



# From Overlookable to Hireable – Skill Points

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

UIS Career Development Center  
 Human Resources Building, Room 80  
 One University Plaza, MS HRB 80  
 Springfield, IL 62703-5407

phone: 217-206-6508

email: [careerservices@uis.edu](mailto:careerservices@uis.edu)

website: [www.uis.edu/career](http://www.uis.edu/career)

[YouTube](#)

[Facebook](#)

[X](#)

[Instagram](#)

[Snapchat](#)

[LinkedIn](#)



# Leadership Position Skill Points – From Overlookable to Hireable

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

**UIS Career Development Center**  
 Human Resources Building, Room 80  
 One University Plaza, MS HRB 80  
 Springfield, IL 62703-5407

phone: 217-206-6508

email: [careerservices@uis.edu](mailto:careerservices@uis.edu)

website: [www.uis.edu/career](http://www.uis.edu/career)

[YouTube](#)

[Facebook](#)

[X](#)

[Instagram](#)

[Snapchat](#)

[LinkedIn](#)