contributions, innovations and decisions made in the workplace by you and at different points in your career.

It is the small things you do now that can lead to real impact - this is your professional legacy.

The good news is there are some principles that can guide you through your career and help you to leave a lasting impact.

We suggest you start with understanding your WHY, this will ensure you connect with the purpose behind your career.

Consider your personal branding and about how you are perceived, viewed, thought and spoken about.

Ensure you have a learning mindset which will help you to see changes as opportunities or growth even when it's stressful or challenging.

Finally, legacy builders are mindful of the opportunity and the responsibility to serve the advancement of others, through networking and mentoring.

To succeed and create an extraordinary career, you must make decisions and take certain steps to continually develop and learn new skills. At Peopleconnexion we are more than your specialist recruitment partner. We want to support you and help you make the right career moves to build your legacy.

Over the last 15 years the Peopleconnexion Team have built a business that now operates throughout the APAC region with offices in Brisbane, Gold Coast, and Port Moresby in PNG. We have a track record of positively impacting the business we work with and have touched the careers of over 5,000 candidates in this time.

From all of us here at Peopleconnexion Recruitment, good luck for the adventure ahead!

If you have any questions, don't hesitate to reach out to us via your consultant or at: admin@peopleconnexion.com

Contents of this guide:

- Basic elements of a resume
- Action words to include in your resume
- How to identify and summarise your strengths
- How to craft an impressive cover letter
- A template to use when creating your resume

Guide to formatting your Resume

A resume is a brief, informative summary of your abilities, education, and experience. It's important you craft a resume that is clear, concise, and demonstrates how you meet your prospective employer's needs because the resume will land you a job interview if it accurately outlines your fit for the role. You could also think about whether you can enhance your resume digitally, such as using video resumes and online portfolios, which are excellent options for jobs creative industries.

It's important to recognise that best practices for resume preparation can vary from industry to industry and role to role. Your recruiter can help you with any nuances existing within your space.

Format

Ignore the rule you may have heard that resumes need to fit on one page, if yours is longer than that, don't try to make it fit. Use no more than 2 fonts and utilise bullet points to highlight quantifiable achievements and accomplishments.

Layout

Organise your resume into categories (resume headings) that will showcase your background in a way that demonstrates your fit for the position or program. Explain any gaps in your resume, and be sure to highlight the skills that you have developed..

Content

Stay away from buzz words and vague statements. Instead, focus on providing concrete examples and achievements including metrics, data and quantifiable outcomes. Do not forget to use a wide vocabulary of action verbs and transferable skills. Refrain from repeating the same thing in more than one section.



Did/ Took Care of

Set up/Started up

Put together

Wrote

Kept Track

Kept up

Led

Made

Made ready

Made better



Resume Action Words

Performed, Achieved, Handled, Completed, Managed, Accomplished, Processed, Administered

Arranged, Initiated, Launched, Organized, Implemented, Invented, Established, Introduced, Spearheaded, Founded

Compiled, Accumulated, Coordinated, Collected, Constructed

Composed, Formulated, Drafted

Recorded, Monitored, Documented

Maintained, Managed, Balanced, Sustained

Directed, Headed, Guided, Conducted

Created, Produced, Devised, Designed, Established

Prepared, Planned, Arranged

Improved, Overhauled, Strengthened, Streamlined, Restructured, Upgraded, Revamped, Revitalized, Reorganized, Remodeled, Transformed

Overview of the key parts of a resume



DO

- ensure your email address is professional
- be consistent: Information should be the same on all platforms
- Describe specific results using numbers and/or percentages, wherever possible.



DON'T

- don't include a photo
- mix up dates: make sure that the dates, degree title and school information is 100% accurate
- use words like 'I', 'me' or 'my'



DETAILS TO INCLUDE IN YOUR CAREER SUMMARY:

- Years of experience, including the scope of your experience
- Relevant educational degrees, special training, or certifications
- Specific accomplishments and/or recognition
- Skills and experience that set you apart from the competition



SKILLS YOU MAY WANT TO INCLUDE:

- Computer / Technical Skills
- Microsoft Office
- Foreign languages
- Project management
- Special Equipment/Machines
- Transferable skills

Career History:

Your career history is the biggest part of your resume, listing your most recent roles. This section must reflect your accomplishments and results in your current and previous jobs, so emphasise your skills and accomplishments to show the hiring manager how you will add value to the position, based on your job experience. Show them the results of your work performance that relate directly (or indirectly) to the job you want.

