

Careers and Employment

Successful resume and cover letter

Hiring process

Application

- Online submission (resume, cover letter)

Psychometric Assessments

- Numerical, verbal, abstract, personality

Virtual Interview

- Phone, skype, recorded video

Assessment Centre

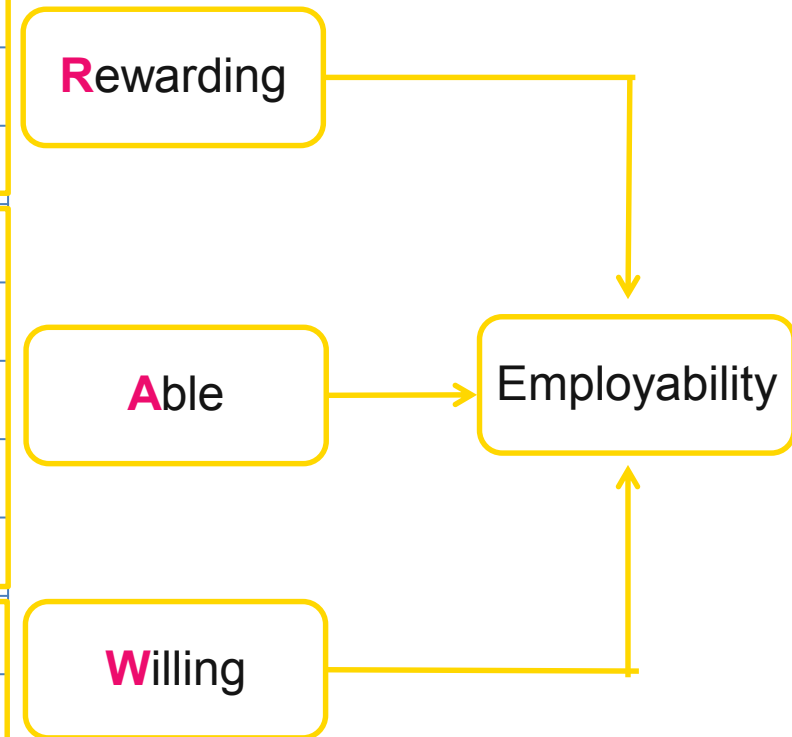
- Group work activities, simulations (case studies, written task, presentation)

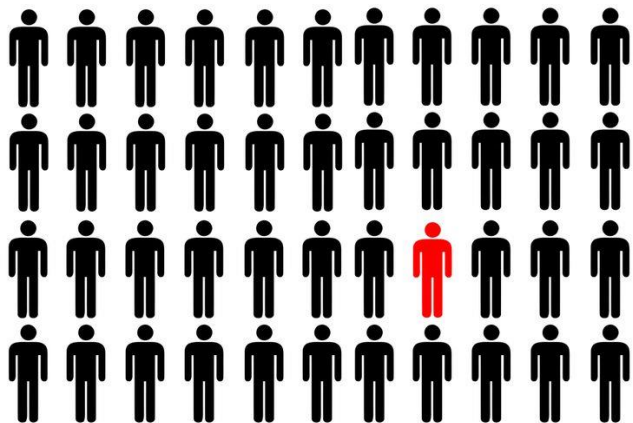
Final Interview

- In-person interview

What do employers look for?

Most important graduate criteria	%
Interpersonal & communication skills	58.3
Cultural alignment / values fit	34.3
Emotional intelligence	26.2
Reasoning & problem solving	22.6
Academic results	19.6
Work experience	19.1
Technical skills	14.4
Demonstrated leadership	13.1
Extra-curricular involvement	7.4
Community / volunteer service	1.6





careerone®

GradConnection



Google

LinkedIn™

FACTIVA



Work
Experience

Grades

International

Degree

Clubs

Volunteering

Extra
Curricular

Professional
Development

Certifications

Awards

Motivations

Skills



UNSW
SYDNEY

Example job advertisement

Customer Service Professionals

- Enjoy variety in your role
- North Ryde Location
- Full time hours over a four day week = Flexibility for your lifestyle

You will enjoy the security of working for a company established for over 100 years in the Australian market. As part of this small call centre team, you will love the variety this role offers.

