

Writing a C.V / Resume

Employee guide



Writing a C.V / Resume

Overview

The purpose of this section is to provide guidance on preparing your CV, highlighting your achievements and responsibilities. A clear and concise CV is the first step in making a positive impression on a potential employer; this will increase your chances of progressing to interview stage. Investing time and effort on the content and presentation of your CV is very worthwhile, as this will become one of the most important tools throughout the process.

An example CV template can be found at the end of this section, the below makes recommendations to the type of information to be included in each section and how it could be presented.

Identifying your skills and competencies

Before you begin writing your CV it is important that you take some time to understand your strengths, competencies, career milestones and personal achievements. You can then highlight and add context throughout your CV by providing examples that demonstrate their use and/or impact on your career and the value you bring the organisation.

When thinking about the content of your CV it can be easy to fall into the trap of listing duties but your skills acquired are really what set you apart. Here are some examples of words and actions to get you thinking about how to describe what you do.

What I'm good at and enjoy

Achieving, adapting, analysing, assessing, building, completing, consolidating, creating, deciding, delivering, detailing, detecting, determined, developing, devising, establishing, experimenting, identifying problems, implementing, improving, improvising, innovating, maintaining, problem solving

People skills

advising, asserting, caring, coaching, communicating, consulting, contributing, conversing, counselling, debating, directing, empathising, empowering, encouraging, expressing, guiding, helping, influencing, inspiring, leading, listening, managing, mediating, mentoring, motivating, negotiating, observing, overseeing, persuading, reasoning, recommending, responding, resolving, serving, talking, taking instructions teaching, training, understanding

Practical skills

Accounting, administering, analysing, anticipating, arranging, budgeting, checking, classifying, compiling, coordinating, cost-saving, designing, drawing, extracting, explaining, filing, financing, finishing, follow-through, generating revenue, monitoring, organising, ordering, planning, preparing, presenting, prioritising, programming, promoting, public speaking, purchasing, selling, transcribing

Analytical skills

Auditing, estimating, evaluating, extracting, explaining, extracting, forecasting, formulating gathering, logging, processing, questioning, reconciling, recording, reporting, researching, reviewing, scheduling, sorting, studying, summarising

Below are some useful examples of competencies you may want to reference; when writing your CV it is important to not only highlight these but to have suitable examples to demonstrate them in practice.

- Communication
- Leadership / management
- Team working
- Ownership / responsibility
- Problem solving
- Customer service
- Results and delivery
- Planning
- Change management

Below is a framework that can be used for you to think about how these competencies relate to you.

Area of competence	Skills included	Specific example
Communication	▶ Telephone, meeting, presentations, email	▶ To roll out a new process by delivering a number of presentations to teams within different regions
Leadership/ Management	▶ Mentoring, developing, coaching, measuring, delegating	▶ I take a great interest in the development of my team and by focusing on their strengths and delegating work accordingly, we achieved early project completion
Ownership/ Responsibility	▶ Achieving, deciding, communicating, implementing	▶ As the focal point for the supplier documentation, I had responsibility for ensuring that all information was delivered within tight timelines. I identified areas for improvement in the submission process and implemented a new review system

C.V / Resume Format

It is important to keep the layout simple and clear so it is easy to read. Try not to use graphics, boxes or shading and avoid overuse of italics, underlining and bold text. An example C.V. can be found at the back of this brochure which follows a basic layout described in more detail below.

1. Name and contact details
2. Professional profile
3. Qualifications and education
4. Employment history
5. Personal interests
6. References

Some tips:

- Use an easy-to-read font, like Verdana, Arial, Calibri or Times.
- Include your name when saving your CV as a digital file – so it is easily identified.
- Check thoroughly for spelling and grammatical errors – keep in mind that when updating your CV, typos, spelling mistakes and formatting issues can creep in without you realising.
- Bullet-point your role descriptions, it makes it easier for people to read your CV and pick out the information they need.
- Allow more space to detail your current or most recent jobs, you can be more concise with earlier roles.

Name and contact details

Including your name and contact details clearly and accurately, will ensure you make it as easy as possible for potential employers to contact you quickly.

What to include:

- Write your name in larger font than the rest of the text to make it stand out.
- You do not need to include your nationality, gender or date of birth. However, if you are applying for overseas positions that require a working visa/permit you may be required to disclose this information during the recruitment process in order to assess your eligibility to work in that country.
- Ensure you have the correct phone number and e-mail address included. It is advisable to use a professional e-mail address when applying for jobs and avoid novelty addresses such as partyanimal79@mailmail.com.

Professional profile

Including a professional profile allows you the opportunity to sell yourself to an employer, and help you articulate the specific skills that make you perfect for the position. Ideally it should be no longer than 150 words (4-5 lines). It can be written in either first or third person, just make sure you maintain consistency throughout.

What to include:

- The aim is to highlight your professional attributes and goals, summarising why someone should consider your application.
- Consider: **Who are you? What can you bring to the role? And what is your career goal?**
- Review the key competencies and skills required in the job description – you can use this section to highlight the experience you have in these areas. This will show the employer why they should continue reading the rest of your CV.
- Avoid using cliché's and listing skills – try to relate skills to actual experiences.

Avoid:

- I am a great team player with strong communication skills, able to prioritise workloads and meet deadlines. Capable of working independently or as part of a team. I excel in meeting expectations and deadlines.

Try:

First person example

I am an experienced business administrator who excels at prioritising multiple tasks simultaneously and following through to achieve project goals. Having supported large teams that work to changing priorities, I am a confident communicator and able to identify problems and solutions in order to meet tight deadlines. I am seeking a role of increased responsibility that will allow me to develop mentoring skills.

