



**DKIT** | **CAREERS**

## **GUIDE TO CVs**

## 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

# 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.dkit.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

### Subject/Module Information

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

### Second Level

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

## 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](http://www.prospects.ac.uk) [www.gradireland.com](http://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 DkIT

## **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 Dundalk Institute of Technology.
- 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 <https://www.dkit.ie/disability-student-quality-office/dkit-disability>

**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.

## Appropriate CV Language

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.

### Communication

Aided  
Advised  
Arbitrated  
Clarified  
Co-authored  
Collaborated  
Consulted  
Coordinated  
Counseled  
Defined  
Enlisted  
Formulated  
Influenced  
Informed  
Inspired  
Interpreted  
Interviewed  
Mediated  
Merged  
Negotiated  
Promoted  
Publicized  
Recommended  
Represented  
Resolved  
Suggested

### Creative

Acted  
Adapted  
Composed  
Conceptualized  
Created  
Designed  
Developed  
Directed  
Drew  
Fashioned  
Generated  
Illustrated  
Imagined  
Improvised  
Integrated  
Innovated  
Painted  
Performed

Planned  
Problem-solved  
Shaped  
Synthesized  
Visualized  
Wrote

### Detail-Oriented

Analyzed  
Approved  
Arranged  
Classified  
Collated  
Compared  
Compiled  
Documented  
Enforced  
Followed through  
Met deadlines  
Prepared  
Processed  
Recorded  
Retrieved  
Set priorities  
Systemized  
Tabulated

### Financial

Administered  
Allocated  
Analyzed  
Appraised  
Audited  
Budgeted  
Calculated  
Computed  
Developed  
Evaluated  
Figured  
Maintained  
Managed  
Performed  
Planned  
Projected  
  
Manual Skills  
Arranged

Assembled  
Bound  
Built  
Checked  
Classified  
Constructed  
Controlled  
Cut  
Designed  
Drove  
Handled  
Installed  
Invented  
Maintained  
Monitored  
Prepared  
Operated  
Repaired

### Providing Service

Advised  
Attended  
Cared  
Coached  
Coordinated  
Counseled  
Delivered  
Demonstrated  
Explained  
Furnished  
Generated  
Inspected  
Issued  
Mentored  
Provided  
Purchased  
Referred  
Submitted

### Organizing

Achieved  
Assigned  
Consulted  
Contracted  
Controlled  
Coordinated

Decided  
Delegated  
Developed  
Established  
Evaluated  
Negotiated  
Organized  
Planned  
Prepared  
Prioritized  
Produced  
Recommended  
Reported

### Leadership

Administered  
Chaired  
Convinced  
Directed  
Examined  
Executed  
Expanded  
Facilitated  
Improved  
Initiated  
Managed  
Oversaw  
Produced  
Recommended  
Reviewed  
Supervised

### Research/ Investigation

Calculated  
Cataloged  
Collected  
Computed  
Conducted  
Correlated  
Critiqued  
Diagnosed  
Discovered  
Evaluated  
Examined  
Experimented  
Extrapolated

Gathered  
Identified  
Inspected  
Investigated  
Monitored  
Proved  
Reviewed  
Surveyed  
Tested

### Technical

Assembled  
Built  
Calculated  
Computed  
Designed  
Engineered  
Fabricated  
Maintained  
Operated  
Programmed  
Remodeled  
Repaired  
Solved  
Tested

### Teaching Skills

Adapted  
Advised  
Clarified  
Coached  
Developed  
Encouraged  
Evaluated  
Informed  
Inspired  
Motivated  
Participated  
Provided  
Represented  
Supported  
Taught  
Trained  
Verified



## CV Language - Project / Course Work

Below are SAMPLE bullet points for student CVs for a selection of 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.<sup>12</sup>

## **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 3.13

# CV "Language" - Work Experience

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.

## 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.

**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

# Typical - "Other" Work Titles

## 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 18
- 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 19

### **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

## **STUDENT ROLES**

### **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.