For each job:

- Start each bullet point with a resume action word (see earlier table)
- State major accomplishments and results
- List the most important accomplishments first
- Exclude information that is not relevant to the job you want
- Use bold font for job titles and/or company names
- Sprinkle in keywords from the job description so that you are speaking the employer's language



TIPS:

- Use numbers, percentages and dollar amounts wherever possible
- Use words like 'first', 'only', 'best', 'most', 'highest'
- Keep your content as relevant to your target position as possible
- Your key responsibilities must reflect your accomplishments, not be just a list of duties

Referees:

Choose your references wisely by selecting people that you trust, who are professional, have great communication skills, and will speak positively about your qualifications for the job. Ask for permission before listing someone as a reference, so if they are contacted, it will not be a surprise and they will be prepared to give you a meaningful recommendation.

- Supervisors/Managers, whether you work for them now or have worked for them in the past can speak about your work ethic, skills, accomplishments or qualifications for the target job



Before you move on, its time to proof read your resume, checking formatting, spelling and grammar!

Cover letter help guide

Cover letters serve as a personal introduction to you as a professional. They accompany your resume, adding more detail and specifics about you and the role you are applying. A cover letter should briefly summarise why you are the right person for the job before the reader goes on to find out more about you in your resume.

- A cover letter is usually no more than a one-page letter or short email that precedes a resume, and is the first point of contact with a prospective employer.
- Resume and cover letter should contain different but consistent information. Understand the general format of a cover letter, but don't use a template or generic cover letter content when applying for a job, tailor it to each role and organisation to stand out.

Often candidates choose not to submit a cover letter when applications do not specifically require one, or make the risky decision of submitting a generic cover letter. Always submit a customised letter that you tailored for the specific opportunity you are applying to.



First Paragraph

This section should state your motivation—WHY you are applying for this role, and WHY you are interested in this employer.

- Start with a brief introduction about yourself.
- Talk about what specifically drove you to apply for this role.
- Mention what skills or strengths you bring to the position.

Middle section (1-3 paragraphs)

This section should state WHAT relevant experience you bring to the employer employer.

- Expand on the qualifications you listed in your resume, for example talk about specific experiences or knowledge to give the reader a more clear sense of you as a candidate. If you've claimed you have a particular skill, give real life examples. You do not need to address every qualification you have for the position; focus on the most relevant

Final Paragraph

The section offers NEXT STEPS, whether that be an interview or an opportunity to further discuss your qualifications.

- Example of a next steps phrase: "I will follow up with you in two weeks to ensure that you have everything you need from me. Thank you for your consideration."



CV template/guide

Joseph Adam

PERSONAL DETAILS

Name: Joseph Adam

Mobile: +61 123 456 789

Surname: Smith

Email: j.smith@email.com

Address: 123 Street Pl, Suburbia, City, Country

- Make sure your email address is professional, businesslike and conveys your name clearly to the recipient.
- Be sure to include your contact details and name within the header of every page

CAREER OVERVIEW / SUMMARY

- Experienced Benefits Manager with over 15 years of experience leading the design, analysis, and implementation of benefit-related programs.
- Rewarded for reducing Benefits Program costs by 25% which resulted in improved customer experiences.
- 8 years of direct benefit management experience with a Bachelor's Degree in Human Resources Management.
- Received 100% compliance scores in auditing processes, and ensuring compliance with plan provisions and federal, state and local laws and regulations.
- SPHR certified.

- The main goal of a career summary is to immediately grab the reader's attention and tell them exactly what you are qualified to do.
- If you are applying for more than one position or career field, use a separate summary for each position to ensure that you stay on topic.

