



UCC CAREER SERVICES

Guide to CVs



What we can do for you...

The Career Services offices, located at Brighton Villas, offers the following services to UCC students:

Careers Advice: You can book your appointment online to see a careers advisor in UCC. Just log on to ucc.ie/careers and click on "Meet a Careers Advisor". Careers Advice is available daily from 9.30am to 5pm which gives you the opportunity to discuss career options with experienced career professionals.

Information: We have a dedicated information team who advise you on your career research and regularly update the careers website offering a wealth of useful information. We have a wide range of careers resources to help you secure work at home and overseas.

Jobs: We post many jobs and work experience opportunities on our website ucc.ie/careers.

We manage the work placement programmes which are offered in many degree programmes.

You can find us on the web, facebook, twitter, linkedIn. We are never too far away.



Ucc.ie/careers



facebook.com/ucc.careers



twitter.com/careersUCC



<http://www.linkedin.com/pub/ucc-careers-service/28/151/b3>

“The events organised by the Career Service helped me prepare better. I now have a job offer for next year.”

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INTRODUCTION

There are many sources of information in print and on the internet about CV's. There is no blueprint for the perfect CV but there are guidelines to help you make an effective CV that is right for you and for the job or career area that you are applying for. The content is written with University College Cork students in mind from the four colleges.

- College of Arts, Celtic Studies & Social Science
- College of Science, Engineering & Food Science
- College of Medicine & Health
- College of Business & Law

The booklet should be read in conjunction with attending talks on CV's which are organised by the Career Services. You can also get your CV reviewed by a Careers Advisor by booking an appointment through the career services on-line booking system, **www.ucc.ie/careers in the Book your Appointment section.**

Selling your experience is of key importance when looking for a graduate opportunity or a part time job whilst in College. It is crucial that you present your experience in a detailed way that highlights your experience positively. The SAMPLE CV's and the SAMPLE bullet points on Project Work and Work Experience highlight the "diversity" of SKILLS that UCC students have to offer. These should be used for ideas when preparing your CV - Do not copy and paste them into your CV. Put your CV into your OWN LANGUAGE.

WHAT IS A CV – AND WHY DO WE ALL NEED ONE?

- A CV is your personal Marketing Brochure. It should highlight to the employer the possible benefits of employing you. In most cases a CV will be your first and only contact with the employer in advance of an interview.
- An accurate, positive, concise summary of your qualifications, skills and experience. (Whether you are applying for a summer job, placement, a graduate programme, or a postgraduate course then you will need to present yourself positively and professionally on paper).
- A well written CV is the difference between getting and interview or not.



TARGETING YOUR CV

- A successful CV is targeted to the specific job criteria set out by the employer. These criteria will be found in the job description and the person specification.
- Job specifications are frequently divided into Essential and Desirable requirements. The desirable requirements can be used to narrow down the candidates when there are a large number of high quality applicants.
- In short you need to find out what the job involves and then think about how you meet the requirements.
- It is a MATCHING process
- A targeted CV will highlight the EVIDENCE an employer is looking for: A generic CV will hide it.

HOW TO TARGET

Identify

- **Exactly what the employer wants.**
The more specific you are, the more targeted your CV will appear.
- **Use the job description/person specification and company website to draw up a list of what the organisation wants.** Match your own experiences to these key requirements. Try to mirror the language they use, without doing a straight cut and paste job.

Vary

- **Detail:** Information such as course content or exams taken will be of great interest to some employers, irrelevant to others.
- **Emphasis:** Draw attention to activities most relevant to the job/employer. A management consultant, for example, supports companies with change management, so emphasise situations where you have made a difference.
- **Headings:** Using appropriate headings helps to draw attention to the relevance of your experience.
- **Organisation:** You don't have to follow a conventional set format. Group relevant experiences together, heading them "Related Experience". This might include paid and unpaid work, short visits and courses, or extra-curricular activities and responsibilities.
- **Order:** List your skills and experiences in a sequence which reflects the employer's own order of priority.
- **Tone:** The manner in which you would approach an advertising agency is likely to differ from that in which you'd tackle a job in finance or academic.
- **Explanation:** Ensure that the employer understands the relevance of any of your experiences, whether a job, an interest or extra-curricular responsibility. Explain them clearly, spelling out why they're relevant.

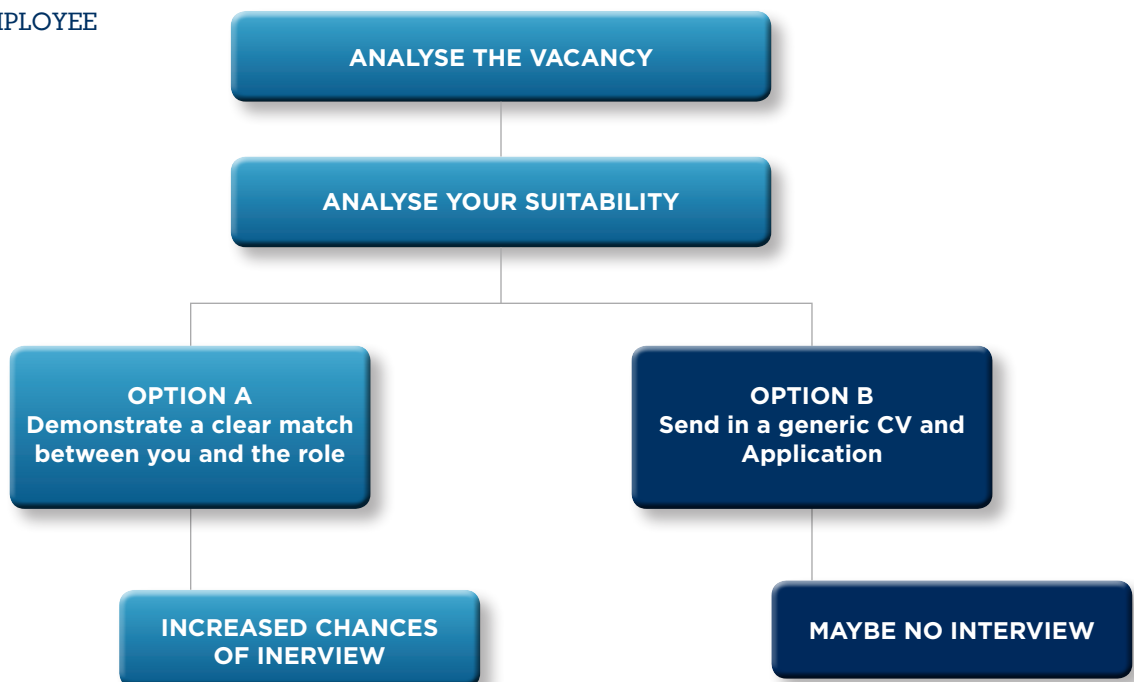
EMPLOYER

*Flow Chart on how
an Employer shortlists
applications*



The Application / Recruitment Process

EMPLOYEE



WHAT TO INCLUDE IN A CV

PERSONAL DETAILS

- Name, address, Tel No, mobile, email address.
- Provide home AND term address if necessary.
- Email address needs to be professional
name.surname@student.ucc.ie **NOT** highflyer@hotmail.com
- Change email address when you leave college
- Include LinkedIn Profile?
- Web-links to projects, and so on
- Marital Status and Gender not necessary unless you have specific reasons for including these.

EDUCATION

Third level

- Reverse Chronological Order (Current first, then working back)
- Name and location of University, years of study, correct course title,
- Outline details of subjects studied, specific modules, projects undertaken, technical or lab skills acquired if applicable.
- Provide information re: results achieved in specific years/modules/projects.
- Highlight distinctions or awards received e.g. College Scholar

Second Level

- Name and address of secondary school, years of study
- Leaving Certificate points out of 600. Include good grades in relevant subjects

Subject/Module Information

- There are a number of different options re: listing modules:
 - a) Course Modules – where you do not have a large number of modules (particularly first year).
 - b) Core Modules – allows you to list most relevant modules studied from across the degree programme.
 - c) Subjects (Selection) – (be selective)

Projects:

- Provide information on relevant projects undertaken:
- Give Title and a brief Description
- What research did you carry out? What Methods did you use?
- What was the analysis that you conducted? What were your findings?
- What result was achieved?
- Optional: Include web link to project

EMPLOYMENT

- Different headings can be used to highlight particular experiences that you have - Work Experience, Professional Experience, Relevant Experience, Engineering, Teaching, Accounting,
- Give a brief description of the company business and size if it's not a well-known name.
- Provide good, clear and concise information re: the duties that you had/have, and the work that you carried/carry out. Use professional and descriptive language to outline this information.
- The information is best presented in bullet point form.
- Resources: www.prospects.ac.uk www.gradireland.com
- Also provide details on what you achieved in any given job; targets met, projects managed, results achieved – give quantitative measures if possible: numbers, budgets, sizes of teams for examples.
- Include any placements, internships, vacation work and voluntary work.

