

DESCRIPTIVE LINES

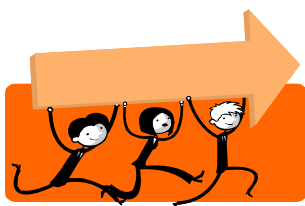
The best resumes describe jobs and skills accurately and completely while still managing to be succinct. Effective use of language is key to conveying your marketable talents to employers. Depict your experience in ways they will understand, exactly what you learned, and what you'll bring to the position. Sometimes that is simply accomplished by adding a precise adverb before the action verb. Remember to quantify your results!

BEFORE: Checked daily logs for errors in accounting
AFTER: Meticulously checked daily logs to verify 100% accuracy of financial transactions

Here are some examples of skills and descriptive lines; perhaps a few are relevant to you. Use them to get ideas on how to compose effective descriptive lines of your own!

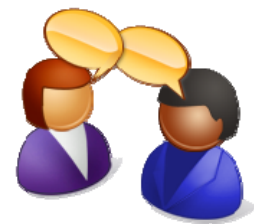
ORGANIZATIONAL SKILLS

- * Performed data entry duties with credit card accounts
- * Attained highest productivity level for the month of June
- * Accurately maintained cash operations during working shifts
- * Operated under time constraints and proficiency requirements
- * Successfully handled credit cards, checks, and depository security issues
- * Learned the value of accuracy and efficiency in dynamic health care settings
- * Employed multi-tasking skills to react to changes in a fast-paced environment
- * Honed time management and planning skills by concurrently maintaining full-time academic status
- * Protected the integrity of confidential, privileged information, and large cash transactions
- * Successfully met production deadlines on a daily basis
- * Handled late accounts assertively and effectively
- * Commended for attention to detail and accuracy
- * Successfully used multi-line telephone



TEAMWORK SKILLS

- * Received Team Player Award
- * Gained a reputation for being a team player
- * Entrusted to work and uphold protocol within corporate office among high-level executives
- * Served as a liaison between team employees and management



PUBLIC RELATIONS & INTERPERSONAL SKILLS

- * Developed strong listening and articulation skills while dictating letters for several employers
- * Established and maintained good rapport with over 20 colleagues and managers
- * Broadened and maintained an extensive network of contacts and clients
- * Improved crisis management skills during health emergencies
- * Dealt with diverse customers on a constant basis, promoting my excellent communication and customer service skills
- * Constructively handled difficult situations

DESCRIPTIVE LINES

FUNDRAISING & PROJECT DEVELOPMENT/IMPLEMENTATION

- * Raised over \$10,000 at annual fundraiser, increasing attendance and media coverage from previous year
- * Initiated redesign of office management systems resulting in easier access to information
- * Entrusted with special projects that afforded the opportunity to work independently
- * Acted as volunteer coordinator, doubling the volunteer workforce in the first year
- * Successfully exceeded fundraising goal, doubling the profit from the previous year
- * Made over \$10,000 in sales over a three-month period and exceeding sales goals
- * Streamlined office procedures resulting in greater staff efficiency
- * Created and developed quarterly newsletters for 300 active alumni
- * Maintained internet site as it grew to over 2,000 pages and images
- * Developed layout for and published 11 bound books
- * Designed, built, and implemented new Internet site



LEADERSHIP & SUPERVISORY SKILLS

- * Supervised, directed, and trained 25 employees
- * Led bilingual team with ethnic and cultural diversity
- * Developed skills and performance abilities of the 90 marching band members
- * Taught discipline, teamwork, and dedication through a performance-based activity
- * Developed strong communication/leadership skills supervising two other prep cooks
- * Managed daily operations of upscale bar and restaurant including opening and closing operations, inventory management, new employee training, customer service, and sales
- * Supervised lawn care maintenance team; duties included customer satisfaction, planning of daily schedule and sales, maintenance of equipment, landscape construction, and snow plowing and removal
- * Trained a diverse array of people to develop and improve their physical and mental abilities
- * Cultivated teamwork within the health profession to deliver high-quality service and care

WRITTEN COMMUNICATION SKILLS

- * Took several advanced, writing-intensive courses through the university
- * Wrote for *The SouthtownStar*, a newspaper with a daily circulation of over 20,000

OVERVIEW OF ACCOMPLISHMENTS

(These phrases can go under any job or experience where they are relevant.)

- * Earned four promotions in seven months. Continually complimented by management and owner for outstanding work ethic and customer relations. Offered fifth promotion as off-site catering manager
- * Praised for the ability to solve difficult problems independently and efficiently
- * Commended for quick-thinking and problem-solving abilities
- * Named "Sales Associate of the Month," September 2000
- * Performance evaluation resulted in a wage increase
- * Named "Most Valuable Employee," April 2001



RESUME HINTS

TIP

An effective way to frame your accomplishments is to state the **SITUATION**, describe your **ACTION**, and list the **RESULTS**. Employers can easily see how your skills transformed and improved the work environment.

SITUATION+ACTION= RESULTS

Reorganized the tool departments in local lawn store, which improved overall sales by 15%.

TIP



Use strong **ADVERBS** like “**EFFECTIVELY**” and “**SUCCESSFULLY**” along with your **POWERVERBS**.
“Effectively campaigned”
“Successfully fundraised”



As you create, write and revise your resume detailing the experiences you've had, be sure not to overlook unique and individual strengths, accomplishments, skills, knowledge utilized and the **results** of these efforts. Include these by asking yourself the following questions:

What do you uniquely contribute to any project/class/job?

- Commended for creative ideas and ability to follow through.
- Gained reputation for exceptional customer relations.
- Responsibilities expand continually.
- Consistently earned high performance evaluations at every review.

Did you initiate, develop or create anything new, and did it result in an improvement?

- Initiated redesign of office management systems, promoting easier access to information.
- Streamlined office procedures yielding greater staff efficiency.

Did you include results and quantify when possible?

- Visited eight local schools as invited lecturer to raise awareness about environmental issues.
- Acted as a volunteer coordinator, doubling the workforce in the first year.
- Raised over \$10,000 at annual fundraiser, increasing attendance and media coverage from previous years.
- Wrote for *The Glacier*, a daily newspaper with a circulation of over 17,000.

What knowledge or expertise was required to do your task well?

- **Before:** Worked in a medical office.
- **After:** Handled and disseminated sensitive information requiring confidentiality.
- **Before:** Worked in a government agency.
- **After:** Required comprehension of federal policies and guidelines.
- **Before:** Answering phone in a senator's office.
- **After:** Responded to constituents requiring knowledge of senator's economic policies.
- **Before:** Volunteered at Youth Crisis Agency.
- **After:** Position requiring excellent rapport-building and interpersonal skills.