

Name Surname

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SUMMARY (3-5 tailored & relevant summary points: what skill/experience/outcome + where? i.e. show depth and breadth)

- 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 and collaborator, coordinating community events with St. Vincent's
- Analytical and problem-solving capacity applied through conducting scientific research at UNSW
- Produced mental health client reports at life-line, and psychology literature reviews at UNSW

EDUCATION (Positive grades / achievements)

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 Edinburgh Recipient

RELEVANT EXPERIENCE AND PROJECTS (Action verb + Task + Outcome/Purpose [quantifiable])

Suicide Prevention Officer Life-Line Counselling

May 2017 – Current

- Undertook mental health training and practiced guided consultations with supervisors
- Actively listened to client concerns with sensitivity and respect to build trust and rapport
- Provided over 50 distressed clients with support and 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 Psychology 1B, UNSW

Aug 2017 – Oct 2017

- Conducted a literature review assessing the social and health outcomes with lock-out-law policy
- Critically evaluated research methodology with 3 team members in brainstorming sessions
- Synthesised results, presented key findings, and outlined 7 recommendations (Distinction)

Social Experiment: Moral perception Psychology 1A, UNSW

Feb 2017 – May 2017

- Collaborated with 4 team members examining the effects of testosterone on decision making
- Designed and implemented an experiment, collecting data from 100 students across the university
- Analysed results conducting independent sample t-test analyses in SPSS
- Presented key findings and future research ideas in a 1500-word report to academic staff (Credit)

ADDITIONAL EXPERIENCE (Action verb + Task + Outcome/Purpose [quantifiable])

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

Tutor (Maths & Science)

Private

Jan 2014 – Dec 2016

- Assessed student needs and designed tailored lesson plans addressing key areas of concern
- Increased understanding through transforming challenging concepts into simplified examples
- Increased engagement by communicating concept relevance and linking to personal interests
- Enhanced learning by testing comprehension, providing feedback and study techniques
- Liaised with parents to understand students' situation and informed progress in development
- Grew client base from 2 to 8 over a three-year period (HSC results: 3 band-six, 4 band-five)

EXTRA-CURRICULAR INVOLVEMENTS (Action verb + Task + Outcome/Purpose [quantifiable])

Student Engagement Officer

UNSW

Feb 2017

- Undertook an intensive 3-day training program on student needs, services, and resources
- Guided groups of 20 students around campus to facilitate their transition into university

Support Officer

St. Vincent De Paul's

Jun 2015

- Collaborated with a team of 10 volunteers to collect food provisions, set-up a stall, and deliver services to individuals in times of need

TECHNICAL SKILLS (Skill and where/how utilised)

Proficient with Microsoft Office Suite and beginner with SPSS (t-tests, chi-square analyses)

Counselling techniques using Life-Line methodology

INTERESTS (Brief detail)

Soccer: 7 years' experience

Japanese: intermediate level

Photography: self-taught, nature and architecture focus

Investing: value-based trading

REFEREES (Name, organisation, position)

Tom Smith

Life-Line Senior Manager

Jane Johnston

JB-Hi-Fi Manager

Contact details supplied upon request

Resume writing tips

- Use appropriate contact details
- Structure sections to best highlight your relevance for the position (first page information is the most important)
- List the position title first, then the organisation second
- Right justify/align dates
- Content in reverse-chronological order (most recent things first for each section. Arrange sections to suit your needs)
- Consistent formatting
- Ensure titles are descriptive e.g., 'Accounting intern' rather than 'intern'
- Insert high grades and achievements if it adds value
- Use achievement statements for experience: Action verb + Task + Outcome/Purpose (quantifiable if it adds value)
- Remove old experiences from resume
- You can include interests if space allows and if: relevant, shows commitment, has an achievement
- Be cautious in listing controversial information if not relevant (e.g. political or religious affiliation)