

Work Experience Bullet Points: From Overlookable to Hirable

Before	After
<ul style="list-style-type: none"> • Answered phones. 	<ul style="list-style-type: none"> • Communicated with a wide variety of clients in person and by phone. • Addressed customer concerns and resolved all complaints peacefully. • Managed multiple phone lines and forwarded calls to the appropriate locations.
<ul style="list-style-type: none"> • Serve customers in a timely manner. 	<ul style="list-style-type: none"> • Prioritized tasks to meet and exceed customer needs and expectations. • Implemented a new organizational system which allowed for effective multitasking. • Coordinated with 10 other employees to cut customer waiting times in half.
<ul style="list-style-type: none"> • Waited tables and took orders. 	<ul style="list-style-type: none"> • Professionally served customer requests while enhancing overall dining experience. • Cooperated with kitchen staff to ensure timely and accurate service. • Provided order recommendations to customers based on intimate menu knowledge.
<ul style="list-style-type: none"> • Worked as a teller. 	<ul style="list-style-type: none"> • Accurately maintained a daily ledger of over \$1,000. • Reconciled cash drawers to daily reports to ensure 100% accuracy. • Processed payments of multiple tenders quickly and efficiently.
<ul style="list-style-type: none"> • Stocked items in a grocery store. 	<ul style="list-style-type: none"> • Organized items to create an esthetically pleasing display. • Adjusted stock on shelves to sell perishable goods before their expiration date. • Memorized the specific layout of the store by to help customers find items.
<ul style="list-style-type: none"> • Helped younger students with homework. 	<ul style="list-style-type: none"> • Tutored three 5th grade students in mathematics and science. • Developed writing techniques to help a student achieve an A+ on their book reports. • Motivated students to gain interest in Science through interesting demonstrations.
<ul style="list-style-type: none"> • Made a personal web site. 	<ul style="list-style-type: none"> • Constructed a functional web page using Adobe Dreamweaver 7.0. • Implemented JavaScript to create a GUI interface for a web site. • Designed attractive web templates by integrating graphic design and HTML elements.
<ul style="list-style-type: none"> • President of _____ Student Club. 	<ul style="list-style-type: none"> • Presided over weekly club meetings of 30-40 people. • Delegated responsibility to committee members to help plan the third annual _____. • Facilitated club events by scheduling fundraisers and planning committee meetings.
<ul style="list-style-type: none"> • Worked the Front Desk. • Checked in and greeted guests 	<ul style="list-style-type: none"> • Guided customers through the registration process at the front desk. • Systematized client intake process by consolidating registration and survey forms. • Corresponded with local businesses in person and via mail, email and telephone.
<ul style="list-style-type: none"> • Filed paperwork. • Worked in a library. 	<ul style="list-style-type: none"> • Catalogued confidential registration information in a pre-designed filing system. • Processed and shelved over 1,000 new books, using the Library of Congress system. • Implemented a new catalog system for an elementary school library.