

## Sample resume – Year 12 + work experience

*(A Youth Central sample resume)*

Use this sample resume as a basis for your own resume if you:

- have completed (or are currently completing) Year 12
- have had some formal (paid) work experience.

**NOTE: DON'T SUBMIT YOUR RESUME AS A .PDF. Some recruitment software has trouble reading .pdfs. Because of this we recommend that you always submit your resume as a .doc, .docx or .rtf.**

If you've finished or are currently doing Year 12 (or an equivalent) and have also had some paid work experience, this sample resume can be used to apply for full-time, part-time or casual jobs.

This sample resume highlights the key professional skills you've developed by working. It also highlights your personal attributes.

It's good to feature both personal attributes and professional skills if you're still young in a professional sense. When applying for work it isn't just professional experience that is important - your ability to adapt to the culture of a working environment is also valuable.

This sample resume has been designed to focus on:

- a solid marketing statement that highlights past experience and capabilities
- key skills relevant to the job (and examples of how you've used them)
- software skills that are relevant to the job and industry
- a description and demonstration of personal qualities that are appropriate to the job
- employment history that demonstrates your key skills and personal attributes
- volunteering that further demonstrates your skills and character.

Other things you can put on your resume include:

- sport or community club participation that is relevant to the job or that demonstrates your good character
- work placements or work experience that has enhanced your professional skills
- written testimonials or referee statements that support your capabilities and skills
- any hobbies or interests that are relevant to the job or industry.

This sample resume will create a two-page resume. You may be able to reduce this to one page by removing some sections or changing the format a little. A one-page resume is more than acceptable when you're just starting out in the world of work.

If your resume ends up being three pages long, you're probably providing too much information. Try cutting some things out and sticking to two pages maximum.

**If you have any questions about this sample resume please contact us at [youthcentral@dhhs.vic.gov.au](mailto:youthcentral@dhhs.vic.gov.au).**

*For more information about job applications, including more resume and cover letter samples, visit [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au).*

# Aaron Zlatkovic

**Email:** azlatkovic@asdfghjkl.com.au

**Mobile:** XXXX XXX XXX

## ***Recent school leaver seeking to start a career in administration***

Highly communicative individual with strong interpersonal skills and an ability to adapt to working in team environments. Motivated by challenge, an astute and dedicated student working to the highest of ability and effectively managing the challenges of part-time employment while successfully completing VCE. Ongoing volunteer engagement demonstrates a focus on community, while work in customer service field demonstrates reliability, honesty, integrity and ability to collaborate.

### **KEY SKILLS**

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- |   |                          |                         |
|---|--------------------------|-------------------------|
| ▪ Customer Service (phone and face-to-face) | ▪ Transaction processing | ▪ Stock receipting      |
| ▪ Problem solving                           | ▪ Data processing        | ▪ End-of-day processing |
| ▪ Cash management                           | ▪ Inventory control      | ▪ Sales negotiations    |
|   | ▪ Store-based security   | ▪ Product selection     |

**Software Skills:** Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ Firefox ~ POS Terminal ~ EFTPOS

### **EDUCATION**

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#### **Certificate II in Business Administration**

Campbellfield High School  
2014

#### **VCE**

Campbellfield High School  
2014  
ATAR: 79.2

### **PERSONAL ATTRIBUTES**

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- ✓ **Effective Communication Skills:** Articulate communicator with an appreciation for the different communication styles required when working with other team members or with customers.
- ✓ **Honest and Reliable:** Able to take on tasks with a degree of responsibility due to strong morals and ethics ensuring honesty and reliability.
- ✓ **Time Management:** Dedicated to effectively prioritising and managing time by allocating tasks and activities and keeping track of them in diaries and daily to-do lists.

### **PROFESSIONAL WORK EXPERIENCE**

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#### **KSMART**

**2013 - 2014**

#### **CUSTOMER SERVICE ASSISTANT & LAY-BY ASSISTANT**

Working on a casual basis, this position involved meeting general customer service demands and assisting with processing customer lay-bys and stock requests.

#### **Achievements and Contributions**

- **Customer Service:** Provided customer service at registers, lay-by counter and on retail floor. Responded to all customer enquiries providing support and guidance as required.
- **Cash Management:** Ensured accurate management of all cash sales. Counted out all amounts of cash in front of customers to minimise conflict and ensure accurate reconciliation of daily sales.

- **Stock Control:** Returned stock to the floor and assisted with restocking of products as required. Supported visual merchandising standards while setting up new displays and rotating required stock.
- **Sales Reconciliations:** Assisted shift supervisor with reconciliation of ad hoc and daily sales transactions. Provided support by re-checking while helping to resolve discrepancies.

## MACCAS

2014

### FRONT COUNTER ASSISTANT

This first-time casual position involved undertaking extensive training in customer service skills and sales techniques for this well-known fast food outlet.

#### Achievements and Contributions

- **Customer Service:** Assisted customers with all orders. Ensured the accurate collection of information relating to specific orders and ad hoc requests.
- **Transaction Processing:** Managed cash and EFTPOS payments. Accurately recorded all cash movements while following policies on large note transactions and cash out.
- **Cleaning:** Attended to shift cleaning duties including general cleaning, rubbish removal and floor mopping to meet both HACCP and Food Safety regulations.

## STUDENT WORK PLACEMENTS

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### TAYLOR SMITH PARTNERS - RECEPTIONIST (2-WEEK WORK PLACEMENT)

2013

#### Achievements and Contributions

- **Administration:** Typed general communication and letters to customers and businesses as directed. Ensured accurate development of communication by providing correspondence to supervisor for approval.
- **Records Processing:** Entered customer information into internal records management system. Updated existing customer records while creating new data files as directed.
- **Visitor Management:** Greeted all visitors to site and ensured they understood their obligations and expectations while on site. Ensured all visitors added details to visitor log.

## VOLUNTEER PLACEMENTS

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### St Vincent De Paul

2014

Provided support during various fundraising activities for local community group. Assisted at events and gatherings including providing suggestions for ways to meet fundraising targets. Personally attended various events, including spending time with homeless youth in Melbourne CBD.

### Community Gardens Volunteer, Melton

2014 - Current

Worked in community gardens assisting members of local community with planting and caring for their own allocated sections. Assisted in setup and preparation of the garden including general repair and maintenance works.

## PROFESSIONAL REFEREES

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### Carmen Smith

Customer Service Manager  
KSmart  
Phone: XX XXXX XXXX

### Allan Blue

Maintenance Manager  
Melton Community Gardens  
Phone: XX XXXX XXXX