

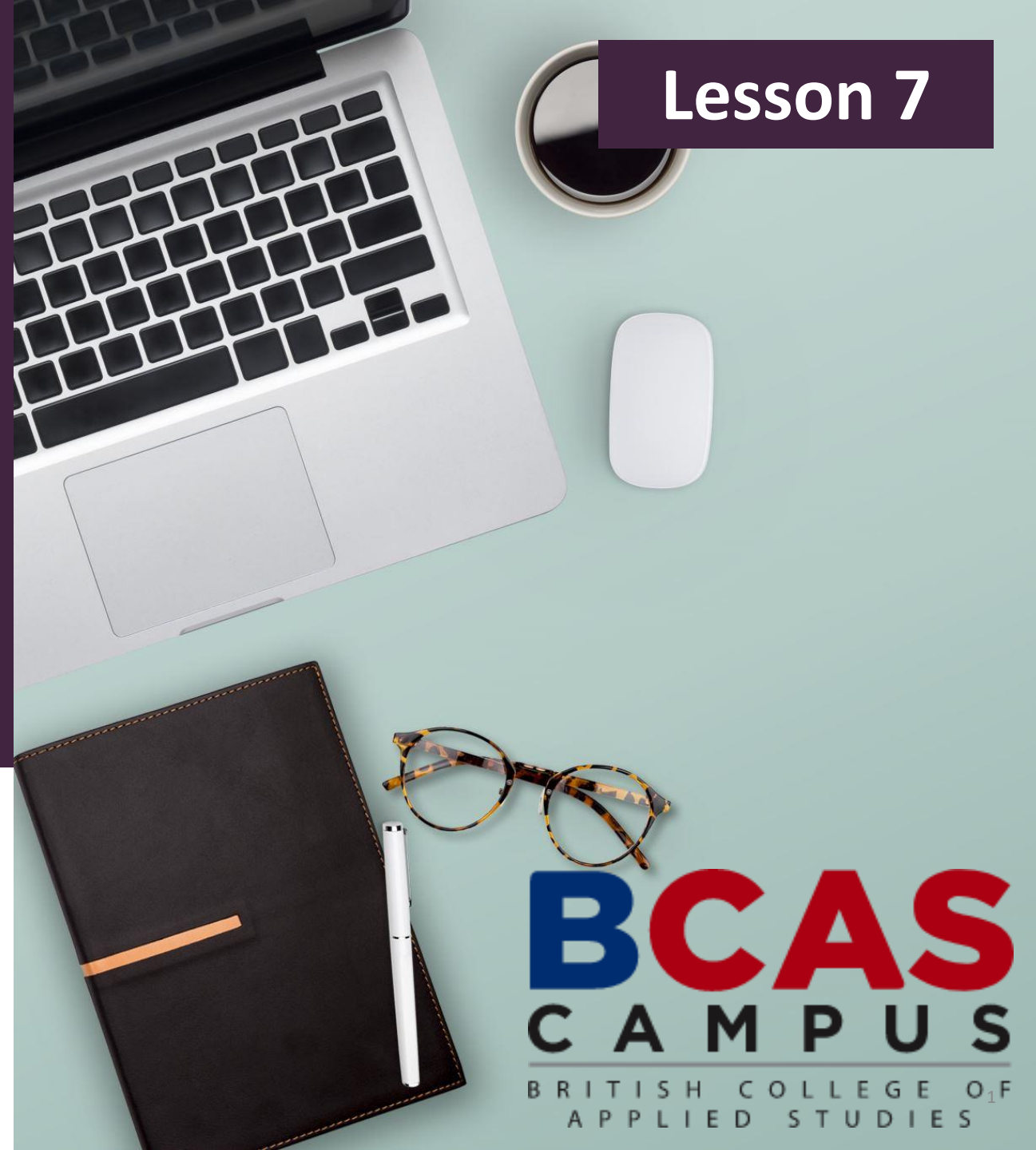
# Unit 03

## Professional Practice

**HND in Computing**

**Assessor: Mafaza Nazar**

### Lesson 7



# SAM MCDONALD

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## SUMMARY

Resourceful and adaptable Manager with over 11 years of experience in scheduling, staff training, protocol development, and process improvements. Meticulous team builder with expertise in employee engagement, customer relationship management (CRM), time management, and conflict resolution. Customer-focused leader seeking to leverage background into assistant or operations manager role with progressive organisation.

