

# PREPARE A WINNING RESUME – Administration

## Personal Details

You are not obliged by law to include information on age, marital status or nationality.

## Contact Details

Always include your telephone number and email address.

## Academic Results

Be specific about your education and professional qualifications. State your school and if aged under mid-twenties include your results and grades.

## Computer Skills

Computer skills are the new business language and you should definitely indicate your proficiency in the various programs. If you have poor or no computer skills, then exclude any reference to such skills.

## Languages

If you are fluent in a language, particularly an Asian language, you should include this skill and your proficiency.

## Interests

This can help at interview stage to find a common talking point.

## JANE SMITH

### PERSONAL DETAILS

**Nationality** Australian

**Residence** 123 James St, Cairns QLD 4870  
H: (07) 4012 3456 M: 0412 123 456  
[jsmith@bigpond.com](mailto:jsmith@bigpond.com)

**Education** **Certificate III in Business Studies, 2005**  
Martin College, Cairns

**High School Certificate, 1994**  
Brisbane Girls High  
OP 10

**Computer Skills** Conversant with:  
- Microsoft Office 2000  
- Outlook Express  
- Publisher  
- Photoshop

Typing Speed:  
- 65wpm

**Languages** Japanese – fluent spoken & written

**Interests** Bushwalking, movies, music

## JANE SMITH

### CAREER HISTORY

**Mar 2002–Present** **MORGAN ENTERPRISES PTY LTD, CAIRNS**

**Company Description** Morgan Enterprises is an import/export company with offices in various locations in Australia & South-East Asia ([www.morgan.com.au](http://www.morgan.com.au))

**Position (2)** **Personal Assistant (Sept 2004 – Present)**

**Responsibilities**  
-Maintain diaries and co-ordinate meetings  
-Organise travel arrangements  
-Minute Taking  
-Dictaphone transcription  
-Internet Research  
-Supervise and delegate work to Administration Assistant

**Achievements**  
- Successfully implemented a new QA procedure

**Position (1)** **Administration Assistant (Mar 2002 - Sept 2004)**

**Responsibilities**  
-Provided secretarial and administrative support  
-Preparation of confidential documentation and major statistical reports  
-Managed flow of written/oral communications, maintained relevant filing and initiated follow-up

**Achievements**  
- Promoted to Personal Assistant

**Feb 1996–Feb 2002** **METHODIST CHURCH GRAMMAR SCHOOL, BRISBANE**

**Position** **Secretary to Sports Director**

**Responsibilities**  
-Provided word processing, computer data input and administrative support  
-Assisted with preparation of budgets, obtaining quotes, ordering of equipment and processing of accounts  
-Co-ordinating transport arrangements to and from school sporting events and intra/interstate tours  
-Informing students and parents of sporting events and training

**Achievements**  
- Assisted in coordinating a inter-school sporting event

**REFERENCES** Available upon request

## Employer Description

Describe your current employer concisely, i.e. size, market sector, turnover if applicable, as this informs the reader and gives them a frame of reference. Include the business website.

## Position Title

Display your most recent job first and then work chronologically backwards (using months and years in the dates) giving less space to earlier jobs. Since space will be at a premium your objective must be to inform and excite the reader.

## Responsibilities and Achievements

Whenever possible include the experience relevant to a particular job and always quantify your responsibilities so that employers can quickly identify how you can add value to their business.

## References

References do not have to appear on the resume although be prepared to provide references on request. It may be a good idea to state that you have business references available.