

Resume Writing Workshop

Pharmacy
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Aim

1. To encourage students to approach graduate recruitment strategically
2. To assist students to assess their skills, attributes and aptitude and match with job vacancy requirements
3. To provide students with skills in preparing a professional resume



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Today's seminar

Writing resumes that get short-listed

- Before you start
- Resumes and CVs
- Purpose of the resume
- Graduate resumes
- Layout and format
- Common mistakes
- Application forms
- Selection Criteria
- Cover Letters



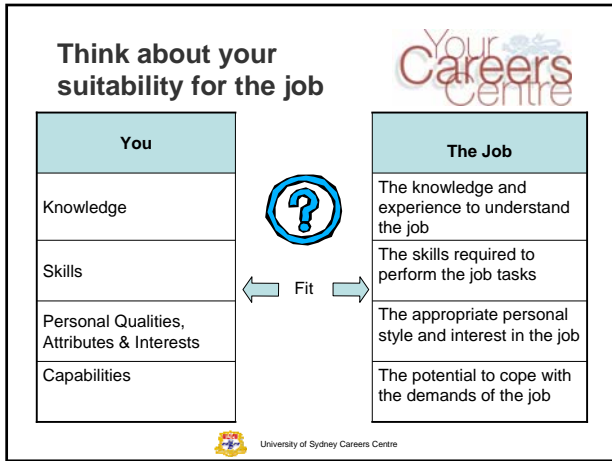
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Before you start

- Making use of your Professional Association/s
- Be aware of your career options
- Plan some short & long term career goals
- Seek out relevant vacation, volunteer and part-time work
- Prepare yourself for the graduate recruitment season
- Think about postgraduate study
- Identify your preferred employers (think broadly)
- Find out what employers are looking for in graduates
- Identify your skills gained at university (technical & generic)
- Make use of faculty and association websites
- Make use of the Careers Centre services and website



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Identify your skills

Professional & Technical Skills and Knowledge	Generic or Transferable Skills	IT Skills
Preparing and dispensing medicines, ointments and tablets Advising patients on how medicines are to be taken or used Informing other health professionals on medicines Knowledge of selection, dosage, drug interactions and potential side effects of medications Research in ... Testing / analysis of ... Knowledge of relevant legislation, and recognised standards Use and care of scientific & medical instruments	Presenting a report Chairing a meeting Writing article on ... Team work Managing time Managing projects Accuracy Problem solving Ability to work with complex information Customer service Leadership	MS Office Suite (Word, Excel, Access, PowerPoint) Specific software relevant to your discipline or research area Use of specific databases Programming Networking Developing Internet

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Personal qualities and attributes

- Achievement-oriented
- Ambitious
- Common sense
- Confident
- Enthusiastic
- Friendly
- Hard working
- Honest
- Easy to get along with
- Loyal
- Motivated
- Persistent
- Risk-taker
- Reliable
- Sense of humour

These are lovely BUT they may not get you a job.

There is a difference between personal qualities and SKILLS

Make sure your CV reflects an accurate list of your work-based professional skills developed through your studies and any pracs undertaken

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Your achievements

- What have you done, produced, developed, written, researched?
- What are you proud of?
- What are your best examples to show potential employers?

Develop your portfolio

- A system for storing and displaying your work
- Hard copy in folder and/or soft copies on PC, website, memory stick
- Includes:
 - Academic transcripts & certificates
 - Evidence of your skills and achievements
 - Examples of your work eg research, experiments, prac reports
 - Photos of relevant activities
- Keep your system current
- Take relevant documents in a folder to job interviews

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Resumes & CVs



Interchangeable terms

Resume means 'summary'
(French)

Curriculum Vitae means 'a brief account of one's life'
(Latin)

Tips Don't use either term as your heading
Use your name instead



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Purpose of a resume



To be selected for an interview

Tips Consider your resume as a marketing tool
Review your resume from the employer's perspective
List the most relevant information first
Provide detail where necessary (focus on uni not school)



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Many resume formats



There is no one single 'correct' way to present a resume
Take the time to try different formats
Your study and experience deserve a professional style
Work in reverse chronological order for study and jobs
Be honest
Tailor your resume for each vacancy, especially your relevant skills
Update your resume every 6 months

Tips Avoid resume templates (but good for a starting point)
Use a format to match your situation and experience



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Essential



Style & format

- Easy to read
- Concise
- Positive
- Specific
- Well structured
- Consistent style & format
- No spelling errors

