

# Application Pack



## How to best use this pack?

- Review the job advertisement or opportunity in detail to check you meet the applicant requirements or essential/selection criteria
- Research the organisation
- Have questions ready and call the contact person if supplied in the advertisement
- Read the *Cover Letters* handout and follow the sample layout
- Draft your cover letter tailored to the job advertisement and organisation
- Check your cover letter against the comprehensive *Cover Letter Checklist*
- Amend your resume according to the best practise information in our *Resumes* handout
- Refer to the *Action Words* list for the most appropriate words to begin your dot points
- Check your resume against the comprehensive *Resume Checklist*
- Drop into Careers and Student Development with a hard copy of your draft resume and cover letter for review. Please bring in the job application or advertisement also. Alternatively you can post these documents in CareerHub on "Ask a Question" and we can assist you remotely.

## Related resources are available on CareerHub:

- Interview Preparation
- Skill Lists
- Finding Professional Experience
- Finding Part-time/Casual work
- Selection Criteria

# Resumes

## What is a Resume?

A resume is a summary of your education, employment history, skills and experiences. It is a marketing document to promote your suitability for employment. The following information can improve your chances of success in the job market.

## What information will be relevant?

Read the job advertisement carefully, research the type of responsibilities required for the role and for the organisation or industry. Identify the key skills required for the job and tailor the resume to a particular job and employer. Highlight relevant education/training, skills and experience.

### Resume Sections

The following is only a guide. There is no set format for resumes - choose headings, layout, content and ordering that presents your best case with respect to a particular job. You don't need to use all of the sections below.

#### Personal Details

Your name is the heading of this section and the whole document. Do not include age, date of birth and marital status as these are not relevant.

#### Career Objective/Introductory Statement

An optional section but can be very effective if it is clear, concise and targeted to the organisation. The statement is usually 3-4 lines of brief, factual sentences. It can:

- give an idea of your aspirations/the type of work you are looking for and motivate the employer to read the rest of your resume
- highlight 1 or 2 competencies
- make you look focused and enthusiastic

#### Education/Qualifications

In reverse-chronological order include:

- dates and qualification (full title, include majors) and university/institution (full title)

## Tips

- Tailor each resume so your relevant experience is given suitable emphasis according to the vacancy or organisation for which you are applying.
- Make your resume easy to read. Keep it simple, structured, succinct and relevant.
- Positioning of information is important - put the most relevant information first!
- Avoid overcrowding, too much bolding and different fonts. Use an 11 or 12 sized font.
- Maintain a consistent style with bullet points or prose, font, spacing and indents.
- Check your resume against the *Resume Checklist*.
- Have your resume checked by someone else! The Careers Service offers a resume consultation service.

Optional inclusions are:

- grade point average; e.g. distinction or credit average
- academic awards or achievements
- major projects
- leadership roles
- thesis topics

#### Degree-specific Experience

You can emphasise discipline-related experience/employment in the heading.

Types of experience may include:

- employment

- clinical/industrial placements
- voluntary experiences
- relevant university projects

Do not just list these - employers are interested in what you did, how you did it and the end result. When describing your experiences:

- List them in reverse-chronological order
- List full job title/position
- Include the organisation name
- Give a brief description of the organisation (size, location, type of business)
- Give the dates (month year – month year)
- List your key specific responsibilities, starting each with an active verb; e.g. conceptualised, initiated, managed, produced, developed, tested, provided
- List your achievements – outline your personal accomplishments and contributions to the position or organisation, e.g. what you improved, provide the outcomes achieved, skills you developed, positive feedback or awards received. Try to be original but truthful.

You may wish to combine responsibilities and achievements within a single section.

### **Professional Development/Training**

List any relevant short courses or conferences attended, e.g. RSA/RCG, First Aid, Food Safety training. Indicate year, institution and location.

### **Professional Memberships**

List relevant professional associations and your membership status, e.g. student, associate.

Other Professional headings might include:

- publications, conferences, exhibitions, projects
- highlights/achievements
- areas of knowledge, research interests.

### **Employment Experience (not degree-specific)**

Different headings can be used to highlight relevant experience, e.g. customer service employment can be under a Customer Service Experience heading. Highlight responsibilities and achievements transferable to your professional role. Other work experience can be under Employment or another heading.

