

ANDREW'S FRONT PAGE BEFORE

# Andrew Wilcox

This contact detail takes up A LOT of prime space for information that's not going to impact their opinion of you.

## Contact Information

Name	Andrew Wilcox
Address	49 Vasey St Marrickville, NSW, 2204
Home	9558 1502
Mobile Phone	0439 654 789
Home Email Address	andrewwilcox@bigpond.com
Work Email Address	wilcoxa@work.com.au
Date of Birth	14 <sup>th</sup> January 1968

Long paragraphs are a turn-off for many readers. Not punchy enough.

↑  
Relevance?

## Professional Profile

Dedicated, highly driven human resources professional with 23 years experience in the field of people management. Andrew's hands on commitment to results has ensured the forging of successful relationships between shop floor and management, improved ROI for training and minimal IR disputes.

Andrew is dynamic and engaging, having recruited, trained and moulded large teams toward the ongoing achievement of overall corporate objectives as well as personal goals. Andrew's personal style of going the extra mile within working hours, while concurrently demonstrating healthy work-life balance, has led to wide-spread cultural change within previous employers.

Working in a number of senior leadership positions across a range of industries, Andrew has demonstrated an innate ability to quickly identify the organisation's underlying needs and to recommend appropriate support strategies.

3<sup>rd</sup> person narrative can be a little distant

All of the stand out, bold phrases on this page are bland, not value-specific

## Key Skill Areas

- Alignment of HR Policy to corporate direction
- Stakeholder management
- Effective recruitment, training, coaching and mentoring
- Ability to bring key players on the journey
- Highly effective negotiator
- History of effective Employee Engagement turnaround
- Best practice recruitment policy management

This list of skills is too airy-fairy & lacks the core competencies that hirers of this type of job are looking for.

ANDREW'S NEW FRONT PAGE

# Andrew Wilcox

B.Bus (HR), MHRM & IR  
0439 654 789  
[awilcox@bigpond.com](mailto:awilcox@bigpond.com)

The focus is on Andrew's job type & level, his qualifications and background: all the key aspects an employer is looking for.

## Senior HR Manager | Global Businesses

I am a senior Human Resources Manager with a proven record of delivering HR strategies which contribute to overall business success. Key successes have included:

- Developing HR initiatives that align to both corporate objectives and regional / divisional sensitivities
- Driving change management programs to create a high performance culture through effective coaching
- Setting up and leading high performing HR teams to partner closely with business functions
- Close management of external stakeholders, such as unions, suppliers and industry partners
- Leading employee engagement, employment branding and communications projects to ensure the current and future attractiveness of the business to talent.
- Leading HR Programs that support diverse geographical and cultural locations

Emphasis is on value added

Info is all in bite-sized parcels

### HR Management

Direct experience in effectively managing:

- Recruitment, including employment brand, large – scale Graduate Programs and managed services
- Learning & Development
- Remuneration & Benefits & Payroll
- Engagement
- Acquisition workforce integration
- Industrial Relations & Negotiations
- OHS & Workers Compensation
- Large scale redundancies

### Business Management

I've held direct responsibility for budgets up to \$2.5M and have directly managed HR, Payroll, IT, Customer Service and Administrative functions.

Evidence of credibility is right here on the front page

HR Manager, Asia Pacific  
 HR Manager, ANZ  
 People & Performance (various)

Logistics Company 06/06 – present  
 Energy Company 01/98 – 06/06  
 FMCG Business 11/91 – 01/98

SARAH'S BEFORE RESUME

# Curriculum Vitae

Do you need your address on your resume?

**Name:** Sarah James  
**Address:** 123 City Rd, Katoomba NSW  
**Home:** (02) 4356 1234  
**Work:** (02) 4593 1235  
**Mobile:** 0456123987  
**Email:** [sarah@bigpond.com](mailto:sarah@bigpond.com)  
**Date of Birth:** 30<sup>th</sup> June 1980  
**Marital Status:** Married

Relevance?

This front page doesn't tell us anything about what Sarah does or how well she does it. It's a traditional layout that makes the reader work hard to decipher her value.

## Key Skills:

- Team work
- People skills
- Loyalty
- Attention to detail
- Ability to multi-task

## Employment History:

**1997 – 2000, Service Assistant, McDonalds Lithgow**  
**Responsibilities:**

- Food preparation and cooking
- Front line service
- Following instructions
- Working in a team
- Cleaning

Start with your most recent position & work backwards... the most recent is going to be far more impressive and more relevant to your next role.