SKILLS

- The length of the skills section will depend upon the content of the rest of the CV.
- The section could be entitled KEY or RELEVANT SKILLS
- Avoid duplication with the rest of the CV. For example if you have brought out skills in your work experience, there is no need to repeat this in a skills section.
- A Skills section is useful in certain circumstances – particularly where you are applying for positions where you have no experience, or in areas that are different from your degree background.
- **Transferable Skills:** Skills learned in one field of work that can be easily adapted to a different field e.g. Communication, Teamwork, Decision Making etc.
- Providing some context is also important. Anyone can say they have good Teamwork skills so you need to provide some context that is evidence based
- **Technical Skills/Lab Skills etc.**
- Do not just simply name the techniques/skills but provide some context that will help you to describe the level to which you have developed it.
- **Job Related Skills:**
Skills of qualifications that are directly relevant to a specific job e.g. proficiency in C++, AutoCAD etc.

INTERESTS / ACHIEVEMENTS

(you may break the heading above into two depending on what you have done)

- This section of the CV is frequently overlooked by applicants. It is NOT overlooked by employers!
- Some students are unlikely to have a vast amount of work experience. Employers therefore look more closely at your extra-curricular activities.
- Highlight your interests & achievements - sporting, academic, work related etc.
- Provide information on current interests and Membership of Clubs, Societies or voluntary organisations, with level of participation and positions of responsibility e.g. club treasurer. Include events organised or attended, awards or recognition received
- Use subheadings if necessary. This can be useful from the point of view of presentation and clarity in this area.
- Training courses taken outside UCC

ADDITIONAL INFORMATION

- Foreign languages and level of fluency
- Driving License

REFEREES

- In general 2 references are required. Usually at this point, students will use 1 work reference and 1 academic reference, from University College Cork..
- Ask permission first before including their details on your CV.
- Keep the referees informed about positions you are applying for.
- It is also a good idea to give a copy of your CV to the referees.
- When applying abroad, include the country code in the phone numbers i.e. +353

FREQUENTLY ASKED QUESTIONS

Does a “Personal Profile” or “Objective” add Value to a CV?

If you use a profile, it is up to you to make sure that it adds value to your CV and is distinctive instead of using generalisations about team working and communications skills. A covering letter is a very good place to provide evidence of where you have developed these skills.

A “personal profile” can be a very useful tool for those with a more complex history, particularly mature students.

Do I attach a Photograph?

In Ireland it is not usual – but remember it is a personal choice. You should definitely consider attaching a photograph on your LinkedIn profile. However, for jobs outside of Ireland employers may have different requirements on how your CV should be presented. Several European countries require a photograph as part of the CV. Check worldwide CV's in the country-by-country profiles on:

<http://targetjobs.co.uk/careers-advice/working-abroad>

I have too much work experience to fit it in?

Include the most relevant/recent. Summarise the rest with a sentence “Other employment/experience/interests includes...” You may choose to leave out experience that isn't relevant. If you have had a lot of part-time jobs you could summarise this experience, rather than list every place you have worked.

Can I “Embellish” information on my CV?

You are applying for a job, therefore you should not lie. You can legitimately make the most of anything you have done but you should have foundation/evidence to back up what you are saying. Recruiters can spot omission and overstatement and will often probe about this at interview – KNOW WHAT IS IN YOUR CV and be prepared to answer questions at interview.

Do I put in or leave out Disappointing Exam Grades?

It won't work if you put in a “Second Class Honours” if you attained a Second Class Honours Grade 2 – or putting in nothing if you got a Third Class Honours. The key is to highlight modules/subjects that you received high grades in. If you received poor grades for first and second year, there is no need to put them down for a graduate CV. However some employers, notably Law companies do like the included. Concentrate on the positives.

I have no positions of Responsibility?

Remember that responsibilities don't only come with formal titles. You should identify situations in which you have made a contribution – e.g. through coursework, voluntary work, travel or personal interests.

I have only ONE Interest – I have little or nothing to put under this heading?

Generally speaking people who have a keen interest and commitment to one activity – a sport for example are often involved in many ways. Explain your role in organising social activities, fundraising events, motivating and training team mates, responsibility for the clubs finances etc.

Do I put in my Date of Birth, Marital Status, Gender?

These are no longer a requirement, although your age can often be calculated based on the dates of your education. If you have an unusual first name, you may decide to put in gender – it's a personal choice.

Do I need to tell the Employer about my Disability?

You are under no obligation to disclose your disability on your CV. If you choose to do so in a covering letter – BE POSITIVE – highlight your ABILITY – e.g. if you have a hearing impairment, your active listening skills may be strong – you pay attention to detail – you have excellent eye contact/body language – remember you are **SELLING YOURSELF** – not your disability. Check Disability Support Service Website for further details on disclosure www.ucc.ie/en/dss/

How do I address “Unemployment” in my CV?

Unemployment is often best explained by highlighting the positive use you made of your time e.g. developing keyboard skills and so on... Alternatively you may be able to date the work experience you have done through the years rather than months and years which may highlight gaps. Or alternatively the time could be absorbed into a period of part-time work.

How you say something is just as important as what you say. The same is true when writing a CV.

- Be professional, positive and enthusiastic in your CV.
- Use Action words with an impact that will convey your ability to achieve.

Management Skills

Administered
Analysed
Assigned
Chaired
Consolidated
Contracted
Coordinated
Delegated
Developed
Directed
Evaluated
Executed
Organised
Oversaw
Planned
Prioritised
Produced
Recommended
Reorganised
Reviewed
Supervised

Financial

Allocated
Analysed
Administered
Appraised
Audited
Balanced
Budgeted
Calculated
Estimated
Forecasted
Netted
Projected
Qualified
Reconciled
Reduced

Technical

Assembled
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodelled
Repair
Solved
Trained
Upgraded

Research

Analysed
Collected
Compared
Conducted
Criticised
Detected
Determined
Diagnosed
Evaluated
Examined
Experimented
Formulated
Gathered
Inspected
Invented
Measured
Searched
Tested

Teaching

Communicated
Adapted
Advised
Clarified
Coached
Coordinated
Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Guided
Informed
Initiated
Instructed
Persuaded
Set Goal
Stimulated

Communication

Addressed
Arbitrated
Arranged
Authored
Co-authored
Collaborated
Corresponded
Developed
Directed
Drafted
Enlisted
Formulated
Influenced
Interpreted
Lecturer
Mediated
Moderated
Motivated
Negotiated
Promoted

Clerical/Attention To Detail

Administered
Approved
Systematised
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Generated
Implemented
Inspected
Monitored
Operated
Organised
Prepared
Processed
Purchased

Helping/Caring

Advocated
Assessed
Assisted
Clarified
Coached
Counselled
Demonstrated
Diagnosed
Educated
Expedited
Facilitated
Familiarised
Guided
Referred
Rehabilitated
Represented

Creative

Shaped
Acted
Conceptualised
Created
Designed
Developed
Directed
Established
Fashioned
Founded
Illustrated
Integrated
Introduced
Invented
Originated
Performed
Planned
Revitalised

YOUR ACTION Words

"CV LANGUAGE" - PROJECT / COURSE WORK

Below are SAMPLE bullet points for student CVs for a selection of UCC courses. These should give you ideas when preparing your own CV.

International Development & Food Policy

Research Projects:

Local Food Marketing:

- Researched current consumer trends and statistics with regard to food purchasing choices
- Worked as part of a large team to design questionnaires, using qualitative and quantitative questions.
- Conducted face-to-face interviews with students.
- Analysed data using SPSS statistical package.
- Produced a 6,000 word individual Report, identifying key factors which influence students' food purchasing choices.

Facilitators' Handbook

- Developed a "Train-the-Trainer" Manual for Workshops which would involve children aged 10-14 in sub-Saharan Africa who are the heads of their own households.
- Explored stigma attached to HIV/AIDS and the psychological effects it has on the children of those effected
- Created a Manual for teachers on basic handling and caring of people with HIV/AIDs and also methods of prevention.

Speech & Language Therapy:

Fourth Year Research Project (5,000 words)

"The positive effects of vocal musical performance on speech impediments – a speech and language therapy perspective"

Extensive Literature review:

Two semi- structured interviews and a Focus Group. Findings were assessed using thematic analysis and presented in a Qualitative Research Paper.

Occupational Therapy:

Fourth Year Research Project (5,000 words)

"The role of Assistance Dogs for children with autism - an occupational therapy perspective".

