

Highlighting your work experience

This is the section in the CV where you highlight your professional achievements which are directly relevant to the position you are applying for. As well as highlighting periods of full- and part-time employment, the work experience section may also include professional training, voluntary work, and any extended periods in which your life focused on a particular activity (e.g. travelling abroad).



- 6 a** Think about a job or position of responsibility you have held. In pairs, tell each other about the position.

- What were your duties?
- What did you do?
- How did you do it?
- What were the positive results of the action you took?

- b** Match the CV approaches (1–2) to the effect (a–b) they will have on the layout of the work experience section of a CV.

- 1 chronological CV
- 2 skills-based CV

- a With this approach your relevant achievements are listed separately under skills headings at the top of your CV. The names, dates and locations of your work experience are listed towards the bottom of your CV.
- b With this approach your work experience is listed in chronological order, starting with your most recent job. Your main achievements and skills are tied to a specified job, at a specified time, in a specified place.

- c** When you give information about past work experience and achievements in a CV, use verbs in the past simple without a personal pronoun: *Chaired weekly meetings* (not *I chaired weekly team meetings*). Look at the following table of action verbs commonly associated with professional experience. Select five verbs and write sentences suitable for your CV that are true for you.

achieved	compiled	edited	improved	operated	researched
anticipated	consulted	established	increased	organised	resolved
approved	convinced	evaluated	interpreted	persuaded	scheduled
arranged	coordinated	examined	investigated	planned	supervised
budgeted	created	facilitated	led	presented	taught
calculated	delegated	formulated	listened	recommended	trained
chaired	demonstrated	identified	motivated	repaired	translated
clarified	designed	implemented	negotiated	represented	wrote
collaborated	developed				

- d** In pairs, tell each other about your professional experience using the verbs in Exercise 6c.

- e** Look at Silvia's chronological CV on page 20. Which verbs in Exercise 6c did she use? Which other verbs did she use?

- f** Rewrite the following sentences using the verbs in brackets. Leave out any information that is implied by the verb itself or is simply irrelevant.

- 1 There were five employees in my team. I was their boss and it was my job to keep an eye on them and help them when they needed my support. (managed)
Managed a team of five employees.
- 2 I enrolled on and successfully finished a financial management course in order to improve my knowledge in this area. (completed)
- 3 When I arrived, the company website was only in Polish. As well as Polish, my mother tongue, I also speak English, German and French, and so I decided to write the website information in English, German and French. (translated)
- 4 The company's database system had a problem, which I found. Afterwards I talked to my boss about a different way of doing things, which would solve the problem. (identified/recommended)
- 5 While I was working at the hotel I noticed that there were some ways in which the customer feedback system wasn't working effectively. Therefore I developed a new system and put this in place. A result of this was that customer satisfaction levels increased by 20%. (designed/implemented)

g Rewrite the following sentences using the verbs in Exercise 6c so that they are more concise and impressive.

- 1 I made recommendations regarding the most effective allocation of resources.
Identified most effective allocation of resources.
- 2 I was the front-office staff representative on the implementation team for our new ICT strategy.

- 3 I was responsible for coming up with the training plan.

- 4 I looked after the budget for running the office.

- 5 I looked for new suppliers. _____
- 6 I gave a presentation of our client feedback questionnaire.

- 7 I looked into ways to reduce waste. _____
- 8 I was in charge of the design team. _____

h ▶²³ Listen to a discussion between Klaudia, who is looking for her second serious job, and Tom, who has just proofread her CV, and answer the following questions.

- 1 What are Klaudia's responsibilities as a secretary?
- 2 What skills does Tom relate to these responsibilities?
- 3 What other jobs has Klaudia done?
- 4 What skills does Tom relate to these jobs?

i Write the work experience section of Klaudia's CV. Then compare your answer with the suggestion in the answer key.

j Think of a job you would like to apply for and write the work experience section of your CV. Use words and phrases from this section to help you. Demonstrate only the skills and experience relevant to the position.