



SAMPLE BULLET POINTS FOR KEY SKILLS

OFFICE OF CAREER SERVICES

Examples of effective bullet points to showcase the most highly sought skills and qualifications of candidates like you!

ATTENDING TO DETAIL

- Analyzed results from respiratory and stress tests with guidance from on-staff Nurse Practitioner.
- Entered identifying textbook information into store database and re-shelved books by program and class for each fall and spring semester.
- Aided coaching and athletics staff in monitoring field conditions, planning team travel arrangements, and recording accurate player statistics during weekly practice games.

COLLABORATING AND COOPERATING

- Greeted customers and assisted coworkers with daily tasks to promote a warm, friendly store atmosphere.
- Researched and resolved guest problems, acting as a customer liaison between other bank departments when necessary.
- Communicated with players, coaches, and parents to ensure fairness and to preserve respect of all involved parties.

ENFORCING POLICIES

- Upheld facility rules and standards while facilitating a positive, welcoming stadium environment and addressing patron concerns as they arose.
- Enforced rules of the game while maintaining a professional attitude and upholding league standards.
- Monitored members in pool and surrounding areas, ensuring water safety and behavioral guidelines of up to 200 patrons each day.

INSTRUCTING OTHERS

- Provided direct care to clients aged 10-16 through one-on-one and group therapy settings to implement skill acquisition and behavioral treatments.
- Promoted an educational, collaborative environment for students by providing encouragement and modeling values of respect, integrity, and compassion.
- Taught emotional and social strategies including coping skills and proper classroom behaviors to up to 30 kindergarten and 1st grade students per class.
- Mentored at-risk 13- to 16-year-old students at an educational agency devoted to assisting teenagers suspended or expelled from school.

MANAGING MONEY/TIME

- Supported individuals with developmental disabilities (ages 6-21) by providing overnight supervision, skills training, and one-on-one assistance with daily living activities.
- Raised more than \$5,000 for Cape Girardeau area charities through organization-wide car washes, bake sales, and raffle ticket sales.

- Assisted with monthly payroll processing by resolving technical issues, addressing employee concerns and questions, and sitting in on bi-annual performance reviews.
- Managed multiple priorities by promptly serving guests, accurately recording orders, and efficiently addressing concerns of customers and fellow staff members as they arose in fast-paced restaurant environment.

MEETING THE PUBLIC

- Modeled professional and friendly behavior by greeting guests and addressing their concerns to facilitate a warm, inviting customer experience.
- Attracted over 400 students and community members to a “Welcome-Back” fair at the start of the 2021-2022 academic year by marketing the event via social media and hosting over 30 local business booths.
- Provided opportunities for the families to access services and resources within their community to encourage family health throughout the Southeastern Missouri region.

NEGOTIATING AND MAKING DECISIONS

- Discussed and resolved design issues with outside manufacturers to achieve the best possible bid.
- Delegated duties to 10 fellow coworkers based on individual strengths to promote productivity and communication throughout our department.

ORGANIZING

- Maintained an organized office space by regularly updating student records, filing student information, and securing member confidentiality.
- Facilitated a productive, efficient store environment by stocking shelves, conducting monthly inventories, and promptly addressing customer concerns.
- Prepared and collected information for bi-weekly meetings to maintain efficiency and organization within the group.
- Organized a campus-wide blood drive that received over 1200 units of blood donations.

PUBLIC SPEAKING

- Provided wellness-related presentations (30-50 minutes each) to groups of up to 50 students, educating them on topics such as mental health awareness and campus violence prevention.
- Planned and presented general psychology lectures to 40-50 students per class on topics including psychoanalysis, the history of intelligence testing, an overview of personality disorders, and the anatomy of the brain.
- Taught 6 introductory communications lectures per 3 class sections each semester, instructing over 300 undergraduate students in total.

REPORTING INFORMATION

- Maintained accurate logs of laboratory test outcomes and medications, and transcribed results into corresponding patient charts upon completion.
- Collaborated directly with floor nurses and physicians to ensure the accurate completion of documentation for each patient.
- Informed management staff on in-office activity by submitting daily call reports, weekly work plans, and monthly territory analyses.

