

your career matters.

career advice guide.



human forward.

 randstad

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Our TrueFit® approach goes deeper providing the best match by assessing the job, boss & company fit.



Randstad receives 1600 applications from specialised candidates a day.



Our recruitment specialists speak to a jobseeker every 20 seconds and an employer every 16 seconds.



Every year Randstad helps more than 500,000 people in their next career move.

# welcome to Randstad

The world is fast-changing and somewhat unpredictable, but what remains constant is how important it is to find meaningful work. With innovation driving the world of work ever faster, you might be left wondering: how can I find a job that works for me? Which step leads to where I want to go?

We know that finding that dream job is never an easy task. Our role is to help you navigate those challenges, and connect you with fulfilling job opportunities that will help you reach your full potential.

As one of the biggest global players in the HR space, we've had the privilege of representing more than 500,000 people each year in taking their next career move, with an aim to reach our global vision of impacting the work lives of 500 million people worldwide by 2030.

Some of the most prestigious and attractive employers — locally and across the region — work with us to source high performing talent like you. Whether you are looking for permanent, contract or temporary roles, we have various job options for you across core industry sectors. Our recruiters stay plugged into the latest market trends so that they can continue to provide valuable career advice and guidance to best represent your interest to our clients, and help you achieve your career aspirations.

As you start your journey with Randstad as your trusted partner, I hope you will find this career guide useful. If you require any further advice, please do not hesitate to contact one of our experts today.

In the meantime, if you want to find out more about Randstad's full scope of recruitment and HR services, visit [randstad.com.my](https://randstad.com.my)

To your success,

A handwritten signature in black ink, appearing to read 'R. Carroll'.

Ryan Carroll  
country director, randstad malaysia

# what to expect from working with Randstad

## interview & assessment

Our thorough interview and assessment process gives our consultants the information needed to understand your experience and skills acquired to date and your career aspirations in terms of a future role, employer and culture. We can then advise on the best approach to your job search and identify opportunities in the market.

## job offer

Your consultant will negotiate the most favourable remuneration package achievable in line with your market worth. Our consultants are highly skilled in this process, getting great results whilst keeping your best interests in mind. Remember it is important when considering a new role that you evaluate the entire package on offer – from the new salary, benefits, perks, team and work environment you'll be joining.

## matching you to your new organisation

Our TrueFit® approach allows us to go deeper to give you the most accurate match to a potential employer by assessing you on the job, boss and company fit.

## interview with our client

### schedule the Interview

Once your consultant has identified a potential opportunity, it will be presented to you and if acceptable, an interview scheduled immediately.

### prepare for the Interview

Together, you and your consultant will prepare for your interview. As well as running through the skills and experience in your resume, you will be prepared with questions and answers that ensure you present yourself in the best light. Interviews can take many forms – from panel interviews through to assessment centres and it is common today for candidates to experience virtual interviews during a job search process. Randstad is well versed to assist you with all these interview scenarios.

### debrief

Following the interview, it is important that you call your consultant within the hour to debrief on the experience and discuss next steps.

# writing a great cover letter

A cover letter is a very important part of your job application. The impact of a well-structured resume can be decreased considerably by a poor cover letter, and vice-versa.

The cover letter should show an employer that you have read the advertisement carefully, considered it and understand what is required of you as the potential employee.

## hints & tips

- The length of your cover letter should be about one A4 page.
- Where possible personally address the cover letter rather than 'To Whom It May Concern'.
- Include an introductory paragraph that says your name and the position you are applying for.
- Be concise and well structured, clearly linking your experience to the key criteria of the position advertised.
- Tailor the tone of the letter based on the culture of the organisation. Always be positive and confident.
- Avoid trying to list all your skills and talents on one page - you don't want to appear overly confident.
- Thank them for taking the time to read your application and then make a call to action — ask for contact or an interview at the employer's convenience.



# writing a winning resume

A well written resume will help you create a personal brand and is the first door opener to getting the interview.

