

Sample Resume Phrases

Based on transferable skills and common positions

Transferable Skills

Problem-Solving Skills

- Designed, developed, and implemented _____
- Developed effective internal controls and always operated within budget
- Developed solutions as part of the quality management team
- Conceptualized ideas for _____
- Focused on solving problems immediately
- Advised _____ regarding _____
- Aided in the organization of _____

Teamwork & Interpersonal Skills

- Established rapport with people of all ages, cultures, and beliefs
- Earned a reputation as a valuable and cooperative coworker by being fair, honest, and willing to help others when needed
- Effectively resolved conflicts at appropriate times and assisted new managers and other staff to become familiar with policy and operations
- Interfaced with engineers on various projects
- Learned excellent mediator, arbitrator, and facilitator skills
- Learned to communicate ethically and cross-culturally to establish individual and group rapport
- Communicated effectively with customers, management, and staff

Communication & Creative Skills

- Demonstrated skills in writing and presenting
- Developed creative and innovative marketing and advertising promotions
- Drafted correspondence and assisted office manager with mailings
- Garnered expertise in public relations, special events, marketing, and product development
- Created slides and presented information about _____
- Developed and marketed new products and services
- Designed program logos, related apparel, and sample bag packaging
- Developed brand, graphics, and sales visuals, and brainstormed marketing concepts
- Built comprehensive knowledge and experience in group facilitation

Analytical and Efficiency Skills

- Dealt tactfully and effectively with difficult customers
- Demonstrated effective and consistent technical support
- Converted manual systems into computerized systems
- Assessed organizational needs and implement administrative procedures
- Conceptualized and implemented innovative guidelines and procedures to _____
- Focused on detail with a good eye for balance and organization
- Evaluated potential and active trouble spots involving staff, customers, and companies
- Developed guidelines and negotiations for _____
- Evaluated programs in marketing, productivity, and customer support and made recommendations to company executives
- Made an impact in _____ and was well-regarded by coworkers for friendliness and hard work
- Implemented effective, creative ideas for firms, teams, and individuals
- Compiled and delivered reports in order to _____
- Evaluated new technologies, equipment, vendors, and product marketability

Organizational and Technology Skills

- Demonstrated ability to apply sound knowledge to diverse applications
- Developed computer literacy and became proficient in _____
- Organized information with attention to detail
- Demonstrated the ability to service several transactions simultaneously
- Excelled at organizing, coordinating, and managing projects
- Abided by quality standards
- Learned to gather, compile, and analyze information from many different sources
- Developed expertise in all production planning and scheduling phases
- Produced an extensive revision of the company procedures manual
- Developed a highly successful and verifiable track record in _____
- Assisted in the production of _____
- Helped prioritize work schedules and delegated assignments

Management and Leadership Skills

- Directed all marketing and franchising opportunities
- Assisted in establishing a successful structure for a growing company
- Coordinated the efforts of team members who produced _____
- Developed business and strategic plans
- Created and directed dynamic growth for this emerging _____ business
- Attended corporate planning meetings and assisted in writing policies and procedures

Common Positions and Job Roles

Cashier

- Advised customers on purchases
- Operated POS cash register, working on weekends and during school breaks
- Provided exceptional customer service and support
- Counted cash and reconciled charge sales and cash receipts with total sales to verify the accuracy of transactions
- Held various positions in cash management operations areas, including item processing, item balancing, item processing support, and quality control
- Balanced cash drawer daily
- Audited cash receipts of other cashiers
- Observed checking, billing, and cashiering activities
- Provided cash management services
- Provided accurate, timely, and efficient service to customers as a head cashier in the drive-through

Sales Associate

- Developed close and personal relationships with clients to ensure customer loyalty and retention
- Advised customers on new styles, fashion trends, and product features
- Marketed and sold _____ in a _____ setting
- Maintained detailed records of individual customer's buying habits and preferences
- Provided on-call clothing and accessory consultation for customers
- Developed new accounts, generated growth, and profitability, and adapted to changing circumstances with innovative sales strategies
- Participated in receiving, checking in, and stocking merchandise, prepared products for sale, updated and maintained existing client accounts, and demonstrated new products
- Designed monthly sales flyers and brochures of all products sold
- Established shipping and receiving procedures, which streamlined operations and increased efficiency
- Contacted customers to notify them of special sales and new merchandise shipments

Administrative Assistant

- Provided a wide range of administrative and clerical duties to the ____ department
- Managed advertising, accounts, and inventory/purchasing requirements
- Handled product orders with attention to detail
- Assisted clients through an accurate assessment of needs
- Coordinated and handled various business and personal projects for the president
- Provided administrative support and completed project for management team of ____ members
- Compiled staff rosters, filed/archived confidential patient records, managed tapes, and statistical information, typed documents, and directed inventory control
- Directed administrative operations for a high-traffic reception area
- Met stringent processes and timeliness in overseeing records management, admissions, and bookings
- Coordinated meetings and managed schedules for ____ staff members
- Provided general office support by typing documents, filing reports, entering data, ordering supplies, and answering phones
- Worked with new employees to create usernames, passwords, and access to systems
- Coordinated the work schedules of ____ staff members to assure smooth, effective processes and minimize the potential for error
- Ensured compliance with regulations
- Organized and accurately maintained a filing system of confidential information
- Recorded minutes of meetings and reproduced them accurately with correct spelling and grammar