### **Voluntary/Community Work/Leadership**

### **Experience**

These may be in any area: the arts, sport, educational or community activities, both on or off campus. Use headings such as Volunteer, Community or Leadership Experience.

### **Skills Summary**

A skills section or summary provides the employer with a quick snapshot of your key skills relevant to the position/organisation. The skills section may include:

- Professional skills relevant to your field of expertise, e.g. research, market research, project management, creative writing
- Generic skills; e.g. communications, teamwork, leadership, research skills
- IT skills, e.g. competence in Microsoft Office packages, languages, operating systems, web design
- Language skills, e.g. fluency in written and spoken English and Japanese

Refer to the Identifying Employability Skills information sheet for help in determining what skills you possess.

A skills section is not needed if you have to address Selection Criteria.

### **Interests**

This is an optional heading. List 2-3 interests or social activities demonstrating a balanced and active life. Do your best to show the relevance of your interests to the vacancy, i.e. leadership, teamwork.

### **Referees**

Follow application requirements, e.g. number or type of referee. Referees:

- Can be professional, academic or personal – indicate relationship if unclear (manager, supervisor, personal)
- Should be current and able to comment on your workplace or university performance
- Check in with your referee when applying for a position and send them a copy of the vacancy, position description and your application – this will help them provide a supportive reference

## Use this example for ideas to create your own resume

### Possible structure of a casual work resume with relevant experience

#### Sam Blogs

1 Uni Street, Newcastle, NSW 2300  
0456 789 123, (02) 1234 1234  
sam.blogs@uon.edu.au

I am currently studying at the University of Newcastle and am looking for casual work in the hospitality sector. I have two years' casual customer service experience where I have proven my capacity to deliver excellent customer service and demonstrated my strong teamwork skills.

#### TRAINING

2015                      RSA & RCG                      Online Certificate Ltd.

#### CUSTOMER SERVICE EXPERIENCE

March 2013 –

March 2015    **Customer Service and Pizza Delivery (casual)**

PizzaHouse, Hamilton

Small franchise with 10 regular staff, operating in a competitive location

- Took telephone and counter orders efficiently and handled customer complaints effectively
- Received regular positive customer feedback
- Delivered pizzas to customers consistently within the allocated time
- Helped new casual staff grow into the role through providing support and training
- Won an organisation-wide staff competition to devise and name a new pizza

#### EDUCATION

2015 – Current  
2014

**Bachelor of Arts**  
**Higher School Certificate**

University of Newcastle,  
Super High School

#### IT SKILLS

Competent in MS Office 2010

#### INTERESTS

Play rugby league at NSW league level, enjoy international travel – have visited several Asian countries including China and Japan.

#### REFEREES

Mr. Jones Smith  
Owner Manager  
PizzaHouse  
0444 555 666  
jones.smith@pizzahouse.com.au

Ms. Tina Jones  
Teacher  
Super High School  
(02) 4321 4321  
tina.jones@superhighschool.com.au

#### Tip

Tailor each resume so your relevant experience is given suitable emphasis according to the vacancy or organisation to which you are applying

## Use this example for ideas to create your own resume

### Possible structure of a casual work resume without relevant experience

#### Sue San

99 Main Street, Hamilton, NSW 2303  
0456 789 123, (02) 1234 1234  
sue.san@uon.edu.au

I am currently studying at the University of Newcastle and am looking for part-time work in the retail sector. I have good communication and teamwork skills gained through volunteering in the community and my University studies.

#### SKILLS

Communication – use verbal and written communication skills and interpersonal skills in my volunteer work in the community. Continue to develop these skills through my studies.

Teamwork – work within a team of volunteers and have played in a range of sporting teams.

IT – competent in MS Office.

#### TRAINING

2015                      **First Aid Certificate**                      St. John's Ambulance, NSW

#### VOLUNTEER EXPERIENCE

February 2013 –  
Current

##### **Volunteer**

Hamilton Community Centre, Hamilton, NSW

Local community centre catering for all ages

- Work within a team of 7 volunteers helping provide a range of services to the community
- Visit local aged care centres and do home visits, keeping people company, having one-to-one and group conversations on different topics
- Help organise and supervise activities for 8 to 12 year olds with youth workers, both at the community centre and within the community

#### EDUCATION

2014 – Current                      **Bachelor of Social Science**                      University of Newcastle  
2013                      **Higher School Certificate**                      Hamilton High School

#### INTERESTS

Play badminton in the local team, enjoy international travel – have travelled around Europe during the summer break in 2013/14.

