

Transferable Skills

Most employers have an idea of what abilities and personal attributes they would like to find in their next employee. Your abilities, in a listed form, make it easy for the employer to assess whether you meet the minimum qualifications or not and need to read any further. It's much like product marketing, where a product label puts on the front, the key features and benefits of that product (*Fortified with Calcium • All Organic Ingredients • 12 Essential Vitamins*), to attract your attention. It's only then that you might pick that product up and turn it over to read the rest of the ingredients. The employer will do the same if you highlight **your key features and benefits**. Consider some of the following as possible skills or knowledge you may wish to use on your resume; you may think of many more, and it is good to put it in your own words and quantify or qualify how many; how large, how well you can do that skill.

Clerical:

Typing ability • Data entry skill • Speed writing • Dictation ability • Ten key by touch
Written composition skill • Experienced on multi-line phone system • Excellent customer service skills
• Experienced on all office machines • Computer literate • Knowledge of M. S. Word, Excel, PowerPoint, Lotus 123, QuickBooks, AS-400, use of Internet, or any other software • Accurate record keeping ability • Bookkeeping skills • Office organizational abilities • Maintaining supply inventory • Scheduling • Making travel arrangements • Ability to multi-task • Exceptional proofreading & editing skills • Accurate Alpha / Numeric filing maintenance • Able to produce reports from raw information • Professional attire and communication skills

Warehouse / Manufacturing:

Experienced on forklift & pallet jacks • Able to maintain accurate and organized inventory
Able to order and schedule stock replenishment • Knowledge of computerized inventory control
Computer literate for data entry • Strong eye / hand coordination • Excellent physical condition
Knowledge of shipping and receiving procedure • Accurate cycle count ability • OSHA trained on safety procedure • Experienced in quality control • Strong mechanical aptitude • Experienced in various machine operation and maintenance • Experienced in use of hand & power tools
Knowledge in use of Radio Frequency Scanners • Accurate picking and pulling of product
Experienced in packing, weighing, labeling, palletizing, and banding merchandise • Accurate color recognition and eye sight • Excellent driving record • Excellent finger dexterity for assembly

General skills that may apply to anyone:

Articulate written and verbal communication skill • Dedicated to customer service excellence
Innovative problem solver • Creative organizational ability • Exceptional project management
Accurate record keeping ability • Extremely self-motivated • Consummate team player and work well independently • Able to train and supervise others • Able to prioritize and delegate duties • Committed to self-improvement • Bilingual in Spanish / English • Strong multi-tasking ability • Dedicated to excellent work ethic • Able to meet and exceed company goals • Observant and detail oriented • Able to remain focused and positive in pressure situations • Reliable attendance and punctuality • Proven capacity for time management and meeting deadlines • Flexible on duties and hours assigned to • Willing to work extended hours to meet company deadlines • Interviewing, hiring, training, and maintaining motivation of staff • Willing to travel; clean driving record

Don't forget to consider specific accomplishments, awards, self-initiated improvements, volunteer work, work-related classes / seminars you've attended, and community / organization involvement. Noting these will indicate to an employer that you have above average motivation, dedication, and determination.

Many listed qualifications need elaboration; what kind, how many, how well. Everyone applying for the job should have most of the same qualifications; it's what you've done with it or the results that make your experience unique.

Typical Qualification	Elaboration Sample
Answering phone	Answered 13 incoming lines, distributed calls to 25 stations, maintaining a high level of customer service and providing accurate messages.
Operated forklift	Operated sit-down, stand-up, gas and electric forklifts with a 10-year perfect safety record.
Type 45 WPM	Data entered client information into computerized database; drafted letters to vendors and clients, with excellent grammar skills and accurately typing at 45WPM.
Unloaded trucks	Unloaded 28 trailers, up to 14 per day, using manual and electric pallet jacks, gas sit-down forklifts and manual lifting to 100 lbs. regularly.
Customer service	Dedicated to customer service excellence through exceptional listening skills, highly developed product and service knowledge, creative problem resolution, and customer follow-up. Recognized numerous times through customer letters of appreciation for excellent service.
Strong organizational skill	Able to handle many tasks simultaneously, maintain focused on daily goals, and proven capacity to create more efficient methods to accomplish more work per day.
Bilingual	Fluently bilingual in English and Spanish, both written and verbal; English first language. Cheerfully provide translation upon request. Experienced in training staff in both languages.
Supervising staff	Supervised 21 male and female staff in 3 departments with vastly different functions. Hired trained, maintained positive morale, delegated daily duties, and wrote employee evaluations. Reduced staff turnover by 50% and increased productivity by 15% over prior 5 years through positive relations and regular motivational counseling.
Cashiering	Operated computerized cash register; achieved 99% drawer balancing over 5 year period; bagged customer purchases with attention to bag weight and safe transport. Assisted customers with product location directions and maintained positive relations with a smile. Received "Employee of the Month" 12 times over 5 years for outstanding customer service.