KEY STRENGTHS / SKILLS

- High-level software capability including CATS, Candy.
- Five years of experience in mining and infrastructure projects.
- Strong business development capabilities with international and domestic experience.
- Experience interfacing with clients.
- Active toastmasters public speaker.

- You should aim to briefly overview your accomplishments that are relevant to the position, so capture your relevant skills and experience and demonstrate that you match the qualifications that the company is asking for.

The aim of the section is to give the person reading your resume a quick snapshot of what you have to offer.

- Skills you may want to include:
 - Special Equipment/Machines
 - Computer / Technical Skills
 - Transferable skills
 - Microsoft Office
 - Foreign languages

EDUCATION

- Bachelor's Degree in Human Resources Management, University of Queensland, 2007 - 2010.
- Senior Professional in Human Resources, HR Certification Institute, 2015.

- List the items in reverse chronological order, so that means most recent education at the top.
- The education that you list on your resume is most effective when it relates to your target job.
- Make sure that the dates, degree title, and school information is 100% accurate. Many employers will conduct a background check based on the information that you provide on your resume. If you are currently working on your degree, specify that you will receive your degree at a future date.

CAREER HISTORY

Jan 2013 - Current Engineering Inc. QLD, Australia

Role: HR Manager

Key Responsibilities

- To maintain and develop HR policies
- To develop the HR team, to ensure the provision of a professional HR service to the organization
- Responsible for mentoring, guiding, and developing them as a second line to the current position
- To ensure timely recruitment of required level/quality of Management staff
- Provide active support in the selection of Recruitment agencies that meet the corporate standard
- Develop, refine and fine-tune effective methods or tools for selection / or provide external consultants to ensure the right people with the desired level of competence are brought into the organization.

- Prior work experience shows the potential employer how you made a difference for your past employers. This section serves as your opportunity to emphasize your qualifications for the job you want. Your resume must reflect that you are capable of meeting the employer's needs.
- List the items in reverse chronological order, so that means most recent job at the top.

Key achievements

- Named employee of the year 2014
- Implemented a new system of regulation for recruitment process and screening, decreasing recruitment process time by 10%

- You Key Responsibilities must reflect your accomplishments, not be just a list of duties.

- You can also include a section called Key Projects if relevant. Provide a summary of the project including project name scope of works and total project value.
- Include 3– 5 major projects maximum.

REFEREES

- | | | | |
|---------------|------------------------|----------------|-----------------|
| • Adam Person | Engineering Inc. | Snr HR Manager | +61 987 654 321 |
| • Liam Tyler | Other Company Pty Ltd. | HR Executive | +61 776 222 123 |

Build great teams that last.

Unlock success throughout your entire employee lifecycle, with Peopleconnexion's suite of talent solutions.

RECRUITMENT SERVICES

Peopleconnexion started as a recruitment company in the Engineering and Technical Industry and has grown in capacity to provide a variety of recruitment services across Australia and the Asia Pacific.

- Permanent recruitment
- Contract recruitment
- Executive search

PAYROLL MANAGEMENT

Peopleconnexion runs a Payroll Management system, which can manage your contract workforce for you, efficiently handling everything from onboarding, all insurance and OHSE through to timesheets, leave, expenses and compliance requirements.

- Contractor management
- Payroll and invoicing
- Onboarding and HSE

HR & TRAINING SOLUTIONS

Our tailored training programs are designed to accelerate leadership development, maximise team effectiveness prepare your organisation for the challenges of the future of work.

- Coaching and Mentoring
- Engagement Surveys
- Outplacement Services

Email

admin@peopleconnexion.com

Phone

+61 3333 1511 (Australia)
+ 67 5320 2185 (International)

peopleconnexion.com

Brisbane (HQ)

Level 7, 320 Adelaide Street
Brisbane, QLD 400
Australia

Gold Coast

6/75 Railway Street
Mudgeeraba, QLD 4213
Australia

Papua New Guinea

Ground Floor, United Church Building
Douglas Street, Port Moresby, NCD
Papua New Guinea