Third person example

A PRINCE2 qualified Project Manager specialising in leading cross-functional business and technical teams to deliver medium and large scale projects. Demonstrates strong problem-solving capabilities used to mitigate risks and issues, enabling projects to meet deadlines, budgets and objectives. Interested in working in a challenging environment with responsibility for P&L delivery.

Third person example detailing type of opportunity

A professional HR Advisor with a particular interest in Compensation & Benefits having previously worked on company alignment and market research projects. Proven ability in supporting HR departments by creating and implementing policies and associated roll-out plans. Looking for an opportunity to utilise knowledge of rewards systems within a large organisation.

Qualifications and education

Use your educational experience to enhance your application wherever possible, and if it is a requirement of the role make sure you have it highlighted before your employment section. Alternatively, if your work experience is stronger than your education, it is advisable for the "Education" section to feature after your "Employment History"

List your highest level or most relevant education first:

2007 Master of Science in Information Technology, Georgia Institute of Technology, Atlanta

2005 Bachelor of Science in Computer Science, University of Idaho, Moscow

- Be careful not to include too much information. Unlike your work experience, which needs to be qualified with various achievements, your education can be summarised with the grade you achieved.
- If you are a graduate with less work experience you may want to detail some of the relevant courses you studied to align with the job you are applying to.
- If you are currently studying and have not yet achieved qualification, note what stage you are at in the process with an indication of completion date.

Employment history

This section should not only be a list of companies you have worked for, but should focus on achievements, responsibilities and key tasks.

Do:

- Set out in reverse chronological order, beginning with your most recent employment.
- Include key achievements and if there were measurable results make sure these are detailed.
- If there are spaces in employment, be prepared to explain those to a potential employer.

Don't:

- Copy and paste your job description, take time to put your role into the context of what you bring to the role/team and what you have achieved. Maybe you implemented a change for the better or your creativity helped to solve a problem. Be sure to include these as demonstration of your skills and competency.
- Use 20 words when 5 will do – keep information concise so it stands out and bullet point where possible so that it is easy to read.

Example:

Company Name

Dates of Employment

Job Title - Location (Optional)

Intro Paragraph – Summarise / put into context your experience within your current role or if you have been in a number of different positions the progression within the company. An example below:

"Having joined the company as an Administrator I was promoted to an Advisor role in 2010 which allowed for more responsibility in dealing with members of the management team. This role has given me the opportunity to be involved in 'one off' projects. One of which was an initiative to identify areas for improvement in the XYZ process, where my role was to collate information from four different regions and pull together an analysis report. This gave me a good insight into the global operations of the company and contributed to the development of a new process."

Responsibilities:

- List the main responsibilities of a role; you may not want to include everything on your job description, for example: "and support the team with any other duties".
- Summarise lists into one sentence, for example: "receive enquiry, upload details onto database, add in notes, check when details are out of date, delete records from the database"... instead: "Database Management for customer enquiries ensuring data is accurate and up to date".
- Provide key achievements within a role and try to highlight the skills used to obtain your goal.
- Try to avoid cliché phrases and aim for skills used within the role – such as "programming using C++".
- Make sure you are not duplicating or using too many bullet points where it can read as one sentence.

Personal interests and references

Not everyone includes a section about interests in their CV as they find it difficult to identify what information to include.

- This section can be a good way to give employers an insight into your personality by:
- Highlighting any volunteering or community work that you take part in (for example you may be a treasurer for a committee)
- Sporting achievements (can show dedication, competitiveness, commitment)

Personal development (perhaps you are undertaking classes or a course in something that interests you)

You may take an active interest in your industry by:

- Involvement in professional and industry bodies
- Attending networking events
- Contributing to / writing industry literature

It is not common practice to include full references in your CV. As your application progresses, you may be asked to supply the details of referees. Simply state that references are 'available on request' in your CV. Make sure that your referees have agreed for their details to be shared and advise that they may be contacted.

Writing a C.V / Resume: Example CV

Jane Bloggs

Jane.bloggs2@address.co.uk - 07712 XXXXX
99 Example Street, Example Town, EX4 3PL

PERSONAL STATEMENT

A professional HR Advisor with a particular interest in Compensation & Benefits having previously worked on company alignment and market research projects. Proven ability to support a HR department by creating and implementing policies and putting in place roll-out plans. Looking to utilise knowledge of compensations structures within a large organisation.

EDUCATION & QUALIFICATIONS

BA (Hons) 2:1, Science of Human Resource - September 2008 - June 2012

University of Exometown

EMPLOYMENT HISTORY

Exometown Engineering

November 2012 – May 2016

HR Advisor

During my time in this role, the company acquired a local business with circa 300 employees. I was involved in the integration process by conducting alignment analysis on their compensation and benefits packages as well as rolling out training to their HR administrators. This gave me a good insight into the process of business acquisition and the complexities involved while allowing me the opportunity to take on more responsibility.

Responsibilities:

- Work with benefits carriers to negotiate new benefit and plan structures.
- Continuously update employee materials with latest compensation and benefits information.
- Maintain current knowledge of occupational trends and salary forecasts.
- Create descriptions for new positions and develop compensation structure.
- Administer benefits, compensation, and insurance plans for over 10,000 employees.
- Collation and delivery of presentations to roll out changes within the benefits structure

Company Name

Dates of Employment

Job Title

Intro Paragraph – This can be used to enhance your responsibilities and should consider using for your most recent positions. For older jobs you should keep the details slightly shorter, remembering to include your dates of employment and key skills obtained/applied to achieve your goals.

Responsibilities:

- Remember to be concise
- Highlight any 'over and above' job description activities you have been involved in or lead

PERSONAL INTERESTS

- Currently volunteering with a local Charity once a week
- Black belt in Karate
- Currently taking language classes (French)
- Member of CIPD

REFERENCES

References are available on request.



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