

This template has been created to assist you with crafting your resume with the guidance of the resources on the Job Accelerator Portal. **Please use the headings as a guide only and remember to remove highlighted instructions**

## FRONT PAGE

**Name**

Phone:

Email:



## CAREER PROFILE

(Use **Career Profile resource** on the **Hudson Portal** to summarise your area of expertise, experience, most marketable / relevant skills, and unique offering. Consider this as your elevator pitch or value proposition. **Please replace the example below with your text.**)

A Registered Nurse and Disability Support Worker with passion for Cybersecurity and Technology. I am keen to transfer my drive for helping, serving and protecting others from the health care space to the technology industry. Having recently completed a Certificate IV in Cybersecurity at Holmesglen Institute and my current training in Cybersecurity Foundation at CyberCX has enabled me to build skills and knowledge in IT concepts, tools and testing methodologies, hardware and software troubleshooting, networking and cybersecurity.

My strong communication skills, compassion and ability to build trust and credibility were the foundation of my success in the healthcare industry and believe these are highly transferable to Cybersecurity. My role has always required me to provide a customised and individual treatment and care plan to my clients which was based on their specific needs and requirements. I am excellent in establishing rapport with diverse clients while handling complex technical issues. I remain level headed and calm with the ability to triage and resolve technical problems in stressful situations. I am a dedicated team player with the ability to partner with stakeholders to plan and execute strategies and mitigate risks.

## KEY SKILLS

(Select the to 4 or 5 competencies important to the job you are seeking to be the subheadings and include one achievement statement as evidence of your strength in this area. Use the **Seek.com Career Advice Tool** to help you identify the Key Skills for this role. **Please replace example text with your own.**)

### IT Support

I have extensive PC knowledge in diagnosing issues to determine causes and suggest solutions and have the ability to install and maintain hardware and software components and perform basic malware analysis and prevention.

### Installing, Configuring, and Troubleshooting of Networking Equipment

I am very capable of managing connection, configuration and organization of networking equipment and systems such as Cisco routers and switches.

### Cybersecurity Risk Management

Through my Certificate IV in Cybersecurity in Holmesglen, I have developed knowledge and hands on experience in triage, prioritization and risk assessment and knowledgeable in implementing and documenting security strategies in response to cybersecurity events and incidents.

### Communication and Customer Service

I have the ability to support customers in an individual and tailored approach to ensure that needs are met and their quality of life was improved.

## SYSTEMS & APPLICATIONS

(Include as many of the systems and applications you have worked with as you can remember)

- Very capable of installing, troubleshooting and configuring networking devices such as routers and switches.
- Proven knowledge of different Operating Systems and computer hardware.
- Understanding of Active Directory and Group Policy on local workstations and server.
- Used different communication tools like Slack, Zoom, Skype, Microsoft Team and Cisco Webex Meetings.
- Proficient with Microsoft Office including Word, Excel and Powerpoint.

## QUALIFICATIONS & CERTIFICATIONS

(Include your relevant degrees, certificates and professional development courses)

**Course**

Cybersecurity Foundations

**Institute**

CyberCX

**Year Completed**

present

Cisco Certified Network Associate Certification	Cisco	2021
Certificate IV in Cybersecurity	Holmesglen Institute Chadstone	2020
Bachelor of Science in Nursing	Philippines Nursing University	2009

## CAREER SUMMARY

(You can go back as far as you feel is relevant and tells the story you want to about your career.. but fit on 1st page)

Role	Name of organisation	Year - Year
Disability Support Worker	Samford Retirement Village	2018 - present
Disability Support Worker	Yooralla	2016- present
Registered Nurse	St, Matthews Medical Centre	2012 - 2015

## SECOND PAGE

This is where we dive into the detail of your work experience in a reverse chronological order. Generally we recommend this format to cover the last 10 years.

## RELEVANT EMPLOYMENT HISTORY

**Disability Support Worker                      Samford Village Carers                      July 2018-present**

(Include brief description of the organisation: What it does, global or national, number of employees and industry. See below as an example)

Samford Village Carers provides high-quality services in disability, aged care and retirement living in Melbourne.

(Include a brief summary about the purpose and scope of your role. Make sure mention your job title. See below as example)

*As a Disability Support Worker for Samford Village Carers I was accountable for providing support and customised care to the residents.*

### Responsibilities

(Use the Hudson Portal Resources to create a tactical list of your responsibilities using active, dynamic verbs to provide context and position you at the right level. See example below)

- Communicate effectively in a calm and clear manner during stressful situations where patients are distressed and agitated
- Actively listen to clients while providing problem solving skills and handling objections professionally
- Utilise CareLink for all record keeping and documentation of key incidents whilst maintaining client privacy and confidentiality.

### Achievements

(Use the Hudson Portal Resources to build Achievement Statements that provide context, are measurable, specific and include the action and result achieved. e.g. – developed over (x) number of daily reports which in turn improved the efficiency of the overall business and allowed for (x) % growth etc. See example below)

- I consistently receive positive feedback and gratitude from patients and family members on my ability to improve the quality of life of people within my care
- Have successfully created support plans for clients which accurately and effectively describes the approach required by carers to support the meals, behaviour and manual transfers for

Repeat this format for each role up to the past 10 years and aim to limit resume to 3 – 4 pages max.