Taking inbound calls from existing customers, you will love the autonomy to co-ordinate and dispatch the professional team of technicians to both Australian & New Zealand sites. Your efficient and pro-active approach will be highly regarded and valued in this organisation.

The team, being friendly and down to earth, will welcome your natural ability to build rapport, as well as your organisational skills and effective time management. Call centre experience is desirable and flexibility to work a 24x7 rotating roster a must. With on-site café and parking, convenience, autonomy and long term security will be the key for this position.

Please send Resumes (CV's) as WORD (any version) attachments.

Essential Criteria

- Autonomy
- Build rapport
- Organisational Skills
- Time Management
- Call centre experience
- Flexibility
- Proactive approach

Additional Criteria

- Communication Skills
- Interpersonal skills



Activity: From the employer's perspective

From the employer's perspective

Are you a student looking for experience in the consulting industry?

An exciting opportunity has become available for students to join our graduate program. This program will facilitate the progression of your career within the diverse consulting industry. We are looking for graduates with:

- Strong interpersonal skills,
- Client focus,
- Planning and problem solving skills

Who would you bring to interview?

Discussion

- “I am applying to 3 jobs (research assistant, Admin, and customer service), but I don’t have a lot of time to write my applications. I’ll send a standard cover letter and resume to each of them.”
- “I have an average mark of 60 for my subjects. I don’t want to put it on my resume. I will just list all the subjects I’ve done instead.”
- “I don’t have a lot of work experience. I have nothing to put on my resume.”
- “I have my RSA and drivers licence, should I include it on my resume?”
- “Should I put my citizenship on my resume?”
- “I am an international student, do I have to use my passport name?”

Contents of a resume

- Contact details
- Career profile or objective – your unique intro and top selling points
- Education – relevant courses, notable marks, awards
- Employment/Experience – professional, relevant, other
- Relevant projects – good for limited work experience. Course work?
- Extracurricular activities or volunteering – highlight key skills
- Technical skills if relevant – Be sure to qualify
- Awards – What for?
- Professional memberships – describe Involvement
- Interests if relevant
- Additional sections – e.g., research, publications
- Referees

Career objective

CAREER OBJECTIVE

To become a psychologist where I can utilize my problem solving and communication skills to help people in need.

CAREER OBJECTIVE

To obtain a position with a global banking institution where I can utilize my excellent accounting, organization and communication skills.

CAREER OBJECTIVE

To become an evidence-based psychology practitioner, I seek to develop and apply analytical and communication skills to understand client concerns and organisation skills to plan and implement appropriate strategies to improve wellbeing.

Career profile / summary

CAREER PROFILE

- 3rd Year Distinction Average Commerce and Finance student at UNSW
- Completed an internship with KPMG and has 2 years experience in the retail sector
- Effective relationship builder through 2 years in customer service roles
- Managed 100 rental accounts at Ray-White Pyrmont for 1 year

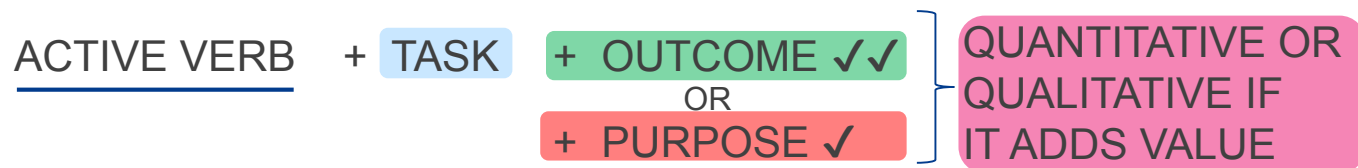
CAREER PROFILE

- First year Bachelor of Psychology student at UNSW with a distinction average
- Strong customer service and counselling experience with 2 years' at JB Hi-Fi and Life-Line
- Effective relationship builder, coordinating community events with St. Vincent's
- Analytical and problem solving capacity applied through conducting research at UNSW
- High-level of written communication producing reports in academia and at Life-Line

