

How to identify & phrase activities professionally

Expanding and deciphering duties, responsibilities and achievements for résumés and selection criteria

Identifying and elaborating on tasks and achievements to use in applications is generally the most difficult aspect to complete. The average position will only require 4 bullet points and employers prefer each bullet point to be half to a full line instead of 1–2 words used as a list.

Guide to selling your skills

Never underestimate the tasks you have completed. Where you may think “all I did was make drinks” a recruiter may think “They have been able to successfully follow the legislation which governs their industry (e.g. RSA).”

The example used below will be for a casual role at a juice bar based in the Brisbane CBD.

Step 1 – List the tasks you completed regularly in your role

Make a list of all the tasks you completed while in a role, including mundane, exciting and ‘relevant’.

Customer Service

Juice Bar, Brisbane

Jan - Nov 2018

- Cash register, customer service, making drinks, food preparation, cleaning



Step 2 – Identify additional tasks or responsibilities you may have overlooked

Search similar roles currently being advertised to prompt your memory. It often helps to get assistance from a friend or family member to assist you identify, value and elaborate.

Customer Service

Juice Bar, Brisbane

Jan - Nov 2018

- Dealing with difficult customers, teamwork, Crew Member of the Month Award, promoted to trainer, senior on some shifts.



Step 3 – Group listed duties

Hopefully your list is long enough to group similar duties together. Try and keep to a maximum of 4 bullet points. If it is for a recent professional role, feel free to expand to half a page of your resume if appropriate.

Customer Service <i>Juice Bar, Brisbane</i>	Jan - Nov 2018
<ul style="list-style-type: none">• Customer service, dealing with difficult customers, cash register• Teamwork, promoted to trainer, senior on some shifts	



Step 4 – Expand with detail and/or match with key skills using professional language

Rephrase your bullet points from lists into sentences using professional language, e.g. served customers = customer service-oriented.

Customer Service <i>Juice Bar, Brisbane</i>	Jan - Nov 2018
<ul style="list-style-type: none">• Developed excellent customer service skills through the provision of problem solving and dispute resolution with difficult partners• Experience in training and supervision of new and existing staff	

Examples of job descriptions

Professional roles

Promotions Officer - Schools <i>Marketing Department, Name of TAFE</i>	Feb 2017 - Current
<ul style="list-style-type: none">• Demonstrated stakeholder engagement skills through building effective relationships with both School and TAFE senior management• Event management/representation of SCT to high schools and community events• Project manager for XXXX event: TAFE yearly open day for Year 10 students	

Administrator - Training (Volunteer) <i>TAFE Training, Brisbane</i>	Feb - Sept 2017
<ul style="list-style-type: none">• Scheduled and coordinated inductions and training programs• Updated and maintained information on the company training database• Ensured that all workshop resources were filed and current <p><i>Achievements</i></p> <ul style="list-style-type: none">• Updated workshop resources and provided a training session to 20 employees on Microsoft Office. I received excellent feedback from all attendees.	

Casual roles

Customer Service Attendant

Jan 2017 - Feb 2018

Donut King, Brisbane

- Provided high level of customer service and sales
- Committed to high standard of food hygiene

Achievements

- Awarded QLD Employee of the Month due to highest mystery shopper score for 2017

Team Leader - Customer Service

Aug 2016 - Jan 2017

Video 2000, Germany

- Developed efficient scheduling and staff pay methods
- Training and supervision of new and existing staff

Achievements

- Awarded best national customer service award for December 2016

Volunteer roles

Red Cross Fundraising

2016 - current

Achievements

- Responsible for organisation of fundraising event for the 2018 Queensland floods
- Leadership of organisational team including a core group of seven and a team of 25 volunteers
- Volunteer at "Mud Army" fundraising day at Suncorp Stadium

Executive Committee UQ Management Association (UQMA)

Dec 2016 - current

Achievements

- Organised the employer/student networking evening in 2017 with 4 other members of the Executive Committee. The event was very successful and attended by over 10 industry representatives and 100 UQ students

For further details, please contact:

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