## **2000 - 2001, Receptionist, James Patton Lawyers**

### **Responsibilities:**

- Management of the phone system (5 incoming lines, 28 extensions)
- Meet and greet clients
- Diary management and booking appointments
- Administration including typing legal transcripts, database management and basic bookkeeping
- Management of mail and courier deliveries

## **2001 - 2004, Legal Secretary, James Patton Lawyers**

### **Responsibilities:**

- Prepare and process legal documents and papers
- Assist partners in the collection of information and documentation
- Liaise with clients, other solicitors, and courts by phone, email and face to face
- Management of files
- Invoicing

## **2004 - 2006, Office Manager, James Patton Lawyers**

### **Responsibilities:**

- Coordinate and manage the administrative and support staff
- Liaising with the partners to understand business requirements and allocate resources appropriately
- Resource management (people, stationery and equipment)
- Ensure OHS and training schedules established and adhered to.

### **Key Achievement:**


- Completed Diploma Business Administration while working full time

## **2009 - current, Personal Assistant, Mirabelle**

### **Responsibilities:**

- Secretarial support to 2 senior managers
- Coordinate and manage the administrative and support staff
- Diary management, organising both work and personal details
- Resource management (people, stationery and equipment)
- Preparation of invoices, proposals and reports
- Database management
- Liaising with suppliers and customers on the managers' behalf, in their absence
- Open incoming mail and deliveries, determining their importance and distributing appropriately.
- Minute taking
- Ensure OHS and training schedules established and adhered to.

*Lists of responsibilities explain what you were expected to do, not how well you did it, or any extra you chose to give*



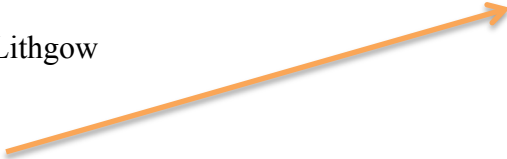
## Education

High School Certificate  
1998, La Salle Academy, Lithgow

Cert IV Legal Services,  
2001, Lithgow TAFE

Diploma of Business Administration  
2006, Katoomba TAFE

*Sarah has forgotten to include loads of training courses here. If it's relevant, include it.*



## Interests


Hiking, photography, cooking, reading and spending time with friends.

## References

James Patton  
Director  
James Patton Lawyers  
8769 9870

Jennifer Fahey  
Chief Financial Officer  
Mirabelle  
9867 9786

*The general rule for today's resumes is to keep references confidential until specifically requested. This is both for their privacy and so you can brief them before they're called about a position!*



SARAH'S NEW RESUME  
- APPLYING FOR  
OFFICE MANAGER  
ROLES

0456123987  
123 City Rd, Katoomba NSW  
[sarah@bigpond.com](mailto:sarah@bigpond.com)

## Sarah James

### Service Oriented Office Manager Known For Making Things Run Smoothly

Workplace Coach  
2011,  
Coach Institute  
Australia

Senior First Aid  
Certificate,  
2010,  
St Johns Ambulance

Conflict Resolution,  
2010,  
Skillpath

Cert IV Project  
Management,  
2008,  
IMF

Diploma of Business  
Administration  
2006,  
Katoomba TAFE

Cert IV Legal  
Services,  
2001, Lithgow TAFE

High School  
Certificate  
1998,  
La Salle Academy,  
Lithgow

#### People Management Skills

An experienced people manager, having led teams of up to 12 direct employees and successfully influenced numerous conflicting stakeholders. Demonstrated effectiveness in raising underperformers to exceeding expectations and achieving promotion, in addition to making the 'tough decisions'. Described as an "inspirational boss", known to lead by example with high expectations and great respect.

#### Business Management Skills

Highly effective in managing small to medium sized business in fast paced environments. Highly competent in financial management, resource management and the planning process. Skilled and experienced as a project manager: engaging excellent communication and negotiation skills to ensure positive outcomes for the client, the business and the team.

#### Administration Management Skills

Incredibly adept at all hands on administrative tasks, but with exceptional ability to recruit, train and manage administrators effectively, in order to drive a finely tuned administrative function.

<b>PA to 2 Directors</b>	<b>Mirabelle</b>	<b>01/09 - current</b>
<b>Office Manager</b>	<b>James Patton Lawyers</b>	<b>01/04 – 11/07</b>
<b>Legal Secretary</b>	<b>James Patton Lawyers</b>	<b>06/01 – 01/04</b>
<b>Receptionist</b>	<b>James Patton Lawyers</b>	<b>11/99 – 06/01</b>