**Name (To edit this document please download and save)**

0499 999 999 email@email.com Linkedin.com/in/name/

This template has been created to assist you with crafting your resume with the guidance of your Coach. Please use the headings as a guide only.

**FRONT PAGE**

Only include what is most important for the role you are targeting on the front page, your Coach can help with this.

**CAREER PROFILE**

(Use Career Profile resource on the [JA Portal](https://www.ct.hudson.com/skillup) to summarise your area of expertise, experience, most marketable / relevant skills, and unique offering. Consider this as your elevator pitch or value proposition see example below.)

A proactive and knowledgeable Administration professional committed to achieving results and providing outstanding administration support. I have extensive experience in delivering excellence and consistency of accurate, high level customer support and business support in accordance with established business strategies and goals.

I am a committed team player or autonomous worker that is able to contribute cross functionally to collaborate easily to deliver high quality outputs. Highly inquisitive by nature and an effective problem solver, I have developed a reputation of being the ‘go to’ person for all product enquiries and customer support requests both with customers and internally with sales representatives and account managers.

**AREAS OF EXPERTISE**

(Only include Functions or Competencies (not character traits) – be guided by what the job advert asks for)

Administration Support Sales Support Customer Service

Documentation & Reporting Invoice Customisation Accounts Management

Data Entry Diary Coordination Stakeholder Management

**AND / OR**

**KEY STRENGTHS**

(Consider your character traits, approach and strengths. Although you may have mentioned tasks in your Career Profile already, remember repetition in context is important for the ATS)

* Professional phone manner with the ability to handle enquiries efficiently
* Strong planning, organisational & trouble-shooting skills
* Confident in utilising various systems, and databases to receive and process customer orders
* Proven experience in working within strict time frames and meeting challenging deadlines

**SYSTEMS & APPLICATIONS**

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

* MYOB
* Salesforce
* MS Office Suite (Word, Excel, Outlook, Powerpoint)

**CERTIFICATES & TRAINING**

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

**Course Institute Year Completed**

Cert IV Office Administration Leadership Management Australia 2008

**CAREER SUMMARY**

(You can go back as far as you feel is relevant and tells the story you want to about your career)

**Role Name of Organisation Employment Duration**

Customer Service Officer Organisation Year - Year

Receptionist Organisation Year - Year

**SECOND PAGE**

This is where we dive into the detail of your work experience in a reverse chronological order. Try to leave no gaps and explain those that exist e.g. Career Break, Study Break, Maternity or Paternity Leave. Follow this format to cover the last 10 years in detail. For positions prior to the last 10 years, write a brief summary of purpose and scope of role only.

**EMPLOYMENT HISTORY**

**Role Name of organisation Month Year – Month Year**

(Include brief description of the organisation: What it does, annual turnover/ revenue, where it is represented, number of employees and industry. See below as an example)

\_\_\_\_\_\_\_\_\_\_ is the global leader in water, hygiene and energy technologies and services that protect people and vital resources for customers around the world with over 49,000 employees globally.

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

As the Role within the PVC and Polyethelane Pipes and fittings division, I directly supported customer from answering inbound calls, processing orders and advising sales personnel in order to provide an excellent customer experience.

Responsibilities

(Use the [JA Portal Resources](https://www.ct.hudson.com/skillup) 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)

* Performed a number of administrative duties on a daily basis i.e. checking expenses, paying vendor invoices, updating registers
* Maintained detailed event planner to ensure successful use of all deliverables from sponsorship agreements

 Achievements

(Use the [JA Portal Resources](https://www.ct.hudson.com/skillup) to build Achievement Statements that provide context, are measurable, specific and include the action and result achieved. See example below)

* Developed a training guide for my peers on Salesforce which was shared across Australia to assist with the training for new employees.
* Created an Excel spreadsheet on all Sponsorship Agreements giving the Executive and Management team a greater understanding of each Sponsorship ensuring better use of benefits in alignment with Sales Strategies.

**\*If you have had many roles within the same company it may be more suitable to use the format below instead\***

**Name of organisation** (Total years in company) **Year –Year**

(Include brief description of the organisation: What it does, annual turnover/ revenue, where it is represented, number of employees and industry.

**Role** (Years in this role) **Month Year – Month Year**

(Include a brief summary about the purpose and scope of your role)

 Responsibilities

*

Achievements

*

 **Role** (Years in this role) **Month Year – Month Year**

(Include a brief summary about the purpose and scope of your role)

 Responsibilities

*

Achievements

*

 **LAST PAGE**

Consider this where you list the information that wasn’t important enough or specific enough to the role to put on the first page but that you don’t want to emit e.g. Internal training or professional development if the list is quite long

This could also be where you include headings for **Volunteer experience**, **Professional Memberships,** and any **Professional Development**.

**REFEREES**

(Watch our brief References Video on the [JA Portal](https://www.ct.hudson.com/) for a quick guide on best practice but if you are specifically requested to include them you can list as provided below)

Referees are available upon request

**OR**

Referee Name Title / Position Company Employed In