#### REFEREES

Mrs. Jane Tran  
Youth Worker  
Hamilton Community Centre  
0444 555 666, (02) 1234 5678

Mr. Tony Jones  
Teacher  
Hamilton High School  
tony.jones@hamiltonhighschool.com.au

#### Tip

Tailor each resume so your relevant experience is given suitable emphasis according to the vacancy or organisation to which you are applying

## Use this example for ideas to create your own resume

### Possible structure of a graduate resume

#### Sam Blogs

1 Uni Street, Newcastle, NSW 2300  
0456 789 123, (02) 1234 1234  
sam.blogs@uon.edu.au

I am completing my Bachelor of Social Science degree in Human Geography and the Environment and have volunteer experience in natural habitat protection. I am looking for a graduate position that will allow me to pursue my career in a practical environmental protection role.

#### EDUCATION

2014 – Current      **Bachelor of Science (Human Geography and the Environment)**  
University of Newcastle, Callaghan, NSW  
Credit average

2013                      **Higher School Certificate**  
Super High School, Superior, NSW

#### ENVIRONMENTAL EXPERIENCE

##### Volunteer Work

May 2014 -              **Natural Habitat Protection**  
Current                      Eco Conservation, Swansea, NSW  
Eco Conservation is a non-profit organisation employing volunteers in local conservation projects

- Work in several local projects aimed at protecting the local flora and fauna from non-native species.
- Work as part of team of 20 volunteers supervised by an Environmental Engineer.
- Write ongoing progress reports and undertake regular audits to monitor on-going and finalised projects under supervision by the Environmental Engineer.

##### University Project

May 2015 -              **Environmental Impact Assessment**  
June 2015                      University of Newcastle, Callaghan, NSW  
Individual project studying the impact of sea level rise on Newcastle city

- Read CSIRO report on Global Warming and Sea Level Rise in Australia and used available projections to establish 3 different scenarios.
- Used Newcastle topographical data and research unit software to predict flood areas taking into account spring and neap tides and different typical tidal patterns.
- Wrote an Environmental Impact Assessment report comparing the current Newcastle City Council data and results obtained from my project.
- Gave a 15 minute presentation to peers and research group members.

#### CUSTOMER SERVICE EXPERIENCE

December 2011 -        **Shift Supervisor**  
March 2015                      Pizza to Go, Hamilton  
Small franchise with 15 regular staff, operating in a competitive location

##### Responsibilities

- Supervised up to 25 permanent and casual staff.
- Coordinated allocation of up to 500 deliveries per shift to drivers.
- Trained and supervised staff in telephone and personal customer service.

## Use this example for ideas to create your own resume

### Possible structure of a graduate resume (continued)

#### Achievements

- Promoted to Shift Supervisor within 6 months of commencement.
- Designed and implemented a staff and customer feedback system which was adopted by the parent company for implementation in over 30 franchises in NSW.
- Regularly exceeded shift sales targets, as evidenced by promotion and staff training responsibilities.
- Won a staff competition to devise and name a new pizza.

#### SKILLS

Environmental Impact Assessment – completed a University project on the impact of sea level rise.  
Communication – demonstrated through University assignments, presentations and work experience.  
Teamwork – part of a team of 20 volunteers with Eco Conservation, overcame difficulties in University group work assignment.  
IT – competent in MS Office, SPSS.  
Languages – fluent English, intermediate Mandarin.

#### INTERESTS

Play netball at University league level, contribute articles to the University student magazine, enjoy international travel – have visited several Asian countries including Thailand and Indonesia.

#### REFEREES

Mr Tim Smith  
Environmental Engineer  
Eco Conservation  
0432 123 456  
t.smith@ecoconservation.org.au

Dr S Pirit  
Lecturer  
University of Newcastle  
(02) 4921 XXXX  
s.pirit@newcastle.edu.au

Ms Jane Doe  
Manager  
Pizza to Go  
(02) 1234 5678  
jane.doe@pizzatogo.com.au

#### Tip

Tailor each resume so your relevant experience is given suitable emphasis according to the vacancy or organisation to which you are applying

# Resume Checklist

Use this checklist in conjunction with the *Resumes* information sheet to evaluate your resume. If you are having difficulty or you would like assistance reviewing, please attend a consultation session at Careers and Student Development.

