



Training & Recruitment

For Individuals & Companies

The Importance of your CV

Just IT's Network Professional Programme offers a unique blend of industry-recognised technical certifications, career support, a work placement and a guaranteed £16-25k job in IT.

As part of the programme, you will gain 1-to-1 career support in order to perfect your CV, practise your interview technique and search for jobs effectively. Below is an introductory guide to help you make your CV attractive to your potential employers, who will be looking very closely at it as they decide whether or not you are the strongest candidate.

With this in mind it is crucial that your CV portrays you in the best light possible. It must be well presented, concise, accurate, factual and to the point.

As IT recruitment specialists, we offer free CV consultations for anyone wishing to kick-start their IT career. If you would like to arrange a consultation, contact us on 0800 019 66 61 or email info@justit.co.uk.

What is a CV?

- **A gateway to employment**- usually the first thing that a potential employer will see and if he or she doesn't like the look of it for whatever reason, you'll never have a second chance to demonstrate just how good you are.
- **A life and skills audit** – a summary of what you have achieved in a punchy and marketable format.
- **A sales document** – it is designed to entice the reader to want to meet you in person; nothing more, nothing less.

What are your selling points?

Highlight your skills, achievements and qualities that are specific to **you** and the job that you are applying for.

Remember to use positive language to sell your strengths to their full advantage.

Steps to creating a good CV

Undertake a Self Assessment:

Here you need to think about what roles you are looking to apply for. For most of you they will be around Technical Support i.e., 1st line support, helpdesk, support engineer. You therefore need to think about what skills the organisations will be looking for. For example, good communication skills will be essential. Do you have any examples through your own experiences that can reflect this on your CV? If you think along these lines you will be heading in the right direction.

Analysis of the Job Specification:

The primary aim of a CV is to get you an interview. Tailor your CV to the job for which you're applying. This means before writing anything you MUST research the job role in question. Remember, every sentence on your CV should fulfil a purpose.

Identification of your Main Selling Points:

Make a list of 10 strengths. These are your selling points that you need to highlight on your CV. Alongside these provide specific examples of why you think they are your strengths – these should be related to your work history, the training course you are completing, your academic background and your hobbies and interests.

Devising the Most Appropriate Format:

It is important to think about the style that your CV will take. A simple format is on most occasions the best to stick to. Your CV will look professional and easier to read therefore making the employers life a lot easier.

Make a Careful Choice of Language and Layout:

Remember to refer to yourself in the first person – “I” and not “your name”. Think about putting your strengths on the first page. For most of you this will be your education and qualifications, but those of you with extensive IT employment then this would be your selling point. Also remember to include a personal profile at the beginning of your CV – a summary of what you can offer an organisation will make them read on further.

Producing a Good Quality Product – The CV:

Before you start sending out your CV make sure you get someone else to proof read it. They may notice grammatical and spelling mistakes that you haven't picked up on. If you are sending out hard copies then go for a heavy, high-quality paper in white possibly with a grain. If you're sending out your CV as an e-mail attachment, ensure that the recipient accepts attachments and has the correct software to open it. Send it to a friend to check the CV can be received without corruptions.

It is important to amend your CV depending on the type of role you are applying for. If you are not receiving any positive feedback after two to three weeks of applying then you should take another look at your CV to see if you can make any amendments that may sell you better.

Sections

Your CV is broken into the following sections:

1. Your Name

This should be:

- Bold
- Slightly larger font we suggest size 20
- It should not say CV, or Curriculum Vitae, just have your name

2. Personal Details

This should include:

- Your address
- Your contact telephone numbers – a landline and a mobile number
- Your email address

Personal details should **NOT** include:

- Nationality – unless you are a foreign national
- Dependants
- Your date of birth

3. Personal Profile

This should be 2 or 3 short paragraphs that provide a glimpse of your key skills and qualifications for a position and is designed to attract immediate attention. The main things that you should be promoting are:

- Degree (if you have one)
- Your training and qualifications that are relevant to the position
- A demonstration of your customer service skills
- Your desire to work within the technical support field

4. Education and Training

Education should be in **reverse chronological** order, so put your most recent dates first. Start in the reverse chronological order with the most recent dates first:

- Professional Qualifications
- Further Education - Post Graduate (MA, MSc)
- Higher Education (BA Hons, BSc, BEng)

- Further Education (GNVQ, A-Levels, HND, NVQ)
- Secondary Education (GCSE's, CSE's)

5. Work Experience

Work experience should be in **reverse chronological** order. You should **concentrate on providing facts and figures**. Remember to emphasise what:

- **YOUR** role was,
- What **YOU** were responsible for
- What **YOU** actually did
- How **YOU** affected any outcomes and quantify it

Always **emphasize the experience** that is most relevant to the job that you are applying for, so if you have relevant IT experience please emphasize the following:

- How many users/ customers/ calls did you take/ support/ assist
- What level were you supporting? 1st line/2nd line?
- Projects carried out
- Size of your team
- Key duties on a daily basis
- What operating systems you worked with/ technologies used
- Key achievements

Remember to **state what skills you gained** / reinforced and how you gained it. These could include:

- Communication, commercial awareness, interpersonal, customer facing, teamwork, flexibility, motivation, drive.

If you have any gaps in your dates then explain what you were doing. You may have been working voluntarily, actively seeking work, illness or travelling.

6. Interests and Achievements

This is a vital part of your CV.

- Demonstrate your natural interest in IT
- Talk about other interests outside the industry as well
- Take your description further than a basic description - you may be interested in reading but do you read regularly – can you talk about what you have read recently?
- If you have a network at home talk about what platforms you have running (e.g. Win2k server with 98/XP clients, or Linux RedHat etc). If you like music talk about what type, do you actively DJ etc.
- Hobbies will improve your confidence when talking in an interview – they are something you should be able to field questions on and talk fluently about.

7. References

Available Upon Request- You can use Just I.T as a reference but please remember that this will only be a personal or educational reference.

8. Layout

We advise that the fonts you can use are Arial or Times New Roman font size 11 or 12, you may also use other fonts but please ensure that they are easy to read and professional.

Work experience and education should be bullet points and all tabs should be in line and consistent throughout the CV. We advise you not to use italics because they are hard to read, and use bold sparingly and only to emphasize breaks in sections or important parts such as job descriptions.

Check for spelling and grammar mistakes and please ensure that your CV fits onto 2 pages only.

For a face-to-face CV & interview technique consultation, contact us on 0800 019 66 61 or email info@justit.co.uk.