Achievement statements

- Reviewed audit documentation
- Led a team of interns to conduct an analytical review of audit documentation
- Led a team of interns to conduct an analytical review of audit documentation **for a key client**
- Led a team of interns to conduct an analytical review of audit documentation and **delivered to client**
- Led a team of **5** interns to conduct an analytical review of audit documentation and delivered to client

**What you did – and how it was effective?
– or why you did it?**



Achievement statements

RELEVANT EXPERIENCE AND PROJECTS

Suicide Prevention Officer

Life-Line Counselling

May 2017 – Current

- Undertook extensive mental health training, developed crisis response techniques and CBT strategies
- Provided support to distressed young-adult, actively listening to concerns with sensitivity
- Providing appropriate advice to reduce risk behaviour
- Contacted health services to assist high-risk clients in need and wrote reports of events

Research Report: Social and health impact of Lock out Laws in Sydney

Psychology 1B, UNSW

Aug 2017 – Oct 2017

- Conducted a literature review assessing the social views associated with lock-out-law policy in Sydney
- Collaborated with academic colleagues to critically evaluate research methodology and biases
- Synthesised results, presented 5 key findings outlining recommendations to academic staff (Distinction)

ACTIVE VERB + TASK + OUTCOME ✓✓
OR
+ PURPOSE ✓ } QUANTITATIVE OR
QUALITATIVE IF
IT ADDS VALUE

Achievement statements

ADDITIONAL EXPERIENCE

Sales Assistant

JB Hi-Fi

Dec 2016 – Feb 2017

- Engaged with customers, building strong relationships through understanding needs and concerns
- Administered the point-of-sale platform and managed inventory on shop-floor and stock-room
- Facilitated staff onboarding through training on store operations, ensured consistency in service
- Utilised value adding upsell techniques, resulting in a strong sales-record and repeat service

EXTRA CURRICULAR ACTIVITIES

Australian Psychological Society

2016 – 2017

- Remain up to date with industry developments through monthly newsletter and by attending guest speaker events and club meetings.
- Developed leadership skills through formal training and community engagement.

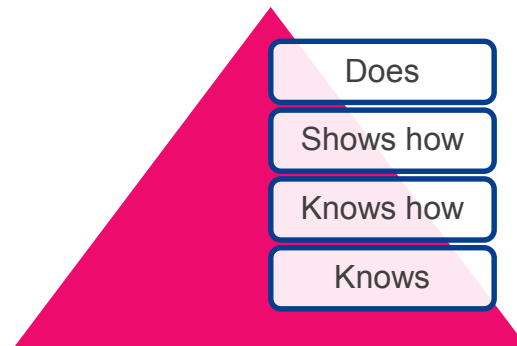
Tone

Positive (rewarding)

- Dealt with customer issues and complaints effectively
- Engaged with customers to understand their needs, answer queries and resolve concerns

Competency (able)

- Demonstrated/gained leadership skills in training 6 new staff to operate the cash register
- Led a team of 6 staff, training on store operations, and monitored progress



Tone

Clarity (able)

- **Worked** as part of an effective team and served over 1000 customers
- **Collaborated** with 7 team members to effectively serve 1000 customers
- **Assisted** project manager in organising a networking event

Pro-active (willing)