## EXPERIENCE

09/2018 to Current

### General Manager

Mamdos — Liverpool

- Met with each associate to establish realistic monthly sales goals.
- Communicated store policy violations to upper management to prevent shrinkage and misconduct.
- Enhanced data collection accuracy by preparing, authoring, and updating communications and policy memoranda.
- Coordinated, led, and executed brand training presentations for trade or trend shows and new partners to generate and drive product awareness and sales.
- Supervised, developed, and delegated tasks to employees.

# Writing Effective CVs

- Integrated process improvements continuously to increase overall workflow.

10/2012 to 12/2014

### Team Leader

TX Training — Liverpool

- Generated £4,000 in annual savings by implementing a new workflow process and reducing wasted resources.
- Adeptly handled 23 inbound calls per day, generating £20,000 in sales revenue annually.
- Managed team of 12, overseeing the hiring, training, and professional growth of employees.
- Supported General Manager in improving operations and resolving issues to deliver top-notch customer service.

## EDUCATION

2012

M.Sc.: Business Management

University of Liverpool — Liverpool, UK

## SKILLS

- Performance improvements
- Client relations
- Team oversight
- Staff supervision
- Contract development and management
- Complex problem solving
- Communication skills
- Strategies and goals
- Profit and loss accountability
- Sales planning and implementation

## LANGUAGES

German:

Upper Intermediate

B2

Italian:

Elementary

A2

# Lesson Objectives

By the end of this lesson, you will learn:

Styles of CV

Contents of CV

The grammar of effective CV writing

# Warm-up Activity

- Examine the advertisements provided and list the following:
  - **Skills**
  - **Qualifications**
  - **Knowledge**
  - **Other attributes** IT companies look for in a potential employee

# Getting started..

Before starting the writing of your CV, it's important to think about yourself and what you can offer.



# Activity 1

<b>Skills</b>	<b>Education Evidence</b>	<b>Activities &amp; Interests Evidence</b>	<b>Work Experience Evidence</b>
<b>Comm. Skills: Written &amp; Oral</b>			
<b>`Time/Project managment</b>			
<b>Organization, Administrative</b>			
<b>Teamwork</b>			
<b>Problem Solving</b>			
<b>Drive &amp; Initiation</b>			
<b>Language (Level of fluency)</b>			
<b>Leadership</b>			
<b>Commercial Awareness</b>			
<b>Other</b>			

# Styles of CVs

- Chronological (biographical ) CV
- Skills- based (Competency-based) CV
- Combination of the two?

Which style is suitable for you? Why?

# Activity 2

- Examine the sample CV given and list its content/major sections.



# Content of CV

- Identification
- Educational/Academic Qualifications
- Professional Qualifications
- Work Experience
- Awards & Achievements
- Extra Curricular Activities
- Skills & Strengths
- Personal Details
- References

# Writing the CV

- Objective statement
- Resume profile



# Objective Statement

A short but relevant statement as to what the applicant is looking for

E.g:

- A motivated first year undergraduate with strong interpersonal skills looking for a part time customer service role
- To obtain an excellent learning experience as an intern in the field of database design and development

# Contd.

- To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people
- To obtain a position in the field of human resource management, where I can effectively utilize my expertise in employee relations and staff recruitment

# Objective Statement Tips

- Keep it job focused
- Concise writing is critical
- Avoid general statements

(“seeking a position with the opportunity for growth and advancement” or “seeking a position to advance my career.”)

# Activity 3

- Choose one of the advertisements provided and write an objective statement to suit the requirements.

# Resume Profile

It's a brief summary of your skills, work experience, and goals written for a specific job opening. It basically answers the question '*What can you offer our company?*'

e.g.-

- An experienced computer scientist with a successful track record of applying theory to provide practical solutions to business problems.

# Tips for Effective CV Writing

- Use language that is positive, professional & enthusiastic
- Use action verbs

*Eg: Achieved, Developed, Negotiated, Produced, Analyzed, Implemented, Organized, Researched, Conducted, Initiated, Persuaded, Created, Managed, Presented*

- Use effective but short sentences
- Check grammar & spelling
- Keep your CV to 2 pages.



# Grammar tips for effective CV writing

- Use active voice to describe your experience.  
*Increased productivity by 10%.*
- Avoid over-using the personal pronoun I.  
*Implemented a system to dispose garbage efficiently.*
- Use simple past to report education or employment that has been completed.  
*Completed a Diploma in Java Programming*
- Use present continuous to report current study or ongoing activity.  
*I am carrying out research into...*

# Assignment

Create your CV and submit a **hard copy** to the Department of Computing 4<sup>th</sup> of July 2024 before 2.30 PM.