You don't get a second chance to make a first impression so it's important to put the effort into creating a winning resume. It should showcase your achievements and value to the organisation in a short, sharp and proactive way. A huge number of resumes are often received, so managers usually only have a couple of minutes to scan each one. Make sure that the key information isn't buried and your contact details are well displayed.

In an increasingly competitive jobseeker landscape it is worth considering how you can enhance your resume through digital innovations such as video resumes and web portfolios that can really bring your experience and skills to life with interactive content.

## 10 tips to writing a good resume

### 1. personal information

This should include your name, address, home and mobile numbers, email address and business networking profiles.

### 2. write a resume summary statement

It is good practice to write a brief list of the highlights of your qualifications at the top of your resume. This gives the hiring manager, at a glance, a synopsis of your professional qualifications and experience to date.

### 3. tailor your resume for each position you apply for

Demonstrate clearly and concisely that you are qualified for the position for which you are applying, by describing your relevant qualifications, skills and abilities. Always link them back to the key criteria outlined in the position advertised.

### 4. outline your education

In the employment market, education is always an advantage. Therefore include all details of your completed degrees, professional qualifications, training seminars, certificates and courses.

### 5. provide details of your work history and experience

Include all job titles, specific responsibilities and accomplishments for all your key roles in your career to date. These should appear in descending order, with your most recent experience on top.

### 6. highlight relevant personal and professional accomplishments

We recommend this is included in the “interests, voluntary activities or awards” section of your resume.

### 7. state that references are available upon request

Make sure you have collected the full contact details of your references prior to your job search so that you can present these at the time of your interview or upon request.

### 8. review, review, review

Spell check your resume! This is your one opportunity to make a great first impression so present your resume neatly with perfect grammar and spelling. Using a professionally designed template, different colours, bolding sections and bullet points will all help the information stand out and be easily read.

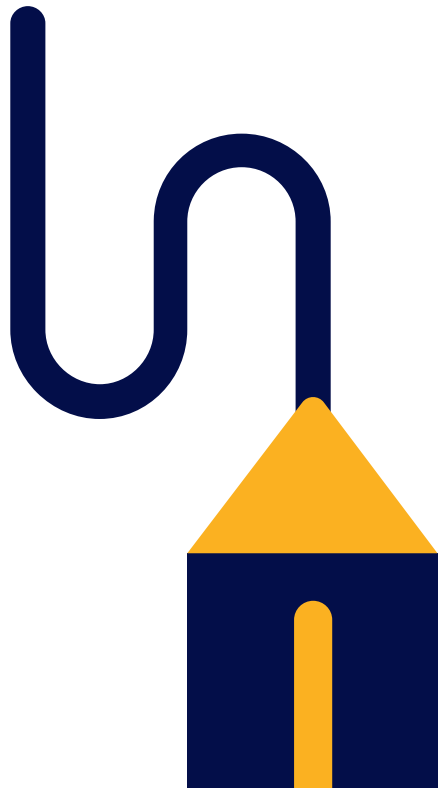
### 9. focus on quality, not quantity

The length of the resume should not exceed two pages in length. Keep it short and simple.

### 10. always get a second opinion

It's important to carefully proof read your resume before sending it out and to get an objective opinion on the look and feel, and content.

**....And remember never lie or embellish your skills and experience on your resume as these will be revealed when the reference and employment checks are completed.**



# interview preparation

Preparing yourself for an interview is key to a successful interview outcome. Interviews can make you nervous so by preparing yourself well, you'll feel more relaxed and are more likely to perform at your best.

## 5 tips to prepare for your interview

### 1. research the company

Review the company website and social media sites to find out about the company history, their products and services, current market position and growth plans. This will show the hiring manager that you've done your homework and that you're genuinely interested in the position.

### 2. prepare yourself for behavioural-based questions

During the interview you may be asked some behavioural-based questions. These are asked for a potential employer to assess your skills and experience by asking you to provide examples of how you've behaved in certain work situations. This is because the way you've acted in the past tends to determine the way you will act in the future. You can see some examples of behavioural-based questions on page 10 of this guide.

