

# GRADUATE RESUMES

## Information Technology

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).
- Date of birth, marital/parental status and health information 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 Information Technology**.

### MEMBERSHIPS

Include memberships of professional bodies.

### WORK INTEGRATED LEARNING (WIL)

Undertaking a WIL subject is a great way to gain practical experience in your field. Make the most of this when preparing your resume. Consider how you can describe your responsibilities, achievements, range of duties and situations (small business, government department, etc.). What skills did you learn? What projects did you contribute to? Did you receive any positive feedback?

### EMPLOYMENT HISTORY

Begin with the most recent. Use bullet points to list your responsibilities and achievements for each role and tailor these to the position. Do not just list the generic duties. Do not leave gaps in your resume. If you travelled or cared for a family member for 6 months, list this for transparency.

### REFEREES

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.

# Tim O'Neill

Townsville, QLD 4810

Phone: 0412345678

Email: [Timothy.ONeil@my.jcu.edu.au](mailto:Timothy.ONeil@my.jcu.edu.au)

LinkedIn: [linkedin.com/in/TimothyONeil](https://www.linkedin.com/in/TimothyONeil)

**Tip** – Use a professional email address such as your JCU email and personalise/embed your LinkedIn URL.

## CAREER STATEMENT or PROFESSIONAL SUMMARY (Optional):

I am a motivated final year student with experience in XXXXXX. Together with 3 years customer service experience, I am ready to use my skills and education in a professional XXXXX role.

**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

2020 – present

### Bachelor of Information Technology (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**)
- Member of the winning team in the 2<sup>nd</sup> year Start-Up competition
- Organised Online Gaming Competition for first year students
- Consider adding a link to your website/app to show your work

#### Honours Thesis (insert title)

### Year 12 Senior Certificate

Pimlico State High School, Townsville QLD

#### Achievements

- Completion of Certificate III in Information, Media and Technology Council
- School Representative in inter-school Coding Competition

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

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

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

2019

## TRAINING AND PROFESSIONAL DEVELOPMENT

2021

Participated in theSPACE Start-Up weekend to work with inventors and innovators.

2021

Completion of online course – writing Modular, Object Orientated PHP – Advanced – *LinkedIn Learning*

2020

Attended Queensland Computer Society webinar series on Data Mining

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

## KEY SKILLS

### Communication:

Well-developed communication skills gained through retail employment, university team projects and providing support to disadvantaged youth at North Townsville Community Hub.

### IT Skills:

Advanced skills in writing modular, object-orientated PHP, XXXX and XXXX.

### Problem Solving:

Exceptional problem solving and analytical skills gained through course placement at Townsville Hospital and Health Service and employment as an InfoHelp Rover at James Cook University.

### Tips

- If specialist IT skills are required - identify these and demonstrate your level of expertise.
- The skills listed above are examples only. Think about your own skills i.e, critical reasoning, leadership.
- 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.

**Tip** – Add your name in the footer.

## COURSE PLACEMENTS

Feb – April 2022

### Queensland Health, Townsville Hospital and Health Service (8 weeks)

- Assisted with internal customer service requests, helpdesk, troubleshooting and providing technical advice
- Assisted with planned upgrades to existing systems, server and commercial software
- Worked in the Business Improvement Unit assisting with creating reports and data extraction

June 2021

### Brilliant Computer Solutions, Townsville (4 weeks)

- Successfully completed professional experience placement with a local company who specialise in sales, networking and maintenance for small and medium businesses
- Participated in client consultations with the Senior Technician, Networking Team
- Researched software products for inclusion in Tender Submission

## PROFESSIONAL INVOLVEMENT

2020 – present

Student Member of Australian Computer Society

2020 – present

Regular attendee at local CPD events (Dive into Digital)

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

## EMPLOYMENT HISTORY

Feb 2022 - present

### InfoHelp Rover (Casual)

James Cook University Library, Townsville

- Provided first level ICT assistance to JCU students including: connecting to JCU Eduroam (WIFI) and resolving printing, password and general issues
- Successfully transitioned support to online chat, phone and Zoom during the Covid pandemic lockdown
- Assisted students with use of JCU supported applications and Microsoft Office applications
- Provided general library reference support to all library users

Dec 2000 – Nov 2021

### Retail Assistant – Technology Department (Casual)

Harvey Norman, Townsville

- Provided excellent customer service, product advice and sales
- Participated in product training to ensure correct recommendations
- Award employee of the Month for best Team Player (September 2019)

Jan 2018 – Nov 2019

### Team Member (Casual)

McDonalds, North Ward

- Participated in company training
- Customer service, register operation, food preparation and hygiene

## COMMUNITY ENGAGEMENT

July – November 2022

### IT Supporter (Volunteer)

North Townsville Community Hub, Townsville

- Provided training in email, Facebook and Skype to disadvantaged youth at weekly class

Feb – Nov 2021

### Student Mentor (Volunteer)

James Cook University, Townsville

- Supported first year IT students settle in and succeed in their transition into university
- Trained in communication, mentoring and advocacy

### Tips

- Focus on highlighting achievements, responsibilities and transferable skills you have 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

- Founding Member of JCU Gaming Club
- Keen traveller – independently travelled through Cambodia and Thailand

**Tip** – Request permission before listing referees. 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**  
Business Owner  
Brilliant Computer Solutions  
Phone: 07 XXXX XXXX  
Email: XXXX

**Mr/Ms/Dr XXXXXX**  
Senior Lecturer  
James Cook University  
Phone: 07 XXXX XXXX  
Email: XXXX

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

- [Career and Job Search Information](#): 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
- [LinkedIn Learning](#): online training to help you develop skills.
- Make an [appointment](#) with the **JCU Careers and Employability Team** to discuss your job search strategies

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EXAMPLE TO GENERATE YOUR OWN IDEAS**