

Resume Guidelines



How to correctly structure a resume that gets you into interview.

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When you construct a resume it is important that it does not just become a long list of your roles and responsibilities.

We are **constantly looking for achievements and outcomes** as they relate to the positions you have worked.

Example

NO	YES
Completed a process redesign and identified inefficiencies through data analysis.	Process Redesign: Identified systemic inefficiencies through data analysis and led a collaborative process redesign achieving a 60% reduction in complex needs applications and \$50K in savings within six months.

We will discuss Applicant Tracking Systems (ATS) and AI-enabled screening tools designed to manage high volumes of applications later in the series, which is important for this specific topic.

What are the key elements to include?

A resume should clearly demonstrate:

1. Name
2. Suburb, State, Postcode, and email
3. Career Snapshot (Significant Experience) - we strongly recommend this as it usually the first thing a recruiter sees

WITHOUT SNAPSHOT

NAME

+61 XX5 387 XXX | email@gmail.com

SUMMARY

An accomplished professional with a track record of developing strong relationships, increasing efficiency, and streamlining processes. Proven experience at using problem-solving and task prioritisation skills to support the team to succeed. Proven ability to maintain focus, performance, and quality in a complex, high-volume operating environment. A genuine passion for the customer always putting customer's needs first.

PROFESSIONAL

WITH SNAPSHOT

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Career Snapshot:	
Assistant Manager ABC Hotel - Western Australia	
✓	19 guest rooms and onsite sports bar, restaurant and bottle shop 20 staff consisting of Food & Beverage, Kitchen, Housekeeping
XYZ Hotels Hotel Manager Adelaide	
✓	90 guest rooms and apartments 10 staff consisting of Housekeeping, Maintenance
Assistant General Manager XXX Lodge	
✓	15 bayans guest rooms (30 Guest Maximum at one time) 25-30 staff consisting of Reception, Food & Beverage, Kitchen, Housekeeping, Spa
Lodge Manager MYY - Newcastle NSW	
✓	14 guest rooms (28 Guest Maximum at one time) 20 staff consisting of Reception, Food & Beverage, Kitchen, Housekeeping, Marine, Spa and Fine Dining Restaurant
Duty Manager Karma Rottnest Lodge (Rottnest Island)	
✓	61 guest rooms 30 staff consisting of 10 front of house, 3 reception and 7 back of house 2 x bars - Cocktail and Sports, Restaurant, cocktail bar and sports bar
PROFESSIONAL	

4. Your career progression

5. Your Education

6. Your Referees

If the purpose of a resume is to quickly show a prospective employer why you are suitable for the role, then it makes sense to place your best achievements to the top where they can't be missed. The most important principle remains unchanged: tailor your resume for every application.

This means:

- Reflecting the language and capabilities outlined in the job description
- Highlighting the most relevant achievements
- Aligning with the organisation's values and priorities

The easiest way to do this is to ensure that the words and phrases used in the job ad or position description are mirrored in your roles and achievements.

Many employers now use ATS software to scan resumes for keywords and required skills before a human reviews them. Reviewing the job advertisement closely and ensuring your genuine experience mirrors the criteria is essential.

AI tools can assist with identifying key themes or refining your wording, but your resume should always reflect your authentic experience and voice.

Ensure your referees:

- Are aware you are job searching
- Can speak positively about your work
- Understand the type of roles you are applying for

Two referees are generally sufficient.

The Key Purpose

A resume is a short document designed to **secure you an interview**, not to tell your entire career story. It gives recruiters a quick snapshot of who you are, your experience, and the value you bring.

Its main purpose is to **match you to a job** by highlighting relevant skills, experience, and achievements. It helps both recruiters and applicant tracking systems quickly see that you meet the key requirements of the role.

A strong resume also **demonstrates impact**, not just duties. It shows what you have achieved, improved, or led, so employers understand how you can contribute to their organisation.

Ultimately, a resume is a **marketing tool**—it should create enough interest that an employer wants to learn more about you in an interview.

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Ian Waller BSc Psych has over 30 years writing criteria, he has Chaired numerous panels, and was a Career Planning Mentor for a large State Government organisation. Ian writes a lot of criteria for all positions from Level 1 to Director. He sees his job as simple - get you into the interview in **first place**. Why? Because going into the interview in second or third means you have a lot of catching up to do.