Extensive Literature review:

Two semi-structured interviews were carried out with representatives from the Irish Guide Dogs Association and Occupational Therapists. Findings were assessed and presented in a Qualitative Research Paper.

Applied Ecology:

Final Year Project:

"Morphological comparisons of salmon fry from selected rivers"

- Undertook independent research on salmon morph metrics
- Acquired electro-fishing techniques
- Liaised closely with members of the Central Fisheries Board
- Developed image analysis and processing skills using Image software
- Presented my results to colleagues which enhanced my presentation and communication skills

MBS Information Systems for Business Performance

Enterprise Business Intelligence Title: "Design Dashboard of Information" (Team)

- Designed a dashboard of information for a DIY wholesale company to help management make informed decisions
- Outlined the critical KPIs (Key Performance Indicators) based on information provided and the nature of the business
- Used MS Access to run queries and reports, then used MS Excel in order to generate pivot tables and graphs
- Produced a graphical representation of what proposed dashboard would look like as well as a detailed report justifying decisions made and processes undertaken

Application Modelling & Design Title: "Client Configuration Tracking System" (Individual)

- Analysed the case study thoroughly and drew up a list of requirements for the system based on the problems that the company were experiencing while also addressing the client's needs
- Conducted a SWOT analysis based on information.
- Generated the Use Case Diagrams and Entity Relationship Diagrams based on the requirements that had been set out initially and the SWOT analysis
- Outlined a proposed solution for the problems that were being experienced at the company including new processes that could be implemented.

B.Commerce

Projects: (Teams of 4)

Operations Management: Developed a strategy to run a simulated Factory online.

Compiled a tactical plan and produced a final summary

Market Research Title: "The Impact of Re-Introducing 3rd Level Fees".

- Devised a questionnaire and interviewed a Senior Lecturer and Student's Union Representative.
- Analysed data using SPSS (statistical package); compared it to existing data.
- Prepared a 2,000 word written Report.
- Presented to class and lecturers. Grade Achieved: 1H

Business Information Systems

JAVA

- Developed a shop floor management support system that included writing and reading to text files.
- The application was created using JGrasp, where all the GUI's were hard coded.
- The application supplied the user with a manager and employee login and performed functions which included updating inventory, adding new product and a search for numerous fields.

Technology and Internet Development

- Developed and created a personal website using HTML and included elements of JavaScript and PHP.
- The website included a live feed to Tumblr, documented my hobbies and interests as well as featuring an online shopping cart.

VB 10

- Developed a fully functional app with database connectivity, which allows the user to read, delete and add records to the database.
- Project included an ATM app that included a customer login that was read from the database, allowing the user to withdraw, lodge and check their balance from the database.

Sports Studies

Fourth Year Research Project: (2,500 Words)

Title: "Female Student's Participation in Physical Activity in Second Level Schools"

- Investigated first year second level female students' participation in physical activity which involved researching literature reviews and reports on physical activity in adolescence written by WHO (World Health Organisation) and the HSE (Health Service Executive)
- Designed questionnaires, surveyed students, analysed results and wrote report.

BSc Chemistry Pharmaceutical Compounds (3rd Year)

Laboratory Skills:

- Identification of unknown inorganic compounds by following an established procedure for qualitative analysis.
- Thin layer chromatography of a dissolved sample to determine the purity of a sample by its composition.
- Titration of many samples to determine the degree of hydration of the sample or the percentage of an element present in a compound.
- Purification of a contaminated organic product using the recrystallization technique.
- Interpretation of Infrared and proton NMR spectroscopy.
- Isolation of natural organic products (clove oil from cloves) by steam distillation.
- Use of Recombinant DNA technology to break down, rebuild and measure a molecule of DNA.
- Gel electrophoresis to determine the size of fragments in a sample of DNA, which had been cut by restriction enzymes.
- Preparation of a Grignard Reagent and the preparation and analysis of two tin halides.
- Wrote and submitted lab reports before the deadline.

BEng in Civil and Environmental Engineering

Projects (Selection)

Reinforced Concrete (RC) Design (Individual)

- The design of a free-standing cantilever RC bridge abutment
- The design of an RC liquid retaining underground storage tank
- The projects required a design brief showing all necessary calculations, a general arrangement drawing, and reinforcement working sketches, drawings and bar schedule. Adhered to Eurocodes 2 and 7

Environmental Engineering Design

- Preparation of a preliminary report for a sewerage scheme and a water supply scheme for an inland town in Ireland
- The project involved the analysis of the existing schemes and the proposal for the new designs

Reinforced Concrete (RC) Design

- The Design of an RC slab and a supporting external RC beam
- The Design of a two-storey RC column and associated RC pad foundation
- The projects required a design brief showing all necessary calculations, a general arrangement drawing, and reinforcement working sketches, drawings and bar schedule. Adhered to Eurocode 2.

Steel and Timber Design

- The Design of an Office Block: The project required the design of timber joists, steel beams steel columns, beam to beam/column connections, wind bracing, studwork, and the design and fabrication drawings of the proposed design. Adhered to Eurocode 3.

Below are SAMPLE bullet points for student CVs highlighting the diversity of tasks dealt with in typical work experience. These should be used to give you ideas when preparing your CV.

(Samples from UCC Courses)

Speech and Language Therapy

Student Speech and Language Therapist:

- Worked with children ranging from 1-16 years of age presenting with speech and language delays or disorders.
- Worked as part of multi-disciplinary team of Speech and Language Therapists, Occupational Therapists, Psychologists and Teachers.
- Obtained relevant case history from parents/caregivers including clients' medical status, education, vocation, socioeconomic, cultural and linguistic backgrounds
- Administered standardised assessments (e.g. CELF-preschool, CELF-4, goldman-fristoe)
- Undertook group therapy sessions for preverbal skills and first word language development for 3 children with Down syndrome. Ensured individualized plan of care tailored to patient's needs.
- Assisted with client discharge planning and provided parents with strategies

Second Level Teaching

- Taught Irish to three first year groups (All of mixed abilities)
- Taught History to two first year groups and one Second Year Group (All of mixed abilities)
- Facilitated the learning of each student including several students with Special Educational Needs such as: visual impairment, dyslexia, and autism.
- Used a variety of resources in lessons including web-based, flash cards, role play, group work etc.
- Planned lessons and classes in detail, incorporating several techniques and strategies to suit different learning styles and capabilities.
- Organised hands on projects including History Comparative Projects and Class Newspapers which facilitated inclusion and multiculturalism.
- Measured student progress with the use of self-made assessments to formulate a profile of each student. This aided my preparation of lesson plans and also my reports for parent/teacher meetings.
- Used a variety of instructional tools to encourage active student involvement.

Pharmacy

- Worked in a team of 3 pharmacists, 2 technicians and 4 support staff.
- Responsible for monitoring and safe disposal of out of date stock.
- Dealt with queries from customers and advised on "O.T.C." medicines.
- Involved in the Prescription Dispensing Process including the compounding of extemporaneous products and the use of the controlled Drugs Register
- Attended out of store training days extending knowledge on cardiovascular, diabetes, respiratory ailments, family health, drug misuse mental health and calculations.
- Organised Promotion Day - *Change One thing* with a focus of a health BMI and blood pressure monitoring which resulted in a prize for the store.
- Served customers, operated cash registers and handled large sums of money.
- Dealt with deliveries from Wholesales and checked off invoices received.

Occupational Therapy

- Worked as part of a multi-disciplinary team of speech therapists, social workers, psychologists, school nurse and classroom teachers.
- Administered standardised assessments used within the schools.
- Worked with pupils in a one-to-one capacity to address their specific areas of difficulty including education and psychosocial issues.

- Developed a programme, based on a sensory integration framework, uniquely tailored to address sensory and behavioral difficulties.
- Practiced “dressing skills” with pupils and devised home-based programmes, illustrating the “Backward Chaining Method”.
- Attended pupils’ Individual Education Plan meetings (IEP). Liaised with members of multi-disciplinary team and family members with regard to progress of pupil.
- Observed wheelchair assessments and liaised with medical company.
- Participated in an extracurricular Art Exhibition at St. John’s.

Legal Work Experience

- Met with clients and sat in on client meetings. Dealt with clients’ queries on a one-to-one basis and over the phone; drafted responses to these queries.
- Drafted legal documents including affidavits of verification; personal injuries summons and a Notice of Particulars.
- Completed forms such as the Form A for the Personal Injuries Board and Certificates of Title for mortgage providers etc.
- Prepared Briefs for Counsel and attended at court on several occasions
- Undertook research projects with the legal executives on behalf of the solicitors.