- Forced to..
- Required to..
- Responsible for..
- I had to

Make your own achievement statement

ACTION VERB + TASK + OUTCOME ✓✓
OR
+ PURPOSE ✓ } QUANTITATIVE OR
QUALITATIVE IF
IT ADDS VALUE

Communication

Advertised
Arranged
Articulated
Collaborated
Communicated
Consulted
Convinced

Creative

Acted
Adapted
Began
Combined
Composed
Condensed
Created

Helping

Adapted
Advocated
Aided
Answered
Arranged
Assessed
Clarified

Leadership

Administered
Attained
Consolidated
Converted
Coordinated
Decided
Developed

Organising

Arranged
Catalogued
Categorized
Classified
Collected
Compiled
Distributed

Financial

Administered
Adjusted
Allocated
Analysed
Appraised
Assessed
Balanced

Research

Analysed
Clarified
Collected
Compared
Conducted
Critiqued
Determined

Teaching

Adapted
Advised
Assisted
Clarified
Coached
Communicated
Coordinated

Full handout available at
careersonline.unsw.edu.au

Presentation

- “I want to use colour & interesting design features to make it stand out”
- “I’m quite attractive so think I should put a photo on my resume”

Presentation

SARAH PETER

55 FOSTER ST., MA
234-555-6666
SPETER@EMAIL.COM
SARAH PETER



BIOGRAPHY

- Life science graduate with academic credentials reinforced by internship experience at a respected biochemistry R&D firm.
- Passion for enhancing global human health by contributing to cellular research, disease prevention and diagnostic improvements.
- Able to leverage quantitative strengths to solve technical problems, advance scientific breakthroughs and support innovative assay development.

SKILLS

Wet lab experience and knowledge of biochemical and cell-based assays research supporting diagnostic solutions in diabetes treatment.

EDUCATION / EXPERIENCE



INTERESTS



PERSONAL INFORMATION

Name: Luc Durieu
Address: Rue de la Citadelle 133
7500 Tournai (Belgium)
E-mail: Luc@LucD.be
Phone: +32 477 59 66 15
Place & date of birth: Tournai (Belgium), July 10th, 1972.
Nationality: Belgian
Civil state: Divorced



EDUCATION

1990-95 Computer sciences license ULB, Brussels (Belgium)

POST-EDUCATIONAL TRAINING

- March 1999 **Internet/Intranet secure architecture building**
Hewlett-Packard, Grenoble/FR
Design a secure internet/intranet infrastructure, role of the different security elements (Firewall, proxy-server, mail relay...), authentication, authorization, and encryption...
- March 2000 **Java Essentials and Java Advanced**
JCS, Brussels/BE
Language structure and object-oriented programming, remote invocation, interaction with databases, networking, applets writing, multi-threading
- April 2000 **Vignette StoryServer 5.0 basic site development**
4Front Training, London/UK
StoryServer 5.0 architecture and tools, databases interaction, templates coding, Personalization, workflow management
- August 2000 **Vignette V/5 FastTrack I**
Systems Group, Hamburg/DE
Architecture and tools of Vignette V/5 series (V/5 Content Management Server, V/5 Lifecycle Personalization Server), interaction with databases, template coding, personalization, workflow management... Hands-on experience (Case Study)
- January 2001 **Vantive 8.0 Object Studio**
PeopleSoft, Brussels/BE
Customizing Vantive application using Object Studio User, Vantive Tools and Forms Designer, Workflow design, forms creation and updates, events handling, reports. Hands-on experience
- February 2001 **Blue Martini Customer Interaction System**
Blue Martini, Brussels/BE
Structure and utilization of the different Merchandise Managers composing the Customer Interaction System of Blue Martini
- February 2001 **Blue Martini JSP Template Development**
Blue Martini, London/UK
Architecture of the Blue Martini platform, technical introduction to the WebConnect API, including system architecture, API architecture and elements, and techniques for building a web site with Blue Martini
- August 2001 **Technology Architecture Design School**
Center for Professional Education, St Charles/US
Basics of Technical architecture design
- Sept. 2001 **Microsoft Application Integration lab: using BizTalk Server 2000 and MSMQ**
Microsoft, Mechelen/BE
EAI concepts applied to Microsoft BizTalk Server.
- June 2002 **PowerPlay OLAP Modeling**
Cognos, Brussels/BE
Design PowerPlay applications and use of Cognos PowerPlay Transformer to build and maintain PowerCubes.