A quick and easy tip to help you with behavioural-based questions is SAO — Situation, Action, Outcome. Start by describing the situation you were in, the action you took and the outcome or result.

### 3. think about your strengths

It's important to sell yourself in an interview. Not everyone feels comfortable talking about themselves in a positive light but it is important to demonstrate why you're the best person for the job.

### 4. think about your weaknesses

Probably one of the most common, yet trickiest questions to handle in an interview is talking about your weaknesses. The best way to approach this is to think of this as an area you may need to improve on. For example you could say "Speaking in front of a large audience isn't something I feel particularly confident about but I try to speak up in team meetings more often to overcome this weakness."

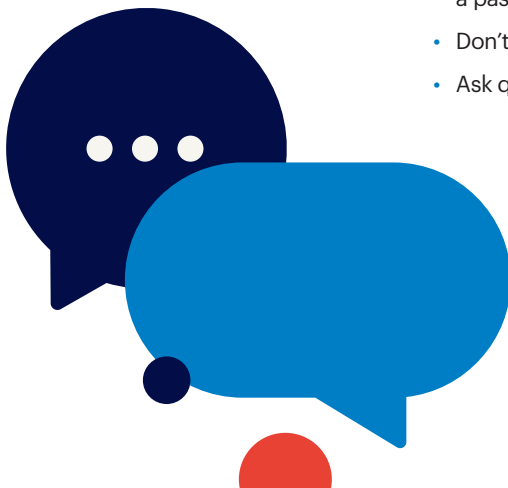
### 5. know your career highlights & achievements

It's very important to have specific examples of your career highlights and achievements so make sure you give these some thought prior to the interview.

# interview hints and tips

Remember you only have thirty seconds – and no second chance to make a good first impression so make the most of it. Here are some quick tips to get you through.

- Dress for success! Always choose to dress smartly for an interview. In this situation it is always better to be overdressed than underdressed.
- Don't forget your resume.
- Clearly state your interest – be able to describe why you want the job.
- Be able to describe your strengths and how they will benefit the company.
- Show you've done your research about the company.
- Prepare something for when you are invited to ask questions. Provide real-life examples.
- Arrive 15-30 minutes early to find parking or if the company is located in an unfamiliar area.
- Be polite to the receptionist – their impression counts too.
- Take cues from the interviewer e.g. where to sit.
- Shake hands firmly and maintain eye contact.
- Sit comfortably and alertly – no slouching.
- Speak clearly and to the point when answering questions.
- Avoid being too familiar, chatty, aggressive or clever.
- Don't say anything negative about a past employer.
- Don't interrupt anyone.
- Ask questions.



# interview questions worth preparing for

## your qualifications

- What can you do for us that someone else can't do?
- Give specific examples of why an employer should hire you.
- What have been your greatest accomplishments recently?
- What motivates you in your work?
- What have you been doing since your last job?
- What new skills, or capabilities have you developed recently?
- What qualities do you find important in a co-worker?

## your career goals

- Why are you interested in this role/our company?
- Why do you want to leave your current job?
- What are your career goals for the next five years?
- How will you judge your success?
- How will this job fit in your career plans?
- What do you expect from this job?
- What can you bring to our company?

## your work experience

- What have you learnt from your past roles?
- What were your biggest responsibilities?
- What specific skills have you acquired or used in previous roles that relate to this position?
- How does your previous experience relate to this position?
- What did you like most/least about your last role?
- What are your greatest strengths/weaknesses?



### behavioural-based questions

- Tell me about how you worked effectively under pressure.
- How do you handle a challenge? Give an example.
- Have you ever made a mistake? How did you handle it?
- Give an example of a goal you reached and tell me how you achieved it.
- Describe a decision you made that wasn't popular and how you handled implementing it.
- Give an example of how you set goals and achieve them.
- Give an example of how you worked in a team.
- What do you do if you disagree with someone at work?
- Share an example of how you were able to motivate employees or co-workers.
- Have you handled a difficult situation? How?