SETTING AND MEETING DEADLINES

- Assisted professional staff in coordinating events and monitoring timelines to ensure that monthly progress deadlines were met.
- Executed a variety of tasks each week including the creation and submission of daily sales reports and the initiation of biweekly phone calls to over 60 clients to promote office efficiency and to maintain consistent engagement with account caseload.

WRITING EFFECTIVELY

- Provided scheduled and walk-in individual writing tutorials to undergraduate and graduate SEMO students.
- Composed and published monthly sports articles for the University newspaper ("The Arrow").
- Wrote, edited, and distributed monthly newsletters for the SEMO chapter of our psychology honor society, Psi Chi.

CRITICAL THINKING/PROBLEM SOLVING

- Created a "continuity folder" to assist organization leadership team successors in creating programs and maintaining professional contacts.
- Resolved customer concerns by investigating present problems, collaboratively developing solutions, preparing reports, and making recommendations to management.
- Streamlined communication by creating an organization-wide group messaging chat and a leadership team "Contact Sheet" with names, pictures, email addresses, and phone numbers of our 8 exec board members.

ORAL/WRITTEN COMMUNICATION

- Upheld customer satisfaction by accurately recording phone and in-person orders and ensuring high quality food and service.
- Provided written feedback on assignments and offered additional, individual assistance to students during 6-8 office hours per week.
- Developed rapport with customers by addressing their concerns and maintaining a positive, approachable attitude to encourage repeat business at our store.
- Edited articles to ensure engaging content and accurate adherence to APA formatting requirements.

TEAMWORK/COLLABORATION

- Communicated with other lifeguards as we rotated from different positions of the pool while upholding pool safety standards and maintaining a keen awareness of the welfare of pool patrons.
- Assisted team of 3 contractors with the design, budgeting, and direction of two commercial construction projects.
- Collaborated with other on-campus sorority chapters to further promote participation in external philanthropy events such as our biannual, Panhellenic blood drive.
- Worked as a team with other executive board members and faculty advisers to plan and execute various organization events throughout each semester including a guest-speaker night and a bake sale fundraiser.

DIGITAL TECHNOLOGY

- Processed transactions including purchases, returns, and sale adjustments via cash and credit payments.
- Created weekly social media posts via Facebook and Instagram to engage the campus community in special organization events including ____, ____, and ____.
- Utilized social networking tools including Facebook, Twitter, and Instagram to connect with 400+ members and alumnae.
- Collected and recorded data on client's daily skill acquisition and behavioral progress through CentralReach ABA Software.

LEADERSHIP

- Attended two professional development conferences through Sigma Phi Epsilon to gain self-knowledge and to enhance leadership skills as President of the fraternity.
- Oversaw organization by planning meetings, securing guest speakers, communicating with department faculty, collaborating with fellow leadership team members, and offering networking and field advice to members.
- Directed team of over 20 members by planning practices, arranging fundraisers, attending biweekly meetings, and organizing trips for all away games.

WORK ETHIC/PROFESSIONALISM

- Completed full course load each semester while working over 30 hours per week and maintaining campus engagement via organizational involvement and membership in the Jane Stephens Honors Program.
- Upheld regionally-recognized center standards for diagnostic evaluations, treatment, training, and research.
- Expanded professional and technical knowledge by attending educational workshops, reviewing professional publications, and participating in professional societies including the National Communication Association (NCA) and the International Association of Business Communicators (IABC).

CAREER MANAGEMENT AND PROFESSIONAL DEVELOPMENT

- Shadowed medical doctors in numerous specialties such as cardiology, neurology, and radiology at local Cape Girardeau hospitals including Southeast Health and St. Francis Medical Center.
- Engaged with peers and professionals in the Business Administration field through a weekend-long national conference and gained leadership skills through participation in 15 hour-long workshops and presentations.
- Participated as a McNair Scholar by conducting independent research and engaging in various scholarly activities in preparation for future doctoral studies.

GLOBAL/INTERCULTURAL FLUENCY

- Completed +120 hours of volunteer experience with native Chinese-speaking children ages 10-12 in Beijing, China, by teaching daily intermediate-level English classes to 10-15 students per class.
- Lectured groups of over 30 first-year undergraduate students on university inclusion lessons involving topics such as gender and sexuality, ethnic diversity, and civic responsibility.
- Guided 10-15 incoming international students per group to facilitate their smooth transition to the university by guiding campus tours, addressing questions and concerns, and upholding mindfulness of cultural and language differences.