



SAMPLE BULLETS FOR WORK EXPERIENCE

Secretarial or Administrative Duties

- Performed various administrative duties
- Answered and directed telephone calls
- Received and recorded telephone messages
- Scheduled appointments for staff
- Provided hospitality service to clients prior to meetings
- Composed correspondence and edited other mailings
- Organized efficient filing of documents and other reports
- Distributed daily, weekly, and monthly reports
- Assisted supervisor in evaluating office progress
- Demonstrated customer service skills through interaction with clients
- Generated documents using various software programs
- Created innovative forms for tracking budget changes and inventory control
- Handled petty cash transactions
- Achieved “x” words per minute on a word processor
- Compiled cash flow statements on Excel
- Translated dictation for correspondence and legal documents
- Opened mail and directed it to appropriate staff
- Served as a runner to various legal firms (other offices, post office, etc.)
- Prepared daily calendars for all staff
- Secured plane, hotel and car reservations for staff
- Communicated with customers daily; aided them in understanding payment process

Assistant Secretary

- Assisted secretary with correspondence and other mailings
- Prepared massive recruiting mail-outs
- Schedule appointments for staff and answered incoming calls
- Prepared expense reports on Excel
- Demonstrated reliability and dedication through perfect attendance
- Learned diplomatic and professional procedures for customer service
- Provided runner service for efficient movement of inter-departmental correspondence
- Established excellent working relationship with other staff
- Achieved 80 WPM on computer
- Assisted secretary with budgetary control
- Accurately maintained personnel files for XXXX employees
- Composed and updated conference schedules

Office Assistant/ Runner and File Clerk

- Scheduled appointments for staff
- Served as a runner to various administrative offices/ legal firms



- Answered and directed incoming calls to the appropriate departments
- Organized supplemental documents OR conducted monthly inventory audit
- Expanded office services through prompt delivery of documents
- Filed civil claims in court for clients represented by attorney
- Provided runner services to attorney and staff
- Organized employee files and documents
- Assisted with the weekly distribution of company newsletter
- Contributed with the editing of company handbook
- Filed various reports and records
- Answered multi-phone line system and transferred calls to appropriate staff members
- Assisted other employees with errands and office duties
- Delivered supplies and documents to appropriate departments and authorized staff

Mail Clerk/ Assistant Sales Clerk

- Operated and maintained all mail equipment
- Supported open communication between mail division and other departments
- Generated and established professional relationships with national mail services
- Responsible for merchandise inventory and sales
- Sorted, monitored, and delivered mail to all departments
- Completed various store duties assigned by manager

Sales Department Manager

- Generated Sales through client contact and customer assistance
- Responsible for temporary and permanent price changes on merchandise
- Created and coordinated merchandise displays
- Maintained department organization in keeping with store specifications
- Assisted Store Manager with inventory control
- Conducted marketing research, analysis and reports
- Provided advertising and promotional leadership
- Assisted with pricing authorizations

Sales Representatives

- Advertised and promoted “whatever” sales to customers
- Generated gross annual sales of \$\$\$
- Organized and maintained product inventory
- Evaluated product sales and recommended price changes
- Negotiated services based upon company objectives
- Trained new sales representatives in developing new and existing territories
- Developed expertise in customer service and “closing the sale”
- Facilitated skills gained through marketing courses
- Greeted customers and determined their specific needs
- Established and set new sales records for the “first time ever of past summer workers or whatever”
- Effectively demonstrated product to customers



- Generated and presented narrated PowerPoint presentations
- Provided professional and ethical image of company in outside sales efforts
- Effectively marketed product to new audience
- Maintained zero inventory loss through careful monitoring

Customer Service Representative

- Provided professional and cordial environment for customers and co-workers
- Developed advanced knowledge of product and its effectiveness
- Fostered superior customer relations through diligent attention to customer needs
- Diplomatically handled confrontational situations
- Efficiently handled customer requests
- Effectively demonstrated professional and ethical standards of customer satisfaction

Assistant Customer Service Manager

- Successfully performed sales duties in and out of the office
- Prepared nightly sales reports and bank deposits
- Responsible for recording large volumes of daily sales
- Successfully performed nightly managerial duties
- Trained new employees in office and at the register
- Maintained positive customer relations through knowledgeable service
- Conducted daily inventory of merchandise

Service and Sales Representative

- Managed efficient site facility through operation and organization
- Negotiated and obtained client accounts
- Actively participated in product installation
- Provided positive customer service
- Responded to customer complaints
- Maintained high volume of sales with minimal returns
- Assisted customers with purchase selections

Telemarketer/Marketing Promotional Coordinator

- Consistently maintained highest average of surveys per hour among 18 employees
- Effectively communicated product excellence and market prominence to customers
- Created promotional product displays for public recreational events
- Marketed various product lines to businesses in assigned territories
- Maintained appropriate product inventory necessary to facilitate customer deadlines
- Provided professional representation of employer from home based operation
- Developed non-assertive approach to cold calling with 95% success rate

Account Executive

- Serviced large corporation with cellular services
- Trained new employees on company procedures and use of product



- Calculated and transmitted weekly sales commission reports to headquarters
- Conducted monthly inventory/audits of company products
- Maintained appropriate supply of company products for resale
- Compiled, edited and recorded customer's profiles; responded to customers' complaints
- Shadowed internal auditor in recalculation of confidential company information

Exercise Specialist

- Conducted fitness assessments for diverse clientele
- Created exercise pattern and fool plans for clients
- Designed, marketed, and implemented various fitness classes' served as class instructor when needed
- Provided customer with home exercise prescriptions
- Maintained exercise equipment to exceed product minimums
- Followed Safety procedures and facility policies when working with clients
- Evaluated effect of prescription drugs on exercise ability

Surgery Assistant

- Transported patients to and from surgery
- Organized surgery suites for various procedures; assisted doctors during surgery
- Responsible for sterilization of surgery room and equipment
- Recorded inventory used for each surgery
- Provided compassionate patient support and understanding prior to surgery
- Established professional working relationship with physicians and nursing staff
- Gained greater knowledge of medical terms, patient illnesses, and medical procedures

Youth Services, Childcare, Counselor

- Transported "x" number of children a week; planned daily activities
- Diplomatically handled confrontational situations
- Acted as a liaison between camp directors and youths
- Taught various camping directors and youths
- Provided youth behavioral education by assessment of their interpersonal skills
- Reported weekly progress to parents
- Assisted in the teaching and preparation of daily projects
- Gained hands on experience through day to day interaction with children
- Followed safety procedures and facility policies and taught them to children
- Collected weekly childcare payments
- Planned curriculum and activities for children of all ages
- Attended seminars and workshops to increase childcare knowledge
- Coordinated activities for youth with disabilities
- Tutored and mentored children in after school program

Counselor/Camp Worker

- Demonstrated professionalism and kindness in daily activities
- Provided leadership in daily activities, scheduling, and planning



- Maintained positive attitude and provided professional counseling
- Delegated appropriate responsibilities to assistant counselors
- Created and supervised daily activities for young children
- Served as a mentor to young children; corresponded with parents daily
- Accompanied and supervised XXXX youth on weekly outings
- Maintained camp grounds and facilities
- Obtained First Aid and CPR certifications
- Instructed, guided, and motivated students using various tactics

Teacher's Assistant/ Student Teacher

- Planned daily activities for Physical Education classes
- Mediated disputes between students
- Assisted in teaching and preparation of daily projects
- Gained hands on experience through day to day interaction with children
- Encouraged students to follow school policy, safety rules and other regulations