dc - English resume - Page 1 of 4

Name Surname

0404 444 444 | NameSurname@gmail.com | [Linkedin.com/in/NameSurname](https://www.linkedin.com/in/NameSurname) | Randwick 2052

SUMMARY

- First year Bachelor of Psychology student at UNSW with a distinction average
- Strong customer service and counselling experience at JB Hi-Fi and Life-Line
- Effective relationship builder and collaborator, coordinating community events with St. Vincent's
- Analytical and problem solving capacity applied through conducting scientific research
- High-level of written communication producing reports in academia and at Life-Line

EDUCATION

Bachelor of Psychology
University of New South Wales Mar 2017 - Expected 2019
▪ Distinction average

Higher School Certificate
School Name 2016
▪ ATAR = 89 | Band 6: English & Math | Sport Captain | Duke of Edenborough Recipient

RELEVANT EXPERIENCE AND PROJECTS

Suicide Prevention Officer
Life-Line Counselling May 2017 - Current
▪ Received mental health training and subsequently applied techniques and strategies in real experiences with feedback from supervisors, further improving consultations
▪ Provided support to distressed young-adults in times of need through actively listening to their concerns with sensitivity and respect, and providing appropriate advice to reduce risk behaviour
▪ Contacted health services to assist high-risk clients in need and wrote reports of events

Research Report: Social and health impact of Lock out Laws in Sydney
Psychology 1B, UNSW Aug 2017 - Oct 2017
▪ Conducted a literature review assessing the social views and health outcomes associated with lock-out-law policy in Sydney
▪ Critically evaluated research methodology with team members in brainstorming sessions
▪ Synthesised results, presented key findings, and outlined recommendations to academic staff (Distinction grade)

Social Experiment: Moral perception, behaviour outcomes, and gender mediation
Psychology 1A, UNSW Feb 2017 - May 2017
▪ Collaborated with team members to design an experiment examining the relationship between fairness, punishment, and mediating effects of gender
▪ Implemented the experiment and collected data from 100 students across the university
▪ Analysed, synthesised, and presented key findings and future research ideas in a 1500 word written report to academic staff (Credit grade)

ADDITIONAL EXPERIENCE

Sales Assistant
JB Hi-Fi Dec 2016 - Feb 2017
▪ Effectively engaged with customers, understanding their needs, queries, and concerns to provide a high-quality service

Name Surname

1

Table vs. plain text

Period	Qualifications	Institutions	Achievements
2009 - 2012	Bachelor of Psychology	University of New South Wales	Distinction average for all psychology subjects and represented the School of psychology at Info Days
2008 - 2002	Higher School Certificate	Bridgine College, St Ives	Achieved a UAI of 98.65. School Captain 2008 & 2009

EDUCATION

Bachelor of Psychology 2017-2020
University of New South Wales

- Distinction average for psychology subjects | Representative at Psychology Info Days

Higher School Certificate 2016
North Sydney Boys

- UAI = 98.65 | School Captain 2008 & 2009



Referees

REFEREES

Gladly supplied upon request.

REFEREES

Prof Example (PhD Supervisor)
School of Psychology
The University of New South Wales
(Contact details available on request)

REFEREES

Prof Example (PhD Supervisor)
School of Psychology
The University of New South Wales
9385 5621
s.example @unsw.edu.au

Formatting tips

- 1-3 pages average length for a graduate resume
- Bold for key info such as headers and titles of things (degree & job titles)
- Avoid italics & underline - don't fax or scan into a database well
- Be clear and consistent
- Use only 1 plain font E.g. Arial, Calibri, Tahoma, Times New Roman
- Font size: 11 / 12
- Use bullets & short paragraphs
- Keep plenty of white space on page
- Put dates, titles and full stops in similar places
- Left-align all text

A blurred background image showing a person's hands typing on a laptop keyboard. A smartphone lies on the desk in the foreground, and some papers are visible. The overall scene is dimly lit, focusing on the workspace.