Customer Service

- Combined patience, determination, and persistence to troubleshoot client issues
- Provided the highest possible standards of customer service and support
- Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients
- Showed excellent interpersonal skills and ability to work well with others, in both supervisory and support staff roles
- Assisted customers with _____
- Showed outstanding customer service skills; diplomatic and patient with all types of individuals and organizational levels
- Cultivated relationships with _____
- Responded to customer calls, quickly assessing consumer needs and problems to deliver an ideal solution
- Provided friendly advice to a diverse clientele, promoting the company's customer-oriented image
- Helped customers and merchants identify services/products that best suited their needs
- Educated customers on how to fill out forms and how to use _____ services

Bank Teller

- Excelled in receiving and processing all banking transactions including verifying transactions and checking and savings account withdrawals and deposits
- Developed in-depth knowledge of maintaining positive customer relations utilizing proper handling of all transactions, in keeping with established procedures
- Learned through hands-on experience in exercising discretion and judgment regarding transaction problems and inquiries
- Demonstrated a proven record of maintaining, verifying, and balancing allocated cash drawer, including proper trial balancing throughout the day
- Gave accurate and detailed information to bank clients
- Demonstrated ability to reply to questions on bank transaction services and procedures maintaining excellent customer relations constantly
- Recognized customers' financial services requirements and cross-sold services to meet those requirements
- Recorded all transactions promptly, accurately, and in compliance with bank procedures
- Ensured compliance with all internal controls and established policies and procedures

Event Coordinator

- Organized product launches, industry award presentations, conventions, seminars, workshops, and private parties
- Scheduled venues, hired caterers, set menus, arranged for special equipment needs, booked hotel accommodations, and distributed promotional material
- Organized all aspects of volunteer work for high-profile events
- Worked with _ volunteers to execute this one-day event
- Coordinated and hosted social activities, media events, and team functions, including luncheons, tours; team, media events, and receptions
- Coordinated all aspects of events including planning stages through the completion
- Supervised event merchandise development, situated posters in prominent positions across towns, and distributed leaflets

Community Service Volunteer

- Managed financial transactions and records for the organization
- Recruited, trained, and scheduled volunteers for community events
- Maintained volunteer database, including skills, training, interests, and availability
- Directed customer satisfaction studies and analyzed collected data
- Participated with various community groups, local government agencies, churches, and community action programs to maximize services to _____
- Organized intergenerational activities with tenants and local schools every month
- Facilitated drug and alcohol awareness and prevention training

Marketing Assistant

- Advised campaign coordinator on local issues and strategies
- Drafted promotional campaign materials, including print, radio, television, and social media materials
- Managed media relations daily
- Edited reports, press releases, and promotional articles
- Marketed accounts to increase revenue and solicit customers to build a referral list

Program Assistant

- Drafted marketing materials and proposed advertising campaigns
- Arranged transportation for guest speakers and dignitaries
- Conducted and analyzed surveys from participants to gauge customer satisfaction
- Managed event logistics, including publications, advertising, rentals, schedules, subcontractors, and cleanup
- Acted as liaison between staff at the satellite program and Director
- Trained staff and provided orientation sessions for new volunteers
- Utilized leadership and authority in a consistent manner and in such a way as to reinforce the residential philosophy and program of _____
- Obtained funding support for all programs and projects

Nannies/Babysitters

- Encouraged social interaction and provide stimulating learning environments
- Supervised children's activities and accompanied them to activities
- Provided care for children ages _ and _ such as...
- Prepared formula for babies and infants and fed them
- Cooked age-appropriate meals and assisted in feeding them
- Completed family errands such as grocery shopping and activity drop-offs
- Extended ability to perform housekeeping duties and arrange meals for children in keeping with employer's instructions
- Reinforced parental restrictions
- Transported children to and from school and activities

General Laborer/Landscaping

- Advised general contractor on technology, personnel, safety, and schedule issues
- Performed ____, ____, ____, and other activities
- Developed projects from initial conception to occupancy
- Played a key role in _____
- Served as a ____ worker in order to _____
- Operated powered equipment such as mowers, tractors, twin-axle vehicles, chainsaws, electric clippers, sod cutters, and pruning saws
- Cared for established lawns by mulching, aerating, weeding, grubbing and removing thatch, and trimming and edging around flower beds, walks, and walls
- Maintained and repaired tools, equipment, and structures such as buildings, greenhouses, fences, and benches using hand and power tools
- Ensured customer satisfaction through proper execution of all lawn preferences
- Built and maintained client base through efficient and effective service
- Followed guidance on planned landscaping designs

Lifeguard

- Provided emergency treatment using standard lifesaving procedures
- Maintained close attention to all activity in the swimming pool area, anticipating hazardous situations and reacting calmly to emergencies
- Trained new lifeguards to use continuous scan technique
- Volunteered for lifeguard duty for synchronized swim team practices

Cook

- Prepared food cooked to order in a fast-paced restaurant setting
- Monitored kitchen inventory and re-ordered food and supplies as needed
- Maintained kitchen condition to standards exceeding health regulations
- Provided backup for the executive chef in his absence
- Assisted bakery manager when ordering ingredients and decorator supplies
- Handled all aspects of food service management including food costing, pricing, inventory, management, and vendor relationship management
- Prepared and served food selections
- Participated in daily kitchen operations including food preparation and food service

Server

- Received food and beverage orders, advised on daily specials, and delivered food and drinks
- Verified the accuracy of charges, delivered customer checks, and ensured prompt processing of transactions
- Ensured customer satisfaction by monitoring needs and filling a special request
- Provided quick, efficient, and friendly service to customers
- Served customers courteously and efficiently and operated cash register
- Competed with co-workers to achieve sales goals
- Boosted customer base and established repeat clientele
- Delivered efficient, courteous service to customers