

## **Sample resume – University/TAFE + work experience**

*(A Youth Central sample resume)*

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

- are studying (or have completed) a university or TAFE course
- 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 are a graduate or a university/TAFE student with formal work experience, you will be seen very positively by prospective employers. You will be able to demonstrate a developed understanding of the requirements of the professional work environment. You will also be able to show you have employability skills and personal attributes like time management, flexibility and motivation.

This sample resume has been designed to focus on:

- a marketing statement that focuses on what you bring to the job and what you have achieved (both academically and professionally)
- key skills that are demonstrated by your professional work experience, work placements and volunteer work
- educational achievements that demonstrate your academic capabilities
- volunteer placements that highlight your character
- personal attributes that can help your transition into paid employment
- work experience placements you did while studying
- casual, part-time or full-time work experience, including the contributions and achievements that you made to those jobs.

Other things you can put on your resume include:

- written testimonials or referee statements that support your capabilities and skills
- key achievements that demonstrate your personal or professional achievements (if relevant to the job)
- sporting or community club participation that shows you to be honest, reliable, motivated and dedicated.

This sample resume is two pages long. It is recommended that you keep your resume to no more than two pages.

You should only make your resume more than two pages long - but no more than three pages long - if you have you have had more than two full-time, part-time or casual jobs that you really need to include.

**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).*

# Matthew Claus

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**Mobile:** XXXX XXX XXX

## *Seeking graduate-level opportunity in a management consultancy firm*

Personable individual with proven time-management skills developed from ongoing casual employment while studying and undertaking internships and volunteer placements. Highly articulate individual able to work confidently with diverse cultures and situations in which cultural awareness and appreciation are integral. Strong academic background with above-average results. Invited to join Golden Key Honours Society. Knowledgeable and keen graduate with solid theoretical business understanding and a range of practical experience. Seeking an opportunity to start a professional career with the long-term aim of working as a management consultant.

### **Key Skills:**

- Client engagement and support
- Report development
- Research
- Statistical analysis
- Business administration
- Proposal development
- Customer service
- Business development
- Records management
- Scheduling
- Change analysis
- Process development
- Policy analysis
- As Is & To Be process review
- Process re-engineering

**Software Skills:** Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ Firefox ~ SDSS

## **EDUCATION**

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### **Monash University**

2011 - 2013

Bachelor of Business (Commerce)

### **Academic Achievements**

- **2013:** Commendation: "Highest Academic Achievement" in Business Law
- **2012:** Invited to join Golden Key Honours Society in recognition for maintaining above average results
- **2011:** Commendation: "Highest Academic Achievement" in Statistics

## **VOLUNTEER PLACEMENTS**

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2011 - Current	Community Gardens volunteer, Melton	Volunteer Assistant
2010 - 2012	St Vincent De Paul	Fundraising Volunteer

## **PERSONAL ATTRIBUTES**

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- ✓ **Effective Communication Skills:** Articulate communicator with appreciation for different communication styles required when working with team members or customers.
- ✓ **Honest and Reliable:** Strong morals and ethics ensuring honesty, reliability and ability to responsibly undertake tasks.
- ✓ **Flexible:** Understanding of the need for flexibility in order to support last-minute demands and changes. Comfortable with changing environments and situations, ensuring ability to remain flexible and adaptable.
- ✓ **Time Management:** Dedication to effective prioritisation and management of time by allocating tasks and recording activities in diaries and daily to-do lists.

## WORK EXPERIENCE PLACEMENT

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### SMITH MANAGEMENT CONSULTANTS - INTERN

JANUARY 2013 - MARCH 2013

3-month internship with management consultancy firm supporting small businesses with guidance on business management and policy development.

#### Achievements and Contributions

- **Client engagement:** Worked with clients and provided general support under direct supervision of Management Consultant. Managed client files and followed up key actions.
- **Business Administration:** Assisted with general business administration tasks including responding to incoming enquiries and preparing proposals for clients.
- **Report Development:** Prepared reports following customer site visits and meetings. Accurately reported outcome of meetings while identifying tasks and activities that required follow up by client or consultant.
- **Research:** Undertook extensive research to develop an understanding of various legislation and regulations relevant to clients' requirements. Collated research into client files and firm's information library.
- **Business Development:** Contributed to reviews of marketing opportunities for sourcing new clients. Provided recommendations, including increased social media interaction, which were received positively.
- **Process Development:** Documented key processes for customers to assist with developing solid understanding of their capabilities. Reviewed all activities and provided As Is process maps

## EMPLOYMENT HISTORY

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### KSMART

2011 - CURRENT

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

This casual position supported general customer service demands while also assisting in the processing of 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 floor and assisted in restocking of products as required. Supported visual merchandising standards while setting up new displays and rotating required stock.
- **Transaction Processing:** Created customer records when processing lay-bys, stock movements and refunds. Ensured stock was allocated and all required information was accurately recorded.
- **Sales Reconciliations:** Assisted shift supervisor in reconciling ad hoc and daily sales transactions. Provided support through re-checks while helping to resolve discrepancies.

## PROFESSIONAL REFEREES

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### Joanne Boyle

Manager  
St Vincent De Paul Society  
Phone XX XXXX XXXX

### Carmen Smith

Customer Service Manager  
KSmart  
Phone: XX XXXX XXXX