Cover letters

Why them and why you?

Example

To someone who may be concerned,

My name is James Smith. I will be completing my Master program in Forensic Psychology in December and I am interesting in the position as a psychologist. I work well as part of a team and is capable of performing clinical assessments. As you can see from my resume, I have worked in various areas relevant to the position. I strongly believe I will be able to apply my skills and add values to your organisation. Please find attached my resume for your consideration. I look forward to hearing from you.

Sincerely yours,

James.

lovemebaby@fmail.com

Dear Ms. Smith -> Yours sincerely,

Dear Sir/Madam -> Yours faithfully,

Top of page layout

Margaret Sample
12 / 65 Jones Rd
EARLVILLE, NSW 4444
Phone
E-mail

Date of writing

Contact Person's Title & Name

Contact Person's Position

Organisation Name

Organisation Address

Re: name of position

Dear Ms. Jones, (avoid Dear Sir / Madam)

James Smith
12 / 65 Jones Rd
EARLVILLE NSW 4444
9385 5555
j.smith@sample.com

25th March 2014

Mary Jones
Senior Psychologist
Professional Support Service
Level 1, 1 Sydney Rd
Sydney NSW 2000

Re: Psychologist Position at Professional Support
Service

Dear Ms Jones,

a

Paragraph structure

Opening paragraph
Spark the employer's
interest

Why are you attracted to:

- This position?
- This particular organisation?
- The field or industry?

Demonstrate your research into the organisation

What you can offer them

Don't tell them what they already know

Willing

Middle paragraphs
Demonstrate 'fit'

Why you?

- Focus on their top 3 – 5 skills & attributes
- Provide evidence of skills
- Stress relevant accomplishments

Able

Closing paragraph

Summarise what you offer them

- Demonstrate you fit
- Be positive in your expectations
- Thank them

Rewarding

Cover letter example

Dear Mr Smith,

I am a second-year psychology student from the University of New South Wales with two years experience in customer and mental health service roles. I have a strong motivation to [e.g. improve....]. I have strong communication, interpersonal, and problem solving skills, which would bring value to [company]

Willing

My ability to communicate and build relationships effectively is demonstrated through professional work experience in customer-focused roles and in academia. As a suicide prevention officer for Life-Line, I engage and build rapport with a broad variety of clients to understand their concerns, queries, and assess their needs to help reduce risk behaviours. My written communication is demonstrated through writing comprehensive summaries of client interactions and, at university, writing evidence-based research reports assessing various topics from depression, social-behaviour, and cognitive biases (distinction average).

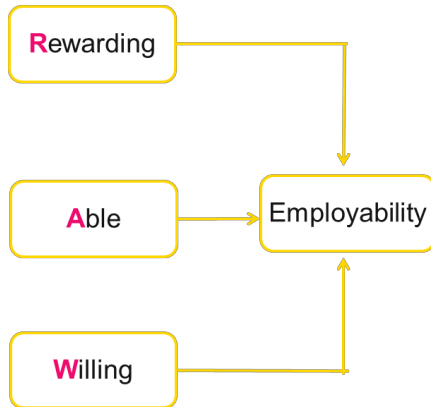
Able

My capacity to identify, analyse, and solve problems is demonstrated at UNSW conducting scientific research...

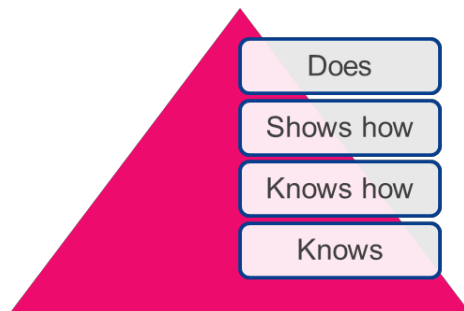
I believe my customer service experience, problem solving capacity, and motivation to become an evidence-based practitioner can be demonstrated through my strong academic record and applied work experience relevant to [the position]. Further, I understand [company] values [quality, high-performance, innovation, creativity, safety, ethical practice, best-practice methods], which I too share. I have attached my resume for your consideration and look forward to hearing from you.