Content

- Clear objective
- Link studies to vacancy
- Skills list
- Relevant experience
- Relevant projects
- Credible set of achievements
- Extra curricular activities



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Graduate resumes



- Name & contact details
- Career Objective / Career Statement / Profile
- Education / Qualifications / Awards
- Skills Summary
- Relevant Work History (includes clinical experience, internships)
- Other Work History
- Publications / Conferences / Research Grants
- Courses Attended / Relevant Training
- Professional Memberships
- Languages
- Residency status / work visa (if applicable)
- Interests / Extra curricular activities
- Referees



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Career Objective



- Current study and relevant work (include number months/years)
- Career goals (short and long term) / field of interest
- 2-3 key skills you are offering
- Availability

Tips Be specific and factual
Use short sentences
Inspire the reader to look at the rest of the resume



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Bad example



I seek a challenging position in a progressive global company which uses state-of-the-art technologies and will allow me to use my skills and develop leadership experience with a view to expanding my career horizons while contributing to the goals of the organisation.

How can you improve this career objective?

- Be specific about your skills and experience
- Aim to stand out from the crowd
- Focus on what you could do for the organisation, not on what the organisation can do for you
- Avoid flowery language and broad meaningless statements



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Better example



Pharmacy graduate with strong academic record and one year commercial laboratory experience with xxx. Interested in xxx and xxx fields. Key skills in xxx and xxx with ability to prepare research reports and present data. Enthusiastic and good attention to detail. Keen to undertake research assistant position while completing Honours year. Available Wednesday to Friday and full-time during vacations.

Tips Skills in your career objective must match the vacancy
Indicate relevant work and projects
Use key words



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Qualifications

B. Pharmacy (Hons)

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Distinction average results

Expected completion December 20XX

Key subjects (list 4-6, focus on recent & relevant with best results)

.....

.....

Major projects (list 2-4 by title, or in more detail on a separate page)

.....

.....

Clinical Placements (list here, or in more detail on a separate page)

.....

.....



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Skills Summary

- Advise ...
- Analyse ...
- Coordinate ...
- Create ...
- Design ...
- Edit ...
- Implement ...
- Manage ...
- Monitor ...
- Organise ...
- Prepare ...
- Research ...
- Supervise ...
- Survey ...
- Train ...
- Write ...

Tips Use action words to begin each descriptor
 Select the most recent and relevant examples
 Be prepared to support each claim with evidence



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Relevant Work History

Pharmacy Assistant

XXX Pharmacy, West Ryde

Large family-owned retail business employing 10 staff

November 20XX to current

(part-time and vacations, averaging 15 hours per week)

Responsibilities

- Customer Service, providing advice on products
- Sales, cash handling, stock monitoring
- Assisted customers with special needs

Achievements

- Prepared audit of medical supplies, storage and security
- Assisted Pharmacist with major medication recall



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Other Work History

Sales Assistant

Myer, George St, Sydney

August 20XX to October 20XX

Duties

- Customer Service and sales in menswear and kitchenware departments
- Stock monitoring, presentation, annual stock take
- Maintained product knowledge
- Shift supervisor on weekends, trained 10 new staff
- Money handling, operated EFTPOS and credit card facilities



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Achievements



- Promoted to position with more responsibility, trained new staff
- Increased sales, profits, efficiency
- Improved quality, systems, methods
- Decreased complaints, waste, turnaround time
- Reliable employment record, minimal sick leave
- Received consistently positive feedback from staff, customers
- Projects completed on time, met standards, within budget
- Elected to a committee, represented a group
- Given a leadership role (at work, uni, sport, club)

Tip Describe and quantify each claim, where relevant



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Courses Attended



- List any relevant short courses
eg supervision, teamwork, first aid, training in specific techniques or equipment
- Include the training organisation, location and year
- Ensure you have certificates of attainment as evidence

Tip Keep this list current



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Professional Membership



- List any professional associations you have joined
- Include level of membership (student, associate, professional)
- List most recent year of membership

Pharmaceutical Society of Australia www.psa.org.au
The Society of Hospital Pharmacists of Australia www.shpa.org.au
Pharmacy Guild of Australia www.guild.org.au

Tips Get involved by attending events, training, conferences
Keep knowledge current by reading journals & research
This does not include clubs and societies or interest groups



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Interests



- Include your interests and hobbies
eg sport, social, community, volunteer involvement
- Include and extra-curricular activities
eg clubs and societies on campus

