

EXAMPLE GROUPING of SKILLS

CUSTOMER RELATION SKILLS

- Took telephone reservations
- Took customer coats and other accessories to the coat check
- Seated guests while being aware of server sections and guest to server ratios in order to ensure a smooth and enjoyable dining experience for guests
- Accurately answered questions by having thorough product knowledge of the menu and establishment policies and services
- Provided courteous & efficient customer service to guests
- Supported the food and beverage team
- Helped ensure a safe work environment for myself and co-workers by adhering to the safety rules
- Adhered to sanitation standards as outlined by the Public Health Department
- Handled cash, credit card and check transactions up to \$x.xx daily (weekly or monthly)
- Resolved customer complaints in an efficient and effective manner
- Received, verified and delivered customer orders in a friendly and proficient fashion
- Greeted, directed, and gave information to visitors
- Assisted with program registration and tours
- Solicited funds and volunteers for special events
- Pursued clients who failed to take appropriate action on letters of intent
- Developed ongoing customer relationships, enhancing future sales
- Developed special season promotions that increased sales by 10%
- Assisted customers to locate merchandise
- Explained layaway policies and procedures to customers
- Precisely packed customer products
- Processed transactions for personal and business customers
- Maintained and balanced a daily cash drawer, up to \$_____
- Opened new customer checking and savings accounts
- Communicated with consumers and businesses in choosing correct wireless plans and equipment for their needs and budget
- Maintained customer information data bases
- Resolved escalated customer issues that front-line staff members could not handle, sometimes involving state sales managers or area vice presidents
- Built relationships with government and corporate customers as well as Nextel corporate account managers and Nextel government account managers to design custom plans and pricing options
- Recognized as top sales representative for 4th quarter 2005
- Demonstrate products and assist customers with general inquiries
- Created appealing (inviting) seasonal displays
- Verified accuracy of data, combined data from various systems to compile spreadsheets
- Fill and process prescriptions, interact with physicians' offices, counsel and answer patients' questions regarding medications, nutritional supplements, and herbal preparations
- Processed prescriptions rapidly in a community pharmacy averaging 320 prescriptions daily
- Counseled public on prescription and non-prescription medications
 - Managed order entry and prescription verification

Lifeguard

- Ensured the safety of patrons by explaining and enforcing the rules
- Enforced rules in order to anticipate problems
- Maintain concentrated observation of the duty area and its users in order to anticipate problems and to identify an emergency quickly
- Administer immediate First Aid
- Identify swimmers' abilities and recognize struggling or drowning swimmers

CLERICAL (OR ADMINISTRATIVE) SKILLS

- Type ____ WPM
- Screened and directed calls from multi-line (12-line) phone
- Processed incoming and outgoing mail
- Managed bulk mailings
- Prepared travel expense reports
- Conducted daily consultations with department supervisors
- Calculated bi-weekly payroll for ____ employees
- Monitored and maintained computerized accounts payable/receivable
- Made copies and filed papers
- Created monthly newsletters and news releases
- Relayed appropriate messages
- Faxed documents

COMPUTER SKILLS

- Assist Systems Administrator with deployment of new firewalls and servers
- Provided over-the-phone technical support to Dell account clients
- HTML, JavaScript, DHTML, DreamWeaver
- Flash, PageMaker, PhotoShop

Platforms:

- Windows 3.1 to 2000, ME, and XP

Programming Languages:

- Visual Basic
- HTML
- C++
- JavaScript

Software:

- Microsoft Word
- Microsoft Access
- Microsoft Front Page
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Project
- Dragon Naturally Speaking
- AS400/Metro
- QuickBook

Networking:

- TCP/IP
- LAN and WAN options
- Client server
- Workgroup computing

DATA ENTRY SKILLS

- Processed
- Completed accurate end of day reports
- Reconciled number disputes

LEADERSHIP OR MANAGERIAL SKILLS

- Managed
- Directed
- Administered
- Controlled
- Handled
- Improved relations by acting as a liaison between _____ and _____
- Supervised
- Initiated a team driven approach to resolve performance issues
- Monitored other telemarketer's calls for adherence to script guidelines
- Helped hire, train and supervise 12 employees
- Trained and supervised all 20 part-time staff and volunteers

ORGANIZATIONAL SKILLS

- Prepare and serve a nutritious breakfast and lunch every day
- Prepare and lead a variety of art and craft projects to enhance learning
- Organize and maintain a diverse schedule: trips to the park, library, pool, museum, etc
- Create a positive child care climate: prepare various activities, play games, avoid conflict situations, nurture self-esteem.
- Organized
- Coordinated quarterly schedule for student workers
- Implemented
- Maintained
- Updated manuals
- Planned and lead activities while supervising ____ children, ages five to twelve
- Conducted activities for geriatric clients
- Monitored and maintained inventory
- Monitored and ordered supplies
- Organized and implemented a registration process for programs
- Maintained membership files
- Trained and supervised all 30 part-time staff and volunteers
- Coordinated goals with Sprint-Nextel indirect management team, including indirect sales managers, area vice presidents, and regional vice presidents

- Trained employees and handled other retail storefront responsibilities such as cash handling, accounts receivable, accounts payable, and all retail store transactions

PROBLEM SOLVING SKILLS

- Located and replaced defective parts
- Repaired
- Troubleshoot computer issues
- Discovered
- Caught

TEAM PLAYER SKILLS

- Worked collaboratively to
- Initiated a group discussions on pressing issues
- Served as a liaison between staff and faculty

SALES SKILLS

- Recorded salesman's trades and commissions
- Provided customer services in person and via telephone and email
- Answered customer questions about products
- Developed and managed new and existing accounts
- Researched product merchandise and competitors
- Facilitated promotional activities
- Provided customers with technical advice
- Developed ongoing customer relationships, resulting in future sales
- Developed special seasonal sales
- Purchased and monitored merchandise
- Created appealing displays for promotional events

ACTIVITIES & HONORS

- Convocation Committee University of Cincinnati Raymond Walters College: 2007-2008
- University of Cincinnati Raymond Walters College Student Government: Member 2006-2007, Vice-President 2007-2008, President 2008-2009