Rewarding

Yours sincerely
Sam Smith



ACTION VERB + TASK + OUTCOME ✓✓
OR
+ PURPOSE ✓ } QUANTIFIABLE IF IT ADDS VALUE



Name: **SHRADDHA**
0404 444 444 | Shraddha@gmail.com | [LinkedIn.com/in/shraddha2002](https://www.linkedin.com/in/shraddha2002) | [Facebook 2002](https://www.facebook.com/shraddha2002)

SUMMARY

- First year Bachelor of Psychology student at UNSW with a distinction average
- Strong customer service and counselling experience at 10 H&M and Life Line
- Effective relationship builder and collaborator, coordinating community events with St Vincent's
- Analytical and problem solving capacity acquired through conducting scientific research
- High-level of written communication producing reports in academia and at Life Line

EDUCATION

Bachelor of Psychology University of New South Wales	Mar 2017 – Expected 2019
Distinction average	
Higher School Certificate Robert Hume School	2016

RELEVANT EXPERIENCE AND PROJECTS

Student Peer Support Officer Life Line Counselling	May 2017 – Current
<ul style="list-style-type: none"> Received formal health training and subsequently applied techniques and strategies in real experiences with feedback from supervisors, further improving consultation Provided support to distressed young adults in times of need through active listening to their concerns with sensitivity and respect, and providing appropriate advice to reduce risk behaviour Coordinated health services to assist high-risk clients in need and receive reports of events 	
Research Report: Social and health impact of Lock out Laws in Sydney Psychology 101, UNSW	Aug 2017 – Oct 2017
<ul style="list-style-type: none"> Conducted a literature review assessing the social issues and health outcomes associated with lock-out laws in Sydney Critically evaluated research methodology with team members in brainstorming sessions Synthesised results, presented key findings, and outlined recommendations to academic staff (distinction grade) 	
Social Experiments: Moral perception, behaviour outcomes, and gender mediation Psychology 101, UNSW	Feb 2017 – May 2017
<ul style="list-style-type: none"> Collaborated with team members to design an experiment examining the relationship between fairness, punishment, and moralising effects of gender Implemented the experiment and collected data from 100 students across the university Analytical, evidenced, and presented key findings and future research ideas in a 1200-word written report to academic staff (Credit grade) 	

ADDITIONAL EXPERIENCE

Sales Assistant H&M	Dec 2016 – Feb 2017
<ul style="list-style-type: none"> Effectively engaged with customers, understanding their needs, queries, and concerns to provide a high-quality service 	

Name: Shraddha 1

Dear Mr Smith,

I am a second-year psychology student from the University of New South Wales with experience in customer and mental health service roles. I have a strong motivation to have strong communication, interpersonal, and problem solving skills, which would [company]

My ability to communicate and build relationships effectively is demonstrated through experience in customer-focused roles and in academia. As a suicide prevention officer I engage and build rapport with a broad variety of clients to understand their concerns, their needs to help reduce risk behaviours. My written communication is demonstrated through comprehensive summaries of client interactions and, at university, writing evidence reports assessing various topics from depression, social-behaviour, and cognitive bias (average).

My capacity to identify, analyse, and solve problems is demonstrated at UNSW through research...

I believe my customer service experience, problem solving capacity, and motivation for evidence-based practitioner can be demonstrated through my strong academic record, experience relevant to [the position]. Further, I understand [company] values [quality innovation, creativity, safety, ethical practice, best-practice methods], which I too share in my resume for your consideration and look forward to hearing from you.

Yours sincerely

**Find us near the Basser steps
Level two, Quadrangle building**

Or online at:

careers.unsw.edu.au

For more career advice join us on:

