**Career History**

**Step One**: Using your work history document if you have one, or any other notes, emails, calendar entries that you have made over the years, compile a comprehensive list of every task or duty you've performed. Think broadly; include everything from internships to part-time jobs, and even informal responsibilities like managing a family event.

**Step Two**: Have someone close to you review your list. You might overlook experiences like organizing a school trip, contributing to a school magazine, or volunteering during a summer break. Bouncing ideas with someone close to you who might remember things you did can really help uncover experience you might have missed.

**Step Three**: For each item on your list, break it down into detailed components. Here's an example for working in a supermarket:

* Inventory Management
* Customer Service
* Handling Difficult Customers
* Handling Returns and Exchanges
* Stock Replenishment
* Checkout Operations
* Handling Customer Queries
* Maintaining Store Layout
* Quality Control of Products
* Health and Safety Awareness
* Price Tagging and Labeling
* Team Coordination
* Adapting to Variable Work Hours

**Step Four**: Enhance your list by adding a couple of personal achievements or successes for each role. For instance, for a supermarket position you might have:

Earned the "Employee of the Month" award.

Boosted sales of a new point of sale product by 16% during your shifts.

Got a commendation from a customer.

Organized a charity event that raised £206 for a local charity.

**To Begin**: Choose a role you've had, whether paid or volunteer, and start dissecting it here:

To get you started, pick a role you have undertaken (either paid or voluntary) and start to break it down here:

| **Role:** | |
| --- | --- |
| **Skill 1** |  |
| **Skill 2** |  |
| **Skill 3** |  |
| **Skill 4** |  |
| **Skill 5** |  |
| **Skill 6** |  |
| **Achievement** |  |
| **Success** |  |

**Step five:** Add all this material to your work history document, which is your notes on everything you did. Then start adding it to your Master Resume, written in a formal way as you would for any resume. Once on your master resume, you may want to manipulate it each, targeted resume you produce, but I’ll explain that later in the course.