**The international job market:** A different resume format may be more applicable if you are applying for jobs outside Australia. Guidelines for many countries are available on Goinglobal which can be accessed through CareerHub at <https://careerhub.newcastle.edu.au>

## Presentation and Formatting

An employer may spend as little as 7-25 seconds on the initial cull. How you present your resume may entice the reader to look more closely at the content.

### Overall

- Tailored to meet the specific requirements of this position/industry (shows you have developed the skills needed to perform this role)

### Presentation and layout

- The presentation looks professional- no borders or gimmicks
- Headings are relevant to the position and stand out (1 or 2 sizes larger than normal text and bold)
- Sub-headings make relevant points easy to find
- Adequate space between sections of information and plenty of white space on every page
- Sections of information not split across 2 pages (optimally)
- Fonts, dates and headings are formatted consistently throughout the resume
- Easy to read font (eg Arial or Calibri in a size 11-12)
- Highlighting techniques have been used sparingly- no underlining
- A footer (name and page number) has been included
- Only short paragraphs and bullet points have been used

### Structure and length

- Clear and logical with the most relevant sections for the position appearing first
- Within each section the most recent information is

listed first, then the next most recent etc.

- Dates are correct (month-year only)
- Graduate resume is 2-3 pages
- Professional resume is 3-4pages

### Language

- Key words relevant to the position/industry used  
Language is clear and concise.
- Combination of brief text and bullet points – no wordy paragraphs
- Points begin with an active verb eg Developed... / Designed... /Coordinated...
- Correct spelling (Australian English - not US), grammar and punctuation
- Past tense used for previous jobs/activities; present tense for current
- No repetition of information – draws on a broad range of examples
- Shows enthusiasm! Will make the employer sit up and take notice. Energy and excitement are contagious
- Numbers expressed in written form between one and nine (eg one, five, seven), and in numerals for all numbers 10 and above (eg 10, 25, 108).

### Detail

- Lists relevant evidence in appropriate detail to support your claim to the role. E.g. from a current Part-time role- supervisory experience may be of interest to a graduate employer, but using a cash register may not be

### General points to consider

- Has someone else proofread your resume for



any obvious mistakes and to give you some constructive feedback?

- Have you demonstrated your accomplishments and skills in the best possible light without stretching the truth
- Do you have copies of the resume for reference?

## Content of resume (possible sections)

### Name and contact details

- Your name is the heading. ('Resume of' or 'CV of' is redundant as is a cover page)
- Sub-headings of Name, Email, Address, Telephone not included – these are self-evident
- E-mail address looks professional and includes your name
- Date of birth, age, health, religion or marital status not listed
- Citizenship/Visa status listed (when appropriate) toward the end of the resume

### Career objective (optional)

- 3-4 lines maximum. Clear, concise, factual sentences targeted to the position
- Shows your current situation (eg 'recent Psychology graduate')
- Gives an idea of your aspirations/goals and the type of work you are looking for eg 'seeking an entry level position in a community setting'
- Highlights 2 -3 relevant skills or qualities that you bring to the position or industry (refer to the job advertisement for clues)

### Education/Qualifications

- Degree/s (full title, include Majors) on first line (in bold) and University (full title) on second line. Listed in reverse chronological order with dates
- Indicates your overall academic results e.g. distinction average if applicable
- Brief details of relevant research, course work projects, thesis subjects and assignments may be included (or discuss these under a relevant heading such as 'Marketing Experience', particularly if you have no related employment)

### Employment

- Uses targeted sections eg 'Relevant Experience', 'Nursing Experience' and 'Customer Service Employment/Experience'
- Position (full title) on first line (in bold) and Company name on second line

- Indicates on what basis you were employed (e.g. FT, PT, casual, voluntary, placement)
- Gives the dates you were with the organisation (Month Year – Month Year)
- Lists your key specific responsibilities relevant to the position/industry you are applying for
- Uses short statements each starting with an active verb (e.g. manage, negotiate, develop, assess, report) focusing on outcomes/achievements.
- Quantifies accomplishments with hard numbers whenever possible. E.g. number of staff managed, lesson plans developed, marketing reports delivered
- Includes any university placements, Work Integrated Learning, voluntary or community work

### Skills Summary (optional)

- Identifies and lists in priority order your 3-4 most relevant skills for the role (these can be used as subheadings). Check job descriptions for clues
- Specific example/s for each skill clearly demonstrate your level of competence in that area using the STAR model: Situation, Task, Action, Result
- Not necessary if you have to address Selection Criteria or have covered these skills in your Relevant Experience/Employment Section

### Professional Development

- Lists any relevant short courses or conferences you have attended (Can include the date (year only), the institution and the location)

### Professional Membership/s

- Includes relevant Professional Association/s and membership status

### Community/Voluntary Experience

- The extent to which you have been actively involved has been clearly explained. (Experience may be in any area: the arts, sport, educational or community activities, both on or off campus.)