Typical - “Other” Work Titles

Family Farm

- Overall responsibility for running of Family Farm 3 days a week during the summer months.
- Responsible for maintenance of the electric fence network, inspection, repairs, monitoring and repairing faults. (This is required to prevent animals breaking out onto public areas).
- General farm duties such as: feeding animals, maintenance of farm infrastructure cleaning etc.
- Order supplies of animal feed, fertilizer, fuel etc. for farm. Complete paperwork when goods are delivered.
- Responsible for animal welfare; ensure injections are up-to-date. Also make contact with vets when necessary.
- Complete appropriate documentation required by the Department of Agriculture in relation to the pesticides and vaccinations used.

Sales Assistant - Retail

- Dealing with customer queries and issues / Ensuring a consistent level of customer service at all times.
- Advising/ persuading customers on purchases/ answering customer queries/ directing customers to the location of a product./ Greeting customers/Discussing the type and quantity of products customers wish to buy/ Offering advice to customers and assisting with product selection;
- Utilising specialist product knowledge to maximise sales
- Stocking and replenishing shelves
- Maintaining an attractive display of goods on shelves/ ensuring that goods are correctly priced/ Keeping the shelves stocked at appropriate levels/ Price, stock and display items for sale/ Keeping the store tidy and attractive/ Preparing promotional displays to maximise sales/ Displaying new stock
- Achieving monthly store targets/ Meeting and exceeding sales goals through on the floor customer interaction/ Meeting and exceeding commission targets.
- Handling money and completing transactions/ Packing customers purchases
- Handling returns and exchanges

Cash Register - Retail

- Greeting customers and answering any queries they may have
- Weighing fruit and veg/ scanning products to identify prices
- Collecting payment and giving change/ processing loyalty cards and discounts/processing credit vouchers and gift tokens.
- Packing purchases
- Cashing-up at the end of each shift

Checkout Supervisor

- Assisting staff in completing difficult sales.
- Dealing with returns and exchanges.
- Rectifying any errors e.g. voiding items.
- Planning work schedules and rotas and assigning employees to specific duties

Stockroom Assistant

- Processing stock ensuring minimum wastage
- Maintaining stock levels for supplying shops / Keeping the Store Manager informed of stock availability / Organising stored stock / Managing stock flow between storage areas and the shop floor
- Receiving stock, unpacking it and organizing the stockroom/ Inspecting inventory that has been delivered/ raising the relevant paperwork, unloading goods and moving them to the correct location.
- Filling orders by identifying stock item description, pulling items, adding codes number to stock requisition form, taking count of inventory and signing the requisition/ Receiving deliveries, ensuring the correct quantity and quality has been received.
- Conducting monthly physical inventory and annual inventory count.
- Packing and labelling items to be returned.
- Ensuring the storeroom area is clean and tidy.

Estate Agent

- Meeting clients who are planning to sell their property
- Calculating the value of the property / determining a property's market value
- Writing brochure and advertising copy and suggesting the most effective way of marketing the property.
- Taking photographs of properties
- Suggesting improvements to owners that will maximise the value of their property
- Arranging viewings/ pointing out features that may be of particular interest to clients/ Answering questions during viewings and promoting the properties best features
- Negotiating property sales / Handling negotiations between buyers and sellers.
- Liaising with the solicitor for the property seller and purchaser
- Collecting deposit cheques.

Waiter/Waitress

- Ensuring guests receive professional and efficient service.
- Greeting guests/ and taking food and drink orders
- Using knowledge of the menu to answer guest questions/ Answering questions about food including their ingredients, preparation and accompanying items/ Advising guests on menu choices depending on their dietary requirements/allergies.
- Maximising sales through up selling initiatives.
- Suggestively selling the menu to suit customers' circumstances and needs.
- Clearing tables and plates, glassware etc. efficiently and professionally/ Resetting tables.
- Preparing bills and processing transactions.

Restaurant Host/Hostess

- Greeting guests upon entering the restaurant/ maintaining a waiting list.
- Escorting guests to their table
- Answering telephone, answering guest questions and taking reservations
- Accommodating guests' needs with booster seats, high chairs etc.
- Ensuring the reception area and all menus are clean.
- Revisiting tables after the food has been served to ensure guest satisfaction.

Bartender

- Mixing drinks for cocktails/ Preparing drinks.
- Serving food and drink to guests.
- Guiding guests in selecting food and beverage items.
- Advising guests on drink selection.

Promotions/Product Demonstrators

- Responsible for creating public interest in products/companies.
- Demonstrating products to customers and answering questions.
- Attracting an audience by distributing samples, running competitions etc./ Distributing product samples/ coupons to persuade people to buy products/ Arranging displays to attract the attention of potential customers
- Greeting and catching the attention of possible customers.
- Wearing costumes in busy public places to attract attention to advertise products or services
- **Involved in:**
 - Sampling campaigns
 - Product demonstrations Traffic-point leafleting and sampling at Product Launches
 - Running interactive events such as basketballs shots and aid in the process of including crowd building and registration. Interact with the consumers, to make the event as fun as possible

Telesales

- Making a minimum of XXX calls per day, Making a minimum of XX customer contacts per week, each with a clear and measurable objective
- Contacting potential customers both cold calling and via leads/ Making outbound sales calls to xxx/ Arranging appointments for a field team of consultants / Making appointments for sales representatives to call
- Generating leads
- Meeting and exceeding targets: New and existing business growth, revenue and gross profit / Maintaining and increasing sales /
- Selling the product/service to potential customers
- Closing sales in order to meet and exceed sales targets
- Recording details of interested customers in order to follow up
- Following up calls with a letter or further calls
- Updating the database.

Bank Clerk

- Greeting customers in a friendly and efficient manner
- Accepting and processing transactions for customers.
- Taking deposits for client accounts, cashing cheques, processing withdrawals, receiving loan payments, issuing money orders, cashier checks, and travellers cheques
- Handling a range of transactions, such as cashing cheques, accepting deposits and loan payments, and processing withdrawals.

- Accepting payment for customers' utility bills / Cashing cheques and paying out money after verifying signatures and customer balances / Identifying payees and verifying signatures / Open accounts for new customers / Count outgoing and incoming cash / Ensuring the customer's forms are completed correctly/ Assisting clients with standard enquiries regarding the status of their accounts / Issuing receipts / Recording all payments made to and from accounts
- Identifying fraudulent transactions, forgeries, and counterfeit bills according to established procedures.
- Balancing the cash drawer daily.
- Identifying customer needs and cross selling the bank's products and services.
- Informing customers about foreign currency regulations and computing exchange value and transaction fee for currency exchange.

Call Centre Operators

- Maintaining contact with customers by telephone, email, and post, in order to sell goods/ services, or provide information and advice/ Answering incoming calls and assisting customers with enquiries/ Creating further interest in the company's services by encouraging customers to use all services and products offered / Generating leads
- Taking accurate details of the caller's query / Logging customer details
- Provide the caller with appropriate information or advice
- Scheduling appointments with customers
- Dealing with customer orders for goods
- Processing payment
- Dealing with enquiries and complaints
- Updating and maintaining the database
- Updating the databases with changes and status of each customer or prospective customer
- Completing administration duties, including faxing, filling out paperwork and liaising with other departments

Coach

- Preparing lesson plans/ Planning training programmes/ Teaching players the rules of the sport/ Planning fitness programmes / Organising practice sessions/ Supervising practice sessions
- Arranging entries into competitions
- Encouraging participants / Teaching players techniques to improve existing skills
- Selecting players for teams/ Identifying and encouraging talented players.
- Planning game strategy
- Perform an after game analysis of performance
- Undertaking administrative duties such as booking venues, organising tours and budgeting

Lifeguard

- Supervising swimmers to prevent accidents and ensure they follow safety regulations / Assuring the safety of swimmers/ Observing swimmers/
- Rescuing swimmers who are in distress; administers first aid and artificial respiration, if necessary
- Maintaining written records of chemical levels in the pool/ Ensuring the pool area is safe and rule and regulations are adhered to
- Cleaning, disinfecting, and maintaining the pool, pool decks, overflow gutter, shower rooms and other pool facility areas

Swimming Instructor

- Conducting swimming classes at various participant age and skill levels / Preparing lesson plans and conducts swimming lessons for participants based on age and ability levels

- Administering swimming tests to determine skill levels
- Maintaining class participant attendance, activity, and progress records

Public Relations Officer

- Responsible for publicising events / advertising meetings around the college campus
- Liaising with the media
- Raising the awareness of the club at ragweek and greeting and attracting potential members.
- Manning stands in the main atrium advertising the society.
- Publicising the club in the Students Union Newsletter
- Creating an up to date web page
- Overseeing the upkeep of notice boards

