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| --- | --- |
| **LAST NAME First Name**  Mobile: +65 xxxx xxxx Email: [myname@suss.edu.sg](mailto:myname@suss.edu.sg) LinkedIn: xxxxxxxxxx / ePortfolio: xxxxxxxxxx | |
| **EDUCATION** | |
|  | |
| **Singapore University of Social Sciences** | **MMM YYYY – MMM YYYY** |
| |  |  | | --- | --- | | **Bachelor of xxx with [state Minor, if any]** | **(expected)** |  * CGPA x.x/5.0 [include if > 3.5/5.0 or higher] * Certificate of xxx [optional] | |
|  | |
| **Polytechnic or JC School Name** | **MMM YYYY – MMM YYYY** |
| **Diploma in xxx or GCE “A” Levels** [choose as appropriate]   * GPA x.x/4.0 [include if > 3.3/4.0 or higher] * Certificate of xxx [optional] | |
|  | |
| **WORK EXPERIENCE** | |
|  | |
| **Name of Previous or Current Employer** | **MMM YYYY – Present** |
| *Company descriptor here in italics to describe briefly what the company does (1 line only)* | |
| **Position Title**   * Achievement 1 using STAR * Achievement 2 using STAR * Achievement 3 using STAR [Note: Include as many Achievements as are significant and relevant.] | |
|  | |
| **Name of Previous Employer** | **MMM YYYY – MMM YYYY** |
| *Company descriptor here in italics to describe briefly what the company does (1 line only)* | |
| **Position Title**   * Achievement 1 using STAR * Achievement 2 using STAR * Achievement 3 using STAR | |
|  | |
| **ACTIVITIES** | |
|  | |
| **Name of Activity or Organisation** [Insert descriptor if necessary] | **MMM YYYY – MMM YYYY** |
| |  | | --- | | **Position Title** |  * Achievement 1 using STAR * Achievement 2 using STAR [Note: Include as many Achievements as are significant and relevant.] | |
| **Name of Activity or Organisation** | **MMM YYYY – MMM YYYY** |
| |  | | --- | | **Position Title** |  * Achievement 1 using STAR * Achievement 2 using STAR | |
|  | |
| **ACHIEVEMENTS AND AWARDS** [optional] | |
|  | |
| * Achievement or Award 1 [optional] | **MMM YYYY** |
| * Achievement or Award 2 [optional] | **MMM YYYY** |
|  |  |
| **SKILLS** | |
|  | |
| * Skill 1 (e.g., IT Skills: SQL, C++ and Java) * Skill 2 (e.g., Language skills which are not ‘apparent’ – German (Basic), Korean (Intermediate)) * Skill 3 […………………………]   [Note: Where possible, weave in skills into your work experiences (above) to showcase examples of applications] | |

**How to write your achievements in STAR format** (this page MUST be deleted before sending out for Job Application)

**What is STAR?**

**Situation:** Explain the situation that you were in. This should be a short description of maximum one sentence. To describe the situation, you may ask yourself one of these questions: *What was the big picture I was in? What was the purpose of my tasks and actions? How did my tasks and actions help the company?*

**Task:** You need to briefly explain what it is that you had to do. If you were working as a group explain what your own role was. To describe the task, you may ask yourself one of these questions: *What did I do? What was my job scope?*

**Action:** This is the most substantial part of any achievement you will describe in your resume. You need to describe the action you took to achieve a certain result. Always use ACTION VERBS to formulate your action. To describe the action, you may ask yourself one of these questions: *How did I achieve the result? What could I point out that I did well? Which action did I take that contributed to achieving any Key Performance Indicators?*

**Result:** There is little point in explaining the situation, task and action if the employer is left wondering whether what you did made any difference. The result should optimally be measurable or be of good quality. To describe the result, you may ask yourself one of these questions: *What did I achieve that was important for the company? What type of results would contribute to being hired or fired? Did any of my achievements get publicised to the public, or other colleagues, or improved the company’s situation?*

**Examples:**

1. **You are a Cashier at a family-owned coffee shop. You sell coffee every day to your customers. Your boss appreciates that you are helping him to increase sales by informing the customers that the cup cakes are great, too.**

**Situation :** At a family-owned coffee shop

**Task :** Sold over 120 cups of coffee per day.

**Action :** Recommended best-selling cupcakes to the customers.

**Result :** Increased sales by 20%.

**Your achievement in STAR format:**

* Sold over 120 cups of coffee per day at a family-owned coffee shop.
* Increased sales by 20% by recommending best-selling cupcakes to the customers.

1. **You are responsible for taking Minutes during weekly team meetings. The team is in charge of operations. You have to archive the Minutes on a common drive within 2 days.**

**Situation :** Operating decisions are important to ensure safety and delivery.

**Task :** Recorded Minutes of Meetings on a weekly basis.

**Result :** Timely delivery and of highest quality.

**Your achievement in STAR format:**

* Documented important decisions of Operations Team within 2-day submission deadline.
* Took initiative to follow-up on ethical, safety and cost issues discussed at weekly Operations meetings.

**What are ACTION VERBS?**

You need to start each sentence of your achievement with an ACTION VERB.

Find them here: <https://sg.indeed.com/career-advice/resumes-cover-letters/action-verbs-to-make-your-resume-stand-out>