### Interests

- Includes 2-3 interests or social activities that demonstrate a balanced and active life

### Referees

- Provides current referees who are able to comment on your workplace or university performance (Contact details and relationship to you are included) or,
- Includes Statement "Available on request"

# Cover Letters

## What is a cover letter?

A cover letter is a summary of the reasons why you are the best candidate for the position. A good letter will entice the reader to read more about you in your resume and will help to get you an interview.

Your written communication skills are assessed by employers in your applications and particularly in your cover letter. Employers may be assessing any of the following:

- How well you structure written information.
- How well and clearly you express your ideas.
- How well you target your communication to your audience.
- Your grammar and spelling ability.
- Your understanding of document formatting.
- Your attention to detail in regards to typos and information.

Cover letters can also demonstrate your analytical abilities. Employers will be assessing how well you have researched the organisation and the position and how you have analysed and addressed the company's needs in the letter.

## 3 things employers want to know

- 1. Can you do the job?** Employers will look at - relevant education and knowledge, discipline related skills and abilities, demonstrated generic/business skills, work experience, talent/aptitude, ability to analyse and think for yourself.
- 2. Will you do the job?** What is your level of motivation, flexibility, drive to succeed, willingness to learn, client focus, confidence, desire to contribute, self-discipline?
- 3. Will you fit into the company?** Do you have shared culture and values, are you a team player, do you have a positive attitude? Your language can also demonstrate how you might fit in with clients and co-workers.

**Include a cover letter with every application you make.** Each letter should be specific to the position and the organisation. Employers recognise standard letters and will know you have not put in the effort they expect.

## A cover letter should:

- Be no more than one page in length
- Use a professional font type, size 11 or 12
- State the reason for your interest in the position, organisation and industry.
- Be tailored to suit the position/industry; so you must research the position first.
- Be a marketing tool to draw attention to your skills and attributes, relevant to the position.
- Mention job requirements as in the advertisement selection criteria and link to your skills and strengths.
- Persuade the employer that you are suitable and link your resume to a particular position.
- Emphasise skills, qualifications, experience, strengths, successes that you have documented on the resume which give you the competitive edge.
- State how this position is connected to your career goals or interests and values.

## Tips

- Refer to the *Cover Letter Checklist* to review your document
- Outline important elements from your resume and the selection criteria
- Check spelling and grammar
- ONLY one page
- Attend a consultation with a Career Consultant

## An example of the possible structure of a cover letter is below:

Employer Name  
Title  
Organisation Name  
Organisation Address  
Suburb State Postcode

Your Name  
Home Address  
Suburb State Postcode  
Email/ Mobile

Date

Dear Name/ Job Title/ To whom it may concern

### **Re: Job Title / Job Reference No**

#### PARAGRAPH 1

1. Nominate the job for which you are applying. Indicate the source and date of the job information. You could also provide details of any contact you have had with the organisation.
2. Mention your reasons for your interest in the position and for applying to that particular organisation.

For example:

- The opportunities for growth/professional training provided
- The calibre of the programs run or services delivered by the organisation
- The enthusiasm of the staff/ dynamic team environment (particularly if you have worked there on clinical placement/ work experience)

#### PARAGRAPH 2-3

1. Highlight the extent to which you match the requirements of the job. For example, qualifications, experience, qualities and skills.
2. Outline any further points in your favour related to the job.

For example:

- Along with my studies, I have acquired professional skills and experiences by working in various paid and voluntary positions over the last four years. In particular my strong interpersonal and communication skills have been enhanced by my role as a volunteer telephone counsellor with Lifeline.
- My ability to manage multiple projects, and my passion for working with young adults will make me an enthusiastic and valuable addition to the XYZ staff

#### FINAL PARAGRAPH

1. State your availability for interview and request an appointment to discuss your application. For unsolicited applications, mention that you will contact them by a certain date to follow up your application. Mention the attached resume or CV.