Accountant - Practice

- Clients included sole traders, wholesalers, farmers xxxxxxxx and xxxxx
- Bookkeeping , Preparing financial statements, Preparing VAT returns
- Fixed Asset Registers
- Preparation of files
- Preparation of all summaries, analysis, bank reconciliation
- Dealing with clients in relation to the processing of their accounts and to ensure all necessary information is available
- Preparation of Accounts and audit compliance
- Compliance work in Taxation including VAT, PAYE, Income Tax, Corporation Tax, and ad hoc tax assignments
- Payroll calculations

Tax Assistant

- Exposure to all areas of tax, including Income Tax, Corporation Tax, Capital Gains Tax, VAT, CAT and Stamp Duty
- Timely and correct filing of Income Tax and Corporation Tax returns
- Liaising with clients and departments to ensure all necessary information available
- Preparing tax computations
- Compliance work in Taxation including VAT, PAYE, Income Tax, Corporation Tax, and tax assignments of across a broad spectrum
- Dealing with clients, the Tax Office and Professional Firms in the delivery of Client Service
- Working under instruction from more senior staff and direct reporting Manager in the team and generally contributing to a teamwork environment in a professional manner and following all reasonable instruction from within the team

Book keeping

- Purchase Ledger - Processing of Purchase Invoices, Credit Notes, Payments
- Sales Ledger - Responsible for producing Sales Invoices,
- Debit Notes, processing receipts
- Bank Account - Processing Payments,
- Receipts (Includes issuing of all payments & Debt collection)
- Monthly Reconciliation's - Debtors, Creditors & Bank
- Nominal Ledger - Processing Posting to Nominal Ledger
- Processing of Month End procedures on all ledgers,
- Ensuring all above has been completed in a timely fashion & printing all month end reports
- Cost Control of all Projects

IT Helpdesk Assistant

- Providing IT support to over xxx members of staff.
- Worked with XX computers and XXX
- Solving various technical difficulties on a daily basis for customers including XXXXX
- Asset tagging all IT related equipment.
- Working with networking team on LAN & WIFI projects.
- Achieving targets such as hardware checks & help desk calls on a daily and monthly basis.
- Worked in a CITRIX environment

STUDENTS' UNION

Treasurer

- Creating and maintaining the budget/Preparing the society's budget for the Students Union.
- Responsible for controlling the club's finances and budgeting /Ensuring all funds spent by the Society follow Union regulations.
- Providing the Students Union with a statement of accounts.
- Ensuring the Club Executive Team is informed of its financial position throughout the year.
- Organising finance for trips and collecting money paid by club members
- Paying money into the clubs Students' Union bank accounts and maintaining a record of credits and debits made from all club accounts
- Authorising all spending on behalf of the club.

Class Representative

- Gathering the opinions of the class
- Voicing the opinions of the class at meetings
- Acting as spokesperson for the group in order to ensure constructive dialogue with the College
- Communicating ideas and concerns from the class at meetings
- Acting as a liaison between staff and students
- Informing the class of staff reaction to their opinions
- Acting as a source of information for students

Secretary

- Dealing with the new membership of people to the club and keeping an up-to-date list of all members and their next of kin details / Gathering new members names, student numbers and addresses/ Responsible for keeping an accurate record of all current members of the society
- Organising meetings and taking minutes / Responsible for announcing committee meetings
- Responsible for keeping all documentation of the club/voting and attendance records
- Drawing up the meeting agenda / Preparing a list of apologies and visitors. / Recording motions and amendments. / Recording and distributing minutes from club meetings.
- Presenting a report on the clubs activities since last meeting.
- Maintaining and monitoring the club's paperwork.
- Organising the filing system for membership forms and assist the treasurer in entering new members into the club's database.
- Reserving rooms for meetings
- Advertising meetings in the Student magazine.

Your Own Notes

FULL NAME

Address.....

Mob: Email :.....

LinkedIn

Profile or Objective (choose one heading)

(A Profile or Objective is optional) - 2/3 focused sentences if putting in a profile.

- Put information that will “grab” the employer’s attention
- Unique information about you
- For some students/graduates/, particularly mature students this section could have 4/5 bullet points of clear concise information.

Education (or Education and Training)

(Include “Training” if you have completed additional Professional or Short-term courses, even if not from UCC)

Date-Date

Correct Course Title *(Put this in Bold or Italics)*

Overall Result: *(Most recent Year)*

Core Modules: *(Give 6 to 8 of the most relevant subjects from your current course year - you could choose a “section of modules as an alternative heading)*

Subject 1

Subject 4

Subject 2

Subject 5

Subject 3

Subject 6

Project(s): *Include 1 or 2 of your most relevant or important projects and your results - your Final Year project should be included if you have one)*

Title (Put this in Italics)

- What exactly did you do? (Objective)
- How exactly did you do it? (Techniques and Software Used - this could be lab techniques for science students.
- What was the outcome? (Important Finding, Presentation, Report, Prototype, etc...)

Title (Put this in Italics)

- What exactly did you do? (Objective)
- How exactly did you do it? (Techniques and Software Used and/or laboratory techniques for science students.
- What was the outcome? (Important Finding, Presentation, Report, Prototype, etc...)

Date - Date:

Leaving Certificate or Other Award (Put this in Bold) - RESULT (Optional)

Name of School



Relevant Employment

(Remember to include Paid/unpaid experience)

Date - Date

Your Role (put in **Bold**)

Name and Address of Employer/Company

- Responsibility / Task 1
- Responsibility / Task 2
- Responsibility / Task 3
- Responsibility / Task 4
- Responsibility / Task 5

TIPS: Use the Correct Tense – i.e. – past / present when describing your responsibilities or tasks. Use action words to begin each bullet point –
See Guidelines in this booklet for different types of headings.
Also see information on “Appropriate Language and Action Words”
You could add information if you wish – so make sure you think through everything you did in your job.

Other Employment

(Include Paid/Unpaid Experience)

Date - Date

Your Role (Put this in **Bold**)

Name and Address of Company

- Responsibility / Task 1
- Responsibility / Task 2
- Responsibility / Task 3
- Responsibility / Task 4

Include approximately 3-4 technical skills – e.g. IT skills, Analytical Skills, Design Skills, etc....that are relevant to the job or industry for which you are applying – If you are from IT background outline all the IT skills that you have – see guidelines and “sample CVs” in this booklet.)

NOTE: Highlight where you have developed and used each skill, and give a specific example – evidence is proof

Technical Skills or IT Skills *(Pick one or Both Headings)*

Skill 1 - Example

Skill 2 - Example

Skill 3 - Example

Interests or Interests/Achievements

(Pick one or Both Headings)

- Membership or Particular Clubs/Societies and/or Professional Associations
- Volunteer/Charity Work Personal Interests
- Personal Interests include

References or Referees

(Use one Heading)

Title Name Surname, Role, Company Name, Company Address, Telephone: (1 professional ref)

Title Name Surname, Role, Company Name, Company Address, Telephone: (1 academic ref from UCC)

2 Pages Max is the maximum length for your CV.

You could add a 3rd page, an Appendix with listings of Publications if you are a Phd student.

Font: Tahoma 10, Arial 10 or Times New Roman 11 - for the Main Text.

Be clever with the layout - Try and Use the SPACE on the PAGE effectively.

Address: 19 Mardyke Walk, Western Road, Cork City. Mob: 087 9976587 email: jennifermalone@umail.ucc.ie

JENNIFER MALONE

Objective:

Clear Concise Objective

Second Year Arts student, majoring in Geography, excellent administrative and customers service skills developed from work experience, a genuine interest and passion for in community renewal developments, keen to secure work experience.

Education:

0000 - 0000

University College Cork

Bachelor of Arts Degree - Geography (Major): History (Minor)

First Year Results: Geography 85%, Archaeology 73%, History 62%, Spanish 55%

Subjects:

- Geography of Tourism
- Geography of the Global Food System
- Biogeography
- Geographical Research Issues and Methods
- Contemporary Climatology
- Cities and People
- Economic & Rural Geography
- Contemporary Human Migration and Settlement

Assigments:

Selected assignments are used

- **Contemporary Climatology:** Completed a 4000-word project on *'The Weather and Climate of Chile'*. This involved gathering the relevant information and then explaining the processes involved.
- **Economic and Rural Geogaphy:** Completed a 2500-word project analysing information collected via census on population and housing trends in a rural and urban district between 1990 and 1996.

0000 - 0000

St. Francis College, Lismire, Co. Cork.

Leaving Certificate:

440 points including an **A1** in Geography

Note: Highlighted A1 in Geography

- Awarded First Place in 2008 at the BT Young Scientist & Technology Exhibition in the Social and Behavioural Sciences Section. *"The Involvement of the Community in the Urban Renewal Process in the Knocknaheaney Area of Cork City"*
- Participated in Civic Link Co-operation Ireland Scheme which encourages young people to get involved in the local community. Represented the School at Cross - Border Conference in Ulster.

