

# HOW TO DEMONSTRATE CAREER READINESS COMPETENCIES ON YOUR RESUME

Below are a few examples of how to demonstrate competencies and skills.

## Career Readiness Competencies

### Career and Self-Development

- Advocated for additional responsibilities resulting in promotion to Shift Lead within first six months of employment.
- Sought opportunities to learn new skills and attend professional development training to improve in role and innovate processes.
- Completed 5 LinkedIn training courses to improve communication and Excel skills resulting in a 5% increase in personal customer service ratings.
- Networked with fellow professionals to stay apprised of current trends in field, collaborate on projects, and discuss professional opportunities.

### Communication

- Solicited donations from local businesses resulting in a record number of raffle items and \$10,000 generated to support St. Jude's Foundation.
- Communicated effectively with restaurant's front- and back-of-house staff to ensure essential cookware, equipment, and other items were available at prime rush times.
- Edited newsletters and mass emails to ensure accurate grammar and spelling while maintaining adherence to distribution schedule.
- Wrote detailed case conceptualizations and implemented treatment plans following HIPAA regulations.

### Critical Thinking

- Troubleshoot computer issues for clients via chat and offered appropriate solutions, receiving an 89% satisfaction rating.
- Evaluated options for promotional items based on cost, usefulness, and appeal to customer base and offered suggestions to management.
- Assessed process for presentation requests, benchmarked with similar offices, and made recommendations using Airtable to streamline and improve transparency.
- Diagnosed coding error to improve website performance and appearance while ensuring compatibility with updated and RSS feeds.

### Equity and Inclusion

- Evaluated and improved website and handouts to exceed ADA compliance and ensure accessibility for all visitors.
- Designed space layout and furniture with universal design and color theory in mind to ensure a welcoming environment for all.
- Served on focus group for climate study, providing feedback on culture of university and experiences of students from all backgrounds.
- Actively sought assignments on teams with diverse perspectives to be part of greater idea generation and final products better received by clients.

- Led local Boy Scout troop of 8–10-year-olds from diverse backgrounds, enriching my education and worldview, while serving as a role model to the group.

### **Leadership**

- Motivated team to increase sales by introducing competitions and recognition programs, improving moral and sales in first week.
- Supervised team of six sales representatives including hiring, training, scheduling, and reviewing performances annually.
- Led team of 20 using data-driven decision making and strategic planning, while adapting quickly to unforeseen challenges.

### **Professionalism**

- Represented college on student panel discussing internships and experiential opportunities to incoming students and parents.
- Recognized for 100% attendance and 95% customer satisfaction ratings within first six months.
- Solicit feedback on performance and implement suggestions to continuously improve.

### **Teamwork**

- Collaborated with server team to ensure all guests enjoyed the dining experience and received exceptional customer service.
- Partnered with two other student groups to host philanthropic event for 500 raising \$12,000 for the Red Cross.
- Served on office morale committee to coordinate celebrations and social gatherings to foster connection and engagement of staff.
- Worked with team of 8 to provide over 300 resume reviews to fellow students during Drop-in Review times over course of one semester.

### **Technology**

- Maintained WordPress website for office including updating content and creation of new pages, while adhering to ADA compliance standards.
- Utilized SPSS to analyze data and create reports showing results and key takeaways to interested parties.
- Designed print material for distribution to clients using Canva and Adobe InDesign adhering to branding guidelines and ensuring accuracy.
- Mastered Salesforce essentials in three weeks and trained other staff to allow for a smooth transition to new software among team.
- Investigated metabolic pathways to identify links between Type II Diabetes and Obesity in liver CDP138 knockout mice using PCR, western blot, and cell culture assay.

## **Transferable Skills**

### **Attention to Detail**

- Maintained accurate, detailed, records of all patient accounts to track invoices and payments in Quickbooks.

- Organized process of requesting marketing materials by creating a workflow and intake form that requests all necessary details and gives a realistic timeline for creation.
- Analyzed current handouts for outdated language or information and made adjustments to include updated advice and inclusive language.
- Managed budget of \$50,000 for student organization accounting for all expenditures and revenue while following guidelines for appropriate use.

### **Customer Service**

- Greeted all attendees and welcomed vendors to event, walking them to their booth and providing any needed support for set up.
- Listened to customer concerns, de-escalated by empathizing, and found ways to resolve issues in a manner that satisfied majority of upset guests.
- Awarded top sales award due to reaching monthly sales goal and 5 customer compliments to management during July.
- Ensured exceptional customer service by responding to all phone and email inquiries within one business day in a professional and courteous manner.

### **Organization**

- Utilized Airtable as project management tool to track progress of team toward goals set by supervisor, delivering on-time completion of all projects.
- Curated content for newsletter to equally distribute article creation work and allow for appropriate content to be delivered at optimal times throughout the year.
- Created database in Salesforce for over 400 established clients and used campaigns to increase engagement and new contact tracking.