For Example:

- This is an exciting opportunity to work on the outstanding programs run by XYZ and I look forward to discussing my skills and experience at interview
- (Cold calling) I look forward to an interview with XYZ to discuss any opportunities you may have for a Social Worker and how I might best assist your organisation. In the meantime, I would be very glad to provide you with any additional information that you may need.

Yours sincerely, \*

Your Name

Attachments: resume (and academic results if requested)

\* If letter was addressed to a named employer otherwise use "Yours faithfully" to sign off.

# Cover Letter Checklist

Use this checklist in conjunction with the *Cover Letters* information sheet to ensure you submit a high quality cover letter with your application. If you are having difficulty or you would like assistance reviewing please visit Careers and Student Development.

## Presentation and Content

An employer has limited time to look through applications. This is the first document a prospective employer will scan through and your only chance to make a great first impression. How you present your cover letter may entice the employer to look more closely at the details. Ensure you present a cover letter that is highly professional and relevant, if not, your resume may not even be sighted.

### Overall

- Tailored to meet the specific requirements of the position and organisation
- The document looks professional - no borders or gimmicks

### Presentation and layout

- Heading contains both your and the employer's contact details formatted correctly
- The job title and reference number (if given) are highlighted
- A font size of 11 or 12 using professional font type for example Arial, Calibri
- Has approximately four or five paragraphs

### Structure and length

- The document is one page only
- The letter has a distinct introduction, a body and ending
- The next step in the recruitment process is referred to
- The correct signature – “Yours sincerely” if you address it to a person, “Yours faithfully” if not

### Language

- Key words are repeated from the position description and advertisement and industry-specific terms used
- Kept to positive and active language throughout – highlight what you CAN do (not what you CANNOT)
- Used short, direct and active sentences
- Ensure someone else proof-read a hard copy of your document

# Action Words

When writing job applications, resumes, letters and selection criteria statements, it is important that you use language that reinforces your capabilities. Action words can make all the difference to your application. They make your writing readable and assertive and can convey enthusiasm and demonstrate your communication skills.

**Here are some words you might find useful:**

accomplished	co-authored	earned	improved		
achieved	collaborated	edited	improvised		
acquired	collected	educated	influenced		
activated	compiled	eliminated	informed		
adapted	composed	empowered	initiated		
added	computed	enabled	innovated		
addressed	conceptualised	encouraged	involved	perfected	scheduled
adept at	conceived	engineered	inspected	performed	screened
administered	conducted	enhanced	installed	persuaded	secured
advanced	consolidated	enlisted	instituted	pioneered	selected
advocated	constructed	established	instructed	planned	set goals
aided	consulted	evaluated	integrated	presented	settled
allocated	controlled	examined	interpreted	prioritised	shaped
analysed	convinced	exceeded	introduced	processed	solved
applied	coordinated	executed	invented	produced	spearheaded
appraised	corrected	expanded	interviewed	proficient	specified
approved	corresponded	expedited	investigated	programmed	started
arbitrated	counselled	facilitated	lectured	projected	stimulated
arranged	created	familiarised	led	provided	strengthened
assembled	critiqued	fashioned	liaised	publicised	structured
assessed	customised	financed	maintained	raised	summarised
attained	curtailed	forecasted	managed	re-arranged	supervised
audited	decreased	formed	marketed	recommended	surpassed
authored	defined	formulated	mediated	reconciled	surveyed
automated	delegated	founded	moderated	recruited	tabulated
balanced	delivered	gathered	modified	reduced	taught
bought	demonstrated	generated	monitored	regulated	trained
broadened	designed	guided	motivated	re-designed	transformed
budgeted	developed	halved	negotiated	repaired	translated
built	devised	handled	operated	represented	tripled
calculated	diagnosed	headed	organised	researched	upgraded
catalogued	directed	helped	originated	resolved	validated
chaired	dispatched	hired	overcame	restored	won
classified	diversified	identified	overhauled	reviewed	worked
clarified	documented	illustrated	oversaw	revitalised	wrote
coached	drafted	implemented	packaged	saved	

## Tips

1. Start dot points or sentences with action words in your resume.
2. Use appropriate action words.
3. Avoid overloading your sentences with action words.