Tips Detail can vary depending on your level of activity and amount of more relevant experience you can offer
Be honest



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Referees



Prof John Davidson
Lecturer
University of Sydney
Ph 02 9351 XXXX
j.davidson@usyd.edu.au

Ms Jane Burrows
Manager
XXX Pharmacy, West Ryde
Ph 02 9123 4567
M 0414 333 333
jane.burrows@xxx.com.au

Tips 2-3 referees
Must be able to comment on your work & technical skills
Always ask their permission first, and keep them informed
'Referees on request' also permissible in certain circumstances



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Common mistakes



- Spelling and grammatical errors
- Font too small
- Obvious 'cut and paste'
- Too wordy, too brief, poor wording
- Not tailored for the vacancy or organisation
- Not clear, leaves reader with questions
- Fancy gimmicks (borders, highlighting, underlining, many fonts)
- 'Fun' email address
- Lack of detail about your studies
- Overstated claims, bluffing



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Common questions



- Are graduate resumes different for each profession / discipline?
- I've heard a resume should only be one page, is that true?
- Should I include a photograph?
- Do I need to state my date of birth?
- Do I include marital, family or health information?
- Do I include my school information?
- Do I hand my resume to employers in person?
- Do I need to pay a resume service to have my resume prepared?
- Will a recruitment agency write or check my resume?
- I just updated my old school resume, is that sufficient?
- I just sent out 100 resumes, how come I didn't get a response?



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More resume help



- Resume Express
On-line guide to writing your resume
- CV Checking Service
24 hour turnaround
- CV Clinic at Careers Centre
Bring your resume and receive guidance on how to make improvements

www.careers.usyd.edu.au

www.graduatemcareers.com.au

For guides on resumes and cover letters



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Applications



- Mostly on-line for graduate recruitment programs
- May include mix of resume and question format
- May need to attach your resume as well
- Often by email (with attachments) for other roles
- Will need to address selection criteria

Tips Download and complete in word format first
Have all your necessary details handy
Check if you can complete in stages and save
Don't leave it to the closing day
Keep a copy of each application and resume sent



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Selection Criteria



- Summarises the key requirements of the position
- Used by the panel to short-list for interview stage
- May include essential and desirable criteria
- Common for public sector and larger corporate organisations
- Prepare a Statement Addressing the Selection Criteria (separate document to your resume and cover letter)
- Use specific examples to demonstrate your skills & knowledge
- Your responses can draw from university, clinical experience, paid and unpaid work, relevant community activities, maybe school
- If it was a team effort, indicate your role and contribution
- Expect the interview questions to be based on the criteria



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Selection Criteria



Examples

- Demonstrated ability to respond accurately to complex enquiries (both verbal and written) and prepare written responses with reference to relevant policy and procedures. Ability to write information suitable for the website.
- Aptitude to perform a leadership role and motivate a team.

Tips You MUST address each criteria
Ensure you respond to each part of the criteria
eg verbal and written communication skills
Select your strongest and most recent examples
Write ¼ to ½ page per criterion
Structure your response



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Structure



Situation

give a context

Task

what was the goal?

Activity

clear strategy

Result

so what? outcome



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Example



Demonstrated capacity for leadership and decision making

- S** While in my final year I worked on a team-based project involving XXX where we were required to produce XXX and XXX to industry standards.
- T** There were 5 other students in this team and we each took on a different leadership role. I was the team coordinator—ensuring tasks were allocated according to strengths, progress was made and deadlines were met.
- A** I liaised with the academics and industry contacts regularly and read widely on the topic to provide the broad perspective required of this type of project.
- R** My ability to analyse available data and guide the group in joint decision-making was an important element in the success of the project. I have developed skills in managing meetings and discussions. We receive a High Distinction and presented at a faculty meeting to visiting academics and industry representatives.



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Cover Letter



- First impressions count
- Prepare a basic design and content
- Tailor the letter for each vacancy
- Keep the tone positive
- Avoid vague claims eg hard working, fast learner

Tips Cover letter must be no longer than ONE page
Ask someone to check your cover letter and resume



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Cover Letter



Address Blocks, Date, Salutation, Heading

Paragraph 1 Introduction

Paragraph 2 Why me

Paragraph 3 Why them

Paragraph 4 The hoped-for result of your letter

Tip Use formal letter-writing conventions
Refer to Careers Centre and faculty websites for examples



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