Shows Interest in Urban Renewal started in second level.

Work Experience

Aug 0000 – June 0000 (P/T): (0000-00000 P/T Christmas & Summers)

SASHA, DOUGLAS COURT, CORK.

Full Time Supervisor

- Initially worked as a Sales Assistant, dealing with customers on sales floor; fitting room service etc. Other duties included stock room, accepting deliveries, replenishing stock, merchandising the shop floor, cash desk, opening and closing store.
- Promoted to role of Weekend Supervisor, then to Supervisor in a full-time capacity for 2009/2010. Supervised a team of 6 staff, delivering excellent customer service through monitoring the activities of the sales team.
- Organised rotas, delegated daily duties and special responsibilities to the team.
- Carried out managers role in her absence (days off, holidays etc.); covered as Branch Manager for 5 weeks in store (April 0000 – May 0000).
- Involved in Recruitment, Selection, Interviewing and Training of new members.
- General administrative duties: analysed daily and cumulative figures, calculated daily sales targets, completed payroll for the store, managed staff folders, communicated with Head Office on a continuous basis.
- Supported Branch Manager in achieving and exceeding all KPI's - met all sales targets.

Clear information on dates and amount of time spent at work – Employers sometimes “add up” time spent at work – all work experience is valuable. Note this student worked for a full-year after LC, before going to University.

Skills

Communication/Interpersonal:

- Strong team-working, leadership and supervisory skills. Participate in team sports to –inter-county level and manage underage camogie and squash teams on a voluntary basis. Extensive experience of liaising professional with colleagues and customers through work experience.

IT:

- Proficient user of Microsoft Word and Excel. Completed a module in Geographical Information Systems (GIS) as part of degree course.

Organisational/Time Management:

- Experienced at managing time and prioritizing tasks to accomplish projects efficiently and meet deadlines.

Interests or Interests/Achievements

Camogie:

- Member of Lismire GAA. Member of teams that won Camogie titles including West Senior Championship 2008, County Senior League 2009 and U16 B County Championship 2005
- Represented Cork on U14, 16 and U18 Camogie Teams.
- Selected for the U21 Cork County Team this year.
- Involved in the management of numerous underage camogie teams with the Club.

Squash:

- Managed the Lismire U14 and U16 Squash teams that that competed in Community Games last year

Referees

Dr. John O'Mahony, Lecturer, Geography Department, University College Cork.
Tel. +353 (0) 21 490???? Email. jomahony@ucc.ie

Ms. Moira O'Connor, Manager, Sash's, Douglas Court, Cork.
Tel. +353 (0) 21 48????? Email moconnor@gmail.com

Note range of duties: See also how job has progressed to tasks with more responsibility.

MARY MALONEY

Address: Address Line 1, Address Line 2, Cork City.
Mob: 087/90987898 Email: marymaloney@umail.ucc.ie

Education:

0000-0000

UNIVERSITY COLLEGE CORK

BA (Hons) in Early Childhood Studies

Final Year (3rd year) Results: **2H1**

Second Year Results: 2H2, including **2H1** in Childcare Policy and Politics.

(Awarded Distinction in FETAC Certificate; progressed to 2nd year of the 3 year ECH Degree) ←

Note: Progression from PLC course to University – right through to career goal – i.e. primary school teaching.

Core Subjects:

- Advanced Early Year Curriculum Studies
- Paediatrics/Child Health and Special Needs
- Anti-Discriminatory/Practice
- Childcare Policy & Politics
- Social Analysis in Society
- Developmental Psychology

Projects:

Health Studies: Conducted an extensive research study on “*The communication between parents and teachers in a Special Primary School*”. Presented findings to lecturer and classmates on power point.

Literature Review: A case study on the “*Impact of television on young children’s health*”. Handed out questionnaires to 5th class boys and girls and analysed the results.

0000-0000

NAME OF COLLEGE, Address of College, Cork.

CACHE Diploma in Childcare Education & FETAC Certificate in Special Needs

0000-0000

NAME OF COLLEGE, Address of School

Leaving Certificate

- Awarded First Place in 0000 at the BT Young Scientist & Technology Exhibition in the Social and Behavioural Sciences Section. “*The Involvement of the Community in the Urban Renewal process in the Knocknaheeny area of Cork City*”
- Participated in Civic Link Co-operation Ireland Scheme which encourages young people to get involved in the local community. Represented the School at Cross - Border Conference in Ulster.

Primary School Teaching Experience

Note the description of current initiatives being introduced in schools.

Sept 00 - Nov 00 NAME OF SCHOOL, Address of School.

Teaching Assistant Placement (300 Hours-10wks. F/T)

- ASSISTED THE CLASSROOM TEACHER, TEACHING SENIOR INFANTS AND 2ND CLASS IN A DESIGNATED “DISADVANTAGED” SCHOOL IN CORK CITY.
- Carried out observations on behaviour, learning and lesson plans in Science, English and Maths.
- Assisted in the “Literacy Lift Off” Programme, an early intervention program designed to reduce literacy problems in young children.
- Involved in the “Reading Recovery Programme”, working one-to-one with children assisting them with reading.
- Work in groups reinforcing high frequency words and numbers.
- Assisted in the day-to-day running of the classroom e.g. managing behaviour etc.

Sept 00 - April 00 NAME OF SCHOOL, Address of School.

Teaching Assistant (Placement 300 hours-2 days F/T per week for yr.)

- Carried out observations on individuals and groups of children, aged 5-6 years of age (senior infant class) in areas such as: physical, Intellectual, language, emotional and social development.
- Carried out lessons weekly on all areas of the curriculum, corrected work done.
- Worked with children individually, reinforcing work done over the week.
- Carried out Yard Duty
- Involved in all aspects of the Christmas Play in the school – i.e. teaching songs, dance movements, directing the children on stage and making costumes.

Other Work Experience

May '00-Present NAME OF SCHOOL, Address of School.

Home Support Worker (nine hours per week)

- Home Support Worker for a 9 year old and 14 year old with Autism.
- General day-to-day duties involves managing students behaviour, bringing them on social activities such as swimming, cinema, playground and bowling.
- Attend meeting with multidisciplinary team consisting of teachers, speech & language therapist, physiotherapist, occupational therapist, social worker etc., to develop an individual education plan (IEP); work closely with family members to follow through on these plans.

Feb - April '00 NAME OF SCHOOL, Address of School.

Teaching Assistant - Special Needs (Placement 300 hours - 10 wks. F/T)

- Work with children with Cerebral Palsy aged 7 - 10 years of age. Class size - 6 pupils.
- Assisted students with daily schedule such as feeding, dressing etc.; Assisted with physiotherapy sessions.
- Used sensory materials as a teaching aid, to develop their fine and gross motor skills.

April '00 - May '00 NAME OF SCHOOL, Address of School.

Teaching Assistant - Special Needs (Placement 150 hours - 5 weeks F/T)

- Worked with children aged 5 - 18 years of age with autistic disorders.
- Assisted children during the day with subjects such as maths and English.
- Used sensory materials to develop their fine and gross motor skills.
- Communicated with children with methods such as Picture Exchange Cards and Lamh.
- Carried out lessons on an interactive whiteboard.
- Followed each child's daily routine.

Sept. '00 - April '00 NAME OF SCHOOL, Address of School.

Childcare Worker & Montessori Assistant

- Worked in a team of twelve minding children aged 0 - 5 years.
- Ensured children's needs were met; this included adhering to any dietary requirements.
- Ensured safe environment for children following health and safety standards.

Interests

- Member of Mardyke Arena, University College Cork - attend Gym regularly.
- **Speech & Drama:** Bronze medal Awarded with LAMDA (*London Academy of Music & Dramatic Art*) Working towards Teachers Diploma. Past Member of the Cork Academy of Dramatic Arts. Took part in several pantomimes and productions.
- **Music:** Have a keen interest in music, particularly singing; attended Voice Training for a number of years.
- **Dance:** Trained at the Cork Academy of Dramatic Arts for hip-hop, jazz, contemporary, ballet and modern dance.
- Member of School Basketball and Athletics Team.

Note interests compliment primary school teaching.

Referees

Dr., Lecturer, Early Childhood Studies Department University College Cork, Ireland.

Tel. 353-21 4900000 Email: name@ucc.ie

Mr., Deputy Principal, Address of School.....

Tel. 353-21-0000000 Email: deputyprincipal@gmail.ie

NAME & SURNAME

Mob: 087/90987898 Email:.....

