



From Overlookable to Hireable – Skill Points

BEFORE	AFTER
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.
Served 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 multi-tasking. • Coordinated with 10 other employees to cut customer waiting times in half.
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.
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.
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 product's expiration date. • Memorized the specific layout of the store to help customers find items.
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 a book report. • Motivated students to gain interest in Science through interesting demonstrations.
Made a personal website	<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.
Member of _____ Student Club	<ul style="list-style-type: none"> • Assisted with club events via planning committee meetings and involving the community. • Responsible for planning and coordinating the third annual _____. • Facilitated club events by scheduling fundraisers and planning club meetings.
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, e-mail, and by phone.
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.

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Leadership Position Skill Points – From Overlookable to Hireable

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Tutor	<ul style="list-style-type: none"> Cooperated with students in learning a variety of writing techniques. Assumed lead in developing a strategic plan which included _____ and _____. Instructed students in the fundamentals of how to properly source and write papers. Designed event marketing flyers using Publisher and Photoshop to increase attendance.
Technical Skills used for Student Organization	<ul style="list-style-type: none"> Revitalized group’s social media presence, including the addition of Twitter and YouTube. Created a new homepage for the (Name of Organization) using Contribute. Implemented a new organizational system which allowed for effective multi-tasking
President of _____ Student Club	<ul style="list-style-type: none"> Led monthly all-group meetings and bi-weekly leadership meetings. Presided over weekly club meetings of 30-40 people. Delegated responsibility to committee members to help plan out third annual _____.
Club/Event Coordinator	<ul style="list-style-type: none"> Initiated a fundraising event and solicited donations to raise (add \$ amount) for community outreach program. Developed and launched membership recruitment campaign resulting in ___% increase in membership. Integrated social media to market upcoming events with an increase in participation by ___%. Coordinated and organized (add #) events with over (add #) of participants.
Residential Assistantship	<ul style="list-style-type: none"> Represented group on various campus-wide committees to advocate for _____ issues. Supervised a floor of first year students and advised on personal and academic issues. Prepared and organized over 12 educational and social programs for residents. Developed and implemented programs to strengthen the community.
Academics/Group Project	<ul style="list-style-type: none"> Planned and organized all group meetings and procedures. Mediated member disagreements and actively worked with others to finish projects. Presented proposed project and its relevant supportive research to the Professor and the entire class. Motivated group members to work to fullest potential.
Office Support	<ul style="list-style-type: none"> Catalogued confidential information using pre-designed filing system. Communicated with clients in person, by phone, and through e-mail in a timely, professional manner. Composed and sent meeting agendas via e-mail to the appropriate department representatives.
Mentor	<ul style="list-style-type: none"> Guided students through the _____ process in an efficient manner to ease the mentee’s transition. Listened nonjudgmentally to student concerns and referred to other departments when appropriate. Instructed students on time management strategies to become more productive.

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