### questions to ask your interviewer

- What are the short and long-term expectations for this position?
- Will there be career development and advancement opportunities?
- What is the next step in the interview process?
- Will there be a second round interview?
- When can I expect to hear back from you after my interview?

### questions not to ask your interviewer

- What is the salary for this position?
- What does your company do?
- May I arrive early or leave late as long as I get my hours in?
- Can I do this job from home?
- How many warnings do you get before you're fired?
- Is job sharing a possibility?
- Can I see the break areas you provide?
- What does this company consider a good absenteeism record?
- When can I take annual leave?

# 10 tips to improve your online professional profile

Social media has changed the way candidates find jobs and recruiters find candidates and with an estimated 3 million of Malaysian professionals on LinkedIn, it is an essential that your profile reflects how you want to be portrayed by future employers.

LinkedIn is all about connecting, but before we connect, we look for what we have in common. That's the key to putting together a profile that jump-starts conversation. Think of your profile as a way to promote your professional brand – a fixed point on the web to promote your skills, your knowledge and your personality. Brands build trust by using an authentic voice and telling a credible story. Here are ten tips to help you do the same:

## 1. create a stand out profile

LinkedIn hooks you into an immediate network so it's important that you create a stand out profile. Don't cut and paste your resume. Instead, describe your experience and abilities as you would to someone you just met. And write for the web, in short blocks of copy. In addition use a professional headshot. Studies have shown that people make their initial impression within seconds from seeing your image, so make this count.

## 2. write a strong summary

Just as you will on your resume, your LinkedIn profile gives you a great opportunity to create a strong summary of skills and achievements. Use this well by drafting up a three sentence summary that tells others who you are and what you are about. Add a bulleted list of your top five attributes just below this.

## 3. make your profile job search friendly

Make sure your LinkedIn profile gives you the best chance of appearing in a recruiter or potential employers' searches by lining up your last three jobs in the right format. Highlight your skills and use a professional catch line next to your image to make your applications stand out.



#### 4. get recommendations & endorsements

A recommendation speaks volumes about your abilities and performance but it can take a lot of effort for you to get. It's good practice to gather these from colleagues, clients and employers when you complete a great project or know you've recently impressed someone at work.

Endorsements are equally important and much easier to gather as it takes seconds for someone you've worked with to endorse you.

Both help you improve your Google page rank making your online appeal even greater.

#### 5. build your connections

Connections are one of the most important aspects of your brand. So identify strategic connections that will build up your circle of influence and add to your credibility. We recommend that you aim for around 350-500 connections on LinkedIn. This enables you to be part of enough industry networks that include recruiters looking for people with your skillsets.

#### 6. be selective about the groups you join

Do not simply join a LinkedIn group because it looks good or drop an industry reference. Actually, check them out and see who is active on it and what the discussions are about. Then join and start contributing to the discussion to get noticed. Thoughtful questions and useful answers build your credibility.

#### 7. use the right keywords

Recruiters use specific simple keyword phrases when seeking out the best candidates. Keep this in mind as you develop your LinkedIn profile. Think about how recruiters will search for you and avoid using complicated phrases or being too wordy.

#### 8. check out who's been viewing your profile

Take the time to sign up for the more advanced version of LinkedIn to get access to a suite of products and information that you can use to improve your profile. Check out who has been looking at your profile and those of your peers. Go one step further and introduce yourself to these onlookers.

#### 9. distinguish yourself from the crowd

Add value to your LinkedIn profile by incorporating all facets of your talent. You can add links to your portfolio, use videos and slideshows to build appeal and stay connected with social media feeds and LinkedIn influencers within your industry segment.

#### 10. set up job alerts

Maximize your LinkedIn account by setting up job alerts and use your mobile LinkedIn app to apply in real time when jobs match your profile. Time is of the essence as recruiters are generally going to contact the first 25% of applicants before anyone else.

**good luck!**







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