

cv support

Putting together your CV is the most important first step of your job search.

- Restrict the volume of information to be contained within two pages – three at a stretch
- When you are writing your CV, you should constantly be questioning whether the content you have included is relevant to the job you are applying to – tailor your CV.
- Get someone to proofread your completed CV for you. Accept constructive feedback and amend any errors you may have made.
- Remember that your CV will provide the first impression of you to any employer, so it is of utmost importance to take time and make it as clean and professional as possible
- Pay attention. Ensure that there are no inconsistencies in your CV. If you have had a gap in employment state why (for example, travelling, redundancy, seeking employment, training, career break, sabbatical etc.).
- Use the same font throughout, ensuring it is clear and easy for an employer to read.
- Use bullet points to convey information to deliver a clear and focused document.
- Avoid rambling sentences, jargon, irrelevant information, poor grammar and spelling, unreadable fonts, outrageous colours, and unnecessary graphics.

To make an impact, your CV will need to communicate the following information:

- Personal Details - your name, full address, email, mobile, work (only use your direct dial if it's appropriate) and home telephone number
- Personal Statement – a few short sentences to provide the employer with a snapshot of you, and in which direction you would like to take your next career steps – tailor this to the role you are applying for
- Skills - include all relevant skills (both technical and soft skills) which relate to the job you are applying for. Refer to the adverts or job descriptions you are applying for to make it relevant.
- Experience - start with your current / most recent employment, working back in chronological order. Provide dates (mm/yyyy) you have worked, companies you have worked for and titles of the positions you held. By bullet pointing your duties and main responsibilities within each role, the employer can quickly and clearly ascertain your suitability for a role. Where appropriate include relevant key achievements in a sub heading, usually underneath your duties. These could include exceeding targets, system development, streamlining, cost saving etc.
- Education & Training – Start with any relevant professional qualifications you may have. Follow this with higher education, including establishment, the qualification you achieved and the grading. If appropriate, follow this with secondary education, subjects, level and associated grades. Subsequently list any further training and qualifications which can support your suitability to the role you are applying for.

Please see the following pages of this document for an easy to use R13 CV template.

If you need further advice on putting together your CV, please contact us at:

info@rthirteen.co.uk

Curriculum Vitae

Personal Details:

Name *Fred Smith*
Address *1211 Make Believe Hill, Imaginary Road, Fictitious City, XX1 1XX*
Email *fred@makebelieve.com*
Mob *12345 678910*
Home / Work Direct Dial *01111 111111 / 02222 222222*

Personal Statement:

I am a professional administration and customer care professional, who has experience across a range of industries, with the most recent being of a technical nature. I am dedicated to delivering exceptional service standards and always strive to exceed customer expectations, in turn generating a high volume of repeat business. I am currently seeking an opportunity which will utilize my experience, whilst offering the prospect to learn additional skills with a view to lead into longer term career progression.

Skills:

- Award winning customer services professional
- Six years experience working in a technical customer services role
- Fast skills and knowledge acquisition of various product types
- Able to disseminate and deliver information to suit target audience
- Development and streamlining of systems and processes

Experience:

May 07 – Present **Imaginary Engineering** **Technical Service Executive**

- Handling a high volume of incoming calls from consumers
- Providing technical advise to customers regarding replacement components
- Utilising excellent product knowledge to provide solutions to customer problems
- Handling customer orders, inputting information into the system with utmost accuracy
- Processing transactions on customers behalf
- Producing MI information and statistical reports

Key Achievements (*if app.*)

- Improved customer retention by 50% within a 12 month period
- Internal winner 2012 / 2013 for Customer Service Best Practice

Aug 05 – Apr 07 **Make-believe Centre** **Data Administrator**

- Creating and updating internal database
- Producing standard operating procedure guides
- Training existing employees on best practice
- Liaising with external contractors, building and maintaining relationships
- Adhering to strict company policies

Key Achievements (*if app.*)

- Implemented company wide environmental policy
- Responsible for championing company best practice

Sep 03 – Aug 05

Fictitious Business Services

Business Executive

- Contacting potential businesses in order to up and cross sell company products
- Surpassing set weekly and monthly targets
- Completing client contracts, making amendments, maintaining high levels of accuracy
- Working within a fast paced and time dependent environment

Key Achievements (*if app.*)

- Achieved yearly target month on month
- Responsible for 20% of overall sales and revenues

Education & Training:

Mar 10, Home Study, IT

- Advanced Excel – MERIT

Fictitious University

- BA (Hons) Business Studies – 2:1

Make-believe 6th Form

- A 'level's: English Literature B, Creative Writing A, Geography C

Imaginary High School

- GCSE's: English Literature A, English Language B, Math A, History B, Sociology C, Politics B, Double Science B /B, PE C

List any further training and qualifications relevant

References Available On Request - (*OR list x2 references*)