



A step-by-step guide to building your CV

1. Let's start with your header...

Include your full name and at least one way for employers to reach you. You don't need to have the word 'CV' or 'Resume' at the top. Place your name there, own the document, make this about you! Our suggestion is to include both your contact number and email address.



Helpful Hint: Use a professionally sounding email – your initials or full name works best as your email address is a reflection of your personal profile.

2. Next up: Experience

Here's how it works - add your current and previous employment details followed by a selection of statements to highlight your accomplishments.



Helpful Hint: You can use our professionally written phrases below:

- Recognised by management for providing exceptional customer service.
- Performed site evaluations, customer surveys and team audits.
- Maintained updated [Type] knowledge through [Task] and [Task].
- Handled all delegated tasks, including [Task] and [Task].
- Improved profit margins by streamlining operations and workflow and negotiating competitive vendor contracts.
- Collaborated with others to discuss new [Type] opportunities.
- Answered [Number] calls per [Timeframe] to address customer questions.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Earned reputation for good attendance and hard work.
- Leveraged [Software] to input and compile data gathered from various sources.
- Achieved cost-savings by developing functional solutions to [Type] problems.
- Delivered [Product or Service] to customer locations.
- Worked closely with team members to deliver project requirements, develop solutions and met deadlines.

- Created agendas and communication materials for team meetings.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Improved customer satisfaction by finding creative solutions to problems.
- Improved operations by working with team members and customers to find workable solutions.

3. Next up: Education

Here's how it works - enter details about any education, vocational programmes, or training courses you have been on or completed. Add a description or additional details as this helps an employer understand your qualifications.



Helpful Hint: You can use our professionally written phrases below.

- [Scholarship Name] Recipient
- Completed coursework in [Subject], [Subject] and [Subject]
- Major in [Subject]
- Minor in [Subject]
- Completed continuing education in [Subject]
- Completed professional development in [Subject]
- [Student Organisation or Club Name] Member
- Ranked in Top [Number]% of class
- Thesis: [Name of Thesis]
- [Award Name] Recipient

4. Next up: Skills

Here's how it works - review the skills we recommend for your job title. Select skills that best match your background and goals.



Helpful Hint: You can use our professionally written phrases below.

These are the key soft skills for a CV:

- | | |
|---------------------|-------------------------------|
| • Creativity | • Empathy |
| • Critical Thinking | • Customer Service |
| • Problem Solving | • Decision Making |
| • Public Speaking | • Management |
| • Customer Service | • Leadership |
| • Teamwork | • Organisation |
| • Communication | • Interpersonal Communication |
| • Collaboration | • Adaptability |
| • Accounting | • Negotiation |
| • Active Listening | • Conflict Resolution |

These are typical hard skills for the most common jobs:

Sales, Retail, and Customer Service Jobs

- Product Knowledge
- Lead Qualification
- Lead Prospecting
- Customer Needs Analysis
- Referral Marketing
- Contract Negotiation
- Self Motivation
- Increasing Customer Lifetime Value (CLV)
- Reducing Customer Acquisition Cost (CAC)
- CRM Software (Salesforce, Hubspot, Zoho, Freshsales)
- POS Skills
- Cashier Skills

General Management and Project Management

- Agile
- Managing Cross-Functional Teams
- Performance Tracking
- Financial Modelling
- Ideation Leadership
- Feature Definition
- Forecasting
- Profit and Loss
- Scope Management
- Project Lifecycle Management
- Meeting Facilitation

Engineering & Technical Jobs

- STEM Skills
- CAD
- Design
- Prototyping
- Testing
- Troubleshooting
- Project Launch
- Lean Manufacturing
- Workflow Development
- Computer Skills
- SolidWorks
- Budgeting
- Technical Report Writing

Office and Administrative Jobs

- Data Entry
- Answering Phones
- Billing
- Scheduling
- MS Office
- Office Equipment
- QuickBooks
- Shipping
- Welcoming Visitors
- Salesforce
- Calendar Management

Advertising and Marketing

- SEO/SEM
- PPC
- CRO
- A/B Testing
- Social Media Marketing and Paid Social Media Advertising
- Sales Funnel Management
- CMS Tools
- Graphic Design Skills
- Email Marketing
- Email Automation
- Data Visualization
- CPC
- Typography
- Print Design
- Photography and Branding

IT Jobs

- Programming Languages
- Web Development
- Data Structures
- Open Source Experience
- Coding Java Script
- Security
- Machine Learning
- Debugging
- UX/UI
- Front-End & Back-End Development
- Cloud Management
- Agile Development

5. Last but not least: The Summary

Here's how it works - write a summary that best describes your background and goals.



Helpful Hint: You can use our professionally written summaries below.

- [Type] executive offering [Area of expertise] expertise gained through [Number] years of [Industry] successful contributions. Motivating leader with history of building and managing [Type] teams. Proficient at identifying [Type] issues and integrating [Type] solutions to achieve [Result]. Strong relationship builder works well with stakeholders and corporate teams.
- Student motivated to apply education and abilities to enhance operations. Eager to learn new skills and advance knowledge with hands-on experience. Proficient in [Software] with advanced interpersonal skills.
- Hardworking and reliable [Job Title] with strong ability in [Task] and [Task]. Offering [Soft skill], [Soft skill] and [Soft skill]. Highly organised, proactive and punctual with team-oriented mentality.
- Results-focused [Industry] professional with strength in [Skill], [Task] and [Task]. Proactive leader with strengths in communication and collaboration. Proficient in leveraging [Area of expertise] and [Area of expertise] knowledge to promote [Result]. Adept at managing concurrent objectives to promote efficiency and influence positive outcomes.
- Ambitious student pursuing [Area of study] degree eager to contribute developed knowledge in [Job Title] role. Skilled in [Skill] and [Skill] in [Type] settings. Adaptable and driven with strong work ethic and ability to thrive in team-based or individually motivated settings.
- [Area of study] student seeking internship in [Area of expertise] to gain hands-on experience. Strong technical proficiency with work history in [Area of expertise]. In-depth knowledge of [Software] coupled with [Task] and [Task] abilities. Proven history of [Soft skill] and [Soft skill].
- Talented [Job Title] and team leader offering [Number] years of success in [Type] environments. Strategic thinker with [Area of expertise] proficiency. Offers proven ability to build effective teams and [Task]. Committed to identifying and leveraging opportunities for growth. Certified in [Area of certification].
- [Job Title] with talent for [Task] and [Task]. Strong knowledge of [Area of expertise] and [Area of expertise]. Communicative and team-oriented with proficiency in [Software]. Proven history of fostering [Action] to meet team, individual and management objectives.

- [Job Title] with demonstrated command of [Area of expertise]. [Type] expert with developed aptitude for [Action] and [Action]. Multilingual and fluent in [Language] and [Language], offering solid comprehension of cultural diversity.
- Enthusiastic student with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organisational skills to any setting. Excited to bring above average user skills in information technology and social media.
- Results-focused [Industry] professional with strength in [Skill], [Task] and [Task]. Proactive leader with strengths in communication and collaboration. Proficient in leveraging [Area of expertise] and [Area of expertise] knowledge to promote [Result]. Adept at managing concurrent objectives to promote efficiency and influence positive outcomes.