Address Line 1, Address Line 2, Address Line 3

Education:

0000 - Present: **MSc Applied Science (Biotechnology), University College Cork.**

Result: Expect to graduate with 2nd class Honours Grade 1 (2.1)

Core Modules:

- Biological Engineering
- Genetic Engineering
- Industrial Microbiology
- Unit Operations in Biotech
- Microbial Industrial Enzyme
- Cereal Chemistry

Clear information outlining the process and methodology used for research project

Masters Research Project:

- *“Separation of whey protein precipitates by sedimentation & filtration. Effects of particle properties on filtration efficiency”*
- Protein precipitate particles are produced in a stirred tank under high, medium, & low intensity of agitation. Particle size distribution is monitored using Malvern mastersize laser diffraction.
- The effects of high turbulence as experienced in industrial situation (centrifuge) are investigated by passing the protein aggregated at high pressure through a partially opened ball valve rig.
- Gravity and centrifugal settling will examine the effects of high turbulence and agitation shear on particle size and separation efficiency.
- The effects of particle size and properties on filtration separation will be monitored by passing the protein aggregate feed through a membrane bed either using a vacuum or high pressure and examining the effect on feed flow rate

Result: Pending

20xx - 20xx: **BSc Biochemistry, University College Cork.**

Result: Graduated with 2nd class Honours Grade 1 (2.1)

Core Modules:

- Problems in Biochemistry
- Ultrastructural Analysis
- Immunochemistry
- Enviro Biochem & Toxicology
- Enzyme Protein Structure
- Molecular basis of Disorders

Laboratory Techniques:

- Biological Immunoassays
- Extraction & Separation
- Spectrophotometric Analysis
- Spectroscopic Analysis
- Liquid Chromatography
- Management Recording of Data

0000 - 0000: **Bandon Grammar School, Co. Cork.**

- **Leaving Certificate:** 450 points including B2 Honours in Chemistry & Biology

Laboratory Experience

Summer 0000 **Eli Lilly, Kinsale, Co. Cork.**

Laboratory Assistant:

- Worked in Pharma Laboratory to GMP and GLP standards.
- Ensured smooth operation of laboratory when supervisors absent.
- Undertook daily procedures re: quality control
- Contributed to lab team meetings on a weekly basis.
- Implemented effective supplier sample temperature analysis system
- Revised the standard operating procedures manual (ISO 9xxxx standards).

Note: work experience is targeted to industry. Industry “language” such as: GMP and SOP’s etc.

Summer 0000 **Novartis Pharmaceuticals, Ringaskiddy, Co Cork**

NOTE: Further variation of industry language.

Quality Control Analyst:

- Daily and monthly calibration of equipment
- Responsible for carrying out routine testing while validating the company's water system.
- Determination of bioburden of numerous water samples. This involved the accurate use of micro-pipettes.
- Completed the necessary assay run sheets which involved accurate GDP.
- Became familiar with numerous SOPs.
- Became experienced in how to carry out final read checks of agar plates.
- Carried out growth promotion on a regular basis.
- Experience re: streaking of plates, necessary to isolate colonies used for DNA micro- sequencing.
- Responsible for reviewing various assay run sheets

Tutoring Experience

NOTE: Specific "targeted" headings are used.

Sept 0000 - April 0000: **Dept of Biochemistry, University College, Cork.**

Tutor:

- Taught Biochemistry practicals to groups of 12 undergraduate students.
- Explained methods/procedures to students and answered queries.
- Examined, graded and provided feedback on student's Lab Reports.
- Prepared experiments and developed teaching materials.
- Planned additional support for students as required.

Interests

Good evidence of where skills have been developed.

Communication/Interpersonal:

- Strong team-working skills. Extensive experience of interacting and negotiating with people on a professional level. Communicate with academics and scientists in a professional capacity in multi-disciplinary settings.

Organisational:

- Experienced at managing time and prioritising tasks to accomplish projects efficiently and meet deadlines. Can work effectively without direct supervision. Experience of being part of committees and meetings.

Presentation:

- Developed ability to produce reports and presentations to a professional standard.

Computer:

- Proficient user of Microsoft Word, Excel and PowerPoint, the Internet and email. (E.C.D.L)
- Experience with scientific databases and programs (BLAST searches, etc)
- Experience with statistical programs such as S.P.S.S

Interests/Achievements:

The interests section adds value: NOTE membership of key societies

- **Committee Member of the UCC Science Society 20xx-20xx:**
Class Representative for 4th Year Science, Engineering & Food Science students (SEFS)
Organised lectures, conferences, social events and fundraising for one of UCC's largest societies.
- **Travel:** Extensive travel across Europe and the US..
- General Interests : enjoy outdoor activities such as: hill walking, kayaking etc.
- Other: Full Clean /Driving Licence

Referees

Name and Surname, - Course Coordinator, Department of Biochemistry, University College Cork.
Tel: 021 4000000 Email: name@ucc.ie

Name and Surname, Laboratory Supervisor, Novartis Pharmaceutical Co., Ringaskiddy, Co. Cork.
Tel: 021 4000000 Email: name@cyic.ie

NAME OF STUDENT

Address:

Mob: email:

Education:

0000-0000
UNIVERSITY COLLEGE CORK

B. Comm. (Hons.) Degree

Final Year Results: **2.1**, including **1.1** in Econometrics

NOTE: 1H highlighted in Econometrics.

Subjects:

Major: Economics – Financial Economics, Economics of Corporate Strategy, Industry Structure & Competition, Business Econometrics

Minor: Business Finance, Operations & Project Management.

NOTE: Selection of Subjects: Also: Relevant Final Year Project.

Final Year Project: (Team of 4)

Operations Management:

- Developed a strategy to run a simulated Factory online.
- Compiled a tactical plan and produced a final summary.
- **Result 80% (1.1)**

0000-0000
NAME AND ADDRESS OF SCHOOL

Leaving Certificate: Awarded 460 points out of **600**.

Relevant Work Experience

Summer 20xx **NAME AND ADDRESS OF COMPANY**

Finance Department:

- Member of Accounts Receivable team that manages all invoices issued and deals with customers in relation to accounts.
- Dealt with all incoming cheques. Inputted into Maximo and Oracle AR. Created batches, lodged cheques and updated spreadsheets.
- Created, updated and reconciled bank reconciliation statements for the AR Dept. Identified and solved issues with Realex payments and projects in the statements.
- Handled disputes which arose in relation to billings issued.
- Interacted with the Trading & Settlements Team within the Regulation & Commercial Business Unit to ensure that all customer data was managed in a consistent manner.
- Applied the processes, procedures and policies as set out in performing maintenance with respect to the customer master data management.

NOTE: Heading - i.e. "relevant"

NOTE: Skills are integrated as part of the Work: this student has a lot of work experience.

Summer 0000: **NAME AND ADDRESS OF EMPLOYER**

Bank Clerk:

- Gained an insight into the workings of a Retail Bank, working as part of a small team, delivering high quality customer service.
- General duties included taking deposits for client accounts, cashing cheques, processing withdrawals, issuing money orders, cashier checks, travellers cheques, accepting payment for customers' utility bills, opening accounts for new customers.
- Verified signatures and customer balances
- Responsible for counting and recording cash - Balanced the cash drawer daily.
- Ensured customer's forms were completed correctly

NOTE: (this job was in 2nd year) - but is relevant. Jobs are in chronological order by heading.

- Assisted customers with standard enquiries regarding the status of their accounts.
- Trained to identify fraudulent transactions, and counterfeit bills according to established procedures.
- Identifying customer needs and cross selling the bank's products and services.
- Informing customers about foreign currency regulations and computing exchange value and transaction fee for currency exchange.

Work Placement Experience

3rd Yr Placement in chronological order under specified Heading.

April - Sept 0000: **NAME AND ADDRESS OF EMPLOYER**

Global Planning Department:

Good integration of skills such as team working.

- Member of Global Planning team that manages inventory and production in the Plant.
- Generated and issued reports on a weekly basis representing Back-order and Master Production Scheduling etc.
- Compiled and collated data on planning responsibilities, produced reports e.g. on inventory levels etc. using Microsoft Excel, Business Objects and Oracle applications.
- Cleaned Oracle database, loaded up-to date information
- Provided holiday cover for Global Planners and was trained to organise and chair meetings with maintenance, production supervisors and department managers at which I informed them of what products were to go on the production line based on information I had collated in reports.
- Liaised with Raw Material Planners, Purchasing, Quality, Production and Warehouse departments.
- Supported Planners on ad-hoc requests as needed to support the business.
- Dealt with expedite requests and internal requisitions on a global scale.

Liaising with demonstrating communication skill etc etc.

Interests/Achievements

Volleyball

- Member of Senior University College Cork Volleyball Team.
- **Elected P.R.O.** University Volleyball Team in 0000 and **Treasurer** in 0000/00 '00/'00.
- Member of Schools Volleyball team which reached the All Ireland Volleyball finals in 0000 and 0000. Awarded title **MVP** (most valuable player).
- Member of Cork Volleyball Team in 00000.
- Fundraise in a **Voluntary** Capacity for Volleyball Club - i.e. bag packing etc.

Interests demonstrate an overall "all-rounder" and team player - it also shows progression - the work history also demonstrates career progression, so the employer can see skills being developed from all aspects of this students life . i.e. EVIDENCE of SKILL SET for the employer

Gaelic Football:

Member of (Insert Name) Gaelic Football Club.

Travel:

Enjoy travelling. America (J1 Visa), Canada, Asia etc.

Other:

Full Clean Driving Licence

IT Skills:

An IT skills section which highlights competency.

- Competent in Microsoft Office - Microsoft Word, Excel, Access and Powerpoint (ECDL)
- Completed 2 day Training in **Intermediate** and **Expert** level "**Excel**":
- Working Knowledge of SPSS, STATA and Matlab (Statistical Packages), MS Visio
- Oracle, Realex, Business Objects and Maximo.

All other skills are demonstrated strongly through the CV.

Referees

Dr. First Name, Surname, Department of Economics, University College Cork.
Tel. +353 (0)21 4900000 Email: name@ucc.ie

Ms. First Name, Surname, Accounts Receivable Lead, Name and Address of Company.
Tel. ++353 (0) 21 0000000 Email: name@company.ie

MARTIN O'SHEA

54 Collage Road, Cork. Email: mos@umail.ucc.ie Tel: 061 456789 Mob: 086 1234567

Education:

0000 - present
UNIVERSITY COLLEGE CORK

Currently in third year of 4 year course in BE Engineering

Results:

3rd Year Expect to achieve **2H1**

2nd year Result **2H1**, Power Elec (60%), Communications (75%) Thermodynamics (65%) Electronic Circuits (59%) Energy Policy (65%) Numerical Methods (73%)

1st year result **2H1**, Physics (85%) Circuit Analysis (65%) Computing Systems (70%) Mathematics (55%) Chemistry (54%) Engineering Computations (63%)

Achieved "**Collage Scholar**" on the basis of results to date

3rd year Subjects:

- Physics
- Technical Communications
- Programming
- Heat Transfer
- Power Electronics
- Fluids
- Circuit Design
- Maths

2nd Year Project:

Design of a Shell and Tube Heat Exchanger ←

NOTE: Clear process of all projects outlined with "highlighted" skills.

- Undertook an in-depth **analysis and design** of a Shell Heat Exchanger.
- Worked with a **team** of four using Excel and HTSF.
- **Individual responsibility** for the preliminary mechanical layout.
- **Organised** weekly meetings to coordinate design.
- Worked to tight **deadlines** and required submission of **Technical Report** on findings.
- Achieved **2H1**.

Thermodynamics: Convective Cooling

- Produced detailed **scientific report** on convective cooling using **Excel** and **Word**.
- **Researched** and **organised** tests to obtain experimental data.
- **Analysed** data to find best practice results.
- Achieved **2H1**.

Technical Communications: Business Plan

- Developed a Cost Saving Cooling Device for Industry.
- Developed and implemented business plan for device as part of a team of five.
- **Planned** and **coordinated** team tasks.
- **Report** and **Presentation** given to lecturers, Industry leaders and colleagues.
- Achieved **1H1**.

1st Year:

- Required to submit **weekly assignments** in structures, Engineering Graphics & Physics which necessitated meeting weekly deadlines.
- Worked in various **teams** carrying out experiments and writing **reports** in Circuit Analysis.

0000 - 0000
ST. JOHNS ACADEMY, LIMERICK

- **Leaving Certificate:** Achieved mark of **535/600**, **A1's** in Physics and Maths.
- Awarded **Student of the Year** in final year.

Skills

Technical/IT

- Programming languages: Proficient in Visual Basic and C programming.
- Operating Systems: Knowledge of Linux & Windows.
- Software Applications: Familiar with Matlab, Electronics Workbench, Excel, Word, Powerpoint, QSE & HTFS.

Communication (Written and Oral)

- Frequently required to produce reports & make presentations to colleagues.
- Strong leadership and team skills developed through team sports and project work.

Analytical and problem solving ability

- Proficient in understanding and assessing data and formulating solutions through lab work, assignments and actual engineering work experience.

Language

- Fluent French.
- Conversational German and Irish.

Driving Licence

- Full Licence

Relevant Work Experience

0000 - 0000 Jones Engineering Company, Co Limerick

Assistant Engineer

- Developed **good problem solving skills**, assisting with testing, and analysing circuit systems for satellite Systems.
- **Liaised** with staff in departments such as quality control and test engineering to ensure high quality final product.
- Completed **in house training** in debugging system and safety procedures.

NOTE: Evidence of skills integrated into work experience e.g. Liaised with.....proves communication skills.....

Other Work Experience:

0000 - 0000 Murphy's Bar, Limerick

Bartender

- **Trusted** with cash and Credit Cards.
- **Responsible** for stocktaking and locking up at night.
- **Managed** bar restaurant on occasion when owner away.
- Worked **flexible** shifts to facilitate owner.

0000 - 0000 Volunteer Work GAA Football Camps

Junior Coach

- **Responsible** for groups of 8 to 10 children ages 6 to 10.
- **Coaching** in the basics of football and hurling.
- **Organising** fun activities to enhance playing skills.

Interests/Achievements

- Active member of UCC and Limerick Football and Hurling Club, train twice a week and at weekends.
- Won various medals at school, county and university championships.
- Member of Engineering Society.

Referees:

Names of Referees supplied on request.

JOHN O'LEARY

Address: Address Line 1, Address Line 2, Cork City. Mob: 087/90987898 Email: johnoleary@email.ucc.ie

Profile:

- An enthusiastic, reliable, hardworking University student.
- A high level of customer service skills developed from working in the service industry. Communicates with a friendly and positive approach at all times.
- Varied work experience demonstrates flexibility
- Keen to secure part-time work.

Targeted Profile

Work Experience:

NOTE: Work experience is put before Education for this CV.

Summer 0000: **Waiter**

Name and Address of Bar.

Duties:

- Worked as part of a team in this busy bar and restaurant.
- When serving food and drink customer service was delivered to a high standard at all times.
- General duties included stocking shelves, brushing floors, bringing supplies to the store room, emptying drinking barrels, disposing of empty boxes and bottles, wiping tables and cleaning the bar and cutlery after finishing times.
- Ensured the pub was always ready for opening times.
- Worked a variety of shifts ranging from mornings to evenings and being called in at a moment's notice when the bar was extremely busy, was always punctual with regard to working extra hours.

Summer 20xx: **Labourer**

Name and Address of Employer.

- Worked as part of a team renovating old apartments which involved painting and decorating inside and outside the building, and organising the furniture. Also involved in demolition of old mansions
- Other duties included chopping down old trees, cutting grass, loaded the debris onto trucks so it could be disposed of and securing the area afterwards.
- Excellent Safety Track Record at work.
- Obtained "FAS SAFE Pass" and "Construction Site Operative Card" - Valid to 0000.

Ensure that SAFE PASS Cards and HACCP Certificates are up-to-date when applying for jobs. It t could make the difference between getting a job quickly

Education

0000 - Present:

UNIVERSITY COLLEGE CORK.

Bachelor of XXXXX,

On this occasion "less emphasis" is given under Education - obviously this varies depending on the job you are applying for.

0000 - 0000:

Name and Address of Secondary School,

Leaving Certificate:

Interests/Achievements:

- **Computer:** Working knowledge of Microsoft Word, PowerPoint, Excel, Internet and Email. (ECDL)
- Member of the **Darts Club** in UCC.
 - Organised many events in College such as table quiz's and darts exhibitions to raise money
 - Advertised the events among students of UCC.
 - Raised over €500 for Charity, with an attendance of over 60 people for one of the Darts Quiz.
- Achieved a Black Belt in Kick Boxing.
- **General interests** include outdoor activities such as Skiing. Awarded "Certification in Skiing" in Andorra.

NOTE: Names of two employers' referees are given - no academic on this occasion.

References

Mrs. Maeve Lynch, Name and Address of Employer. Tel. 087 98989898 Email. **maevelynch@employer.ie**

Mr. Denis O Grady, Owner, Address of Employer..... TelEmail



CONTACT INFORMATION

CAREER SERVICES,
University College Cork
3-4 Brighton Villas, Western Road, University College Cork.
(beside Castle White Apartments)

Tel: **021 4902349**

email: careers@ucc.ie

web: www.ucc.ie/careers

Find us on Facebook/Twitter/LinkedIn





UCC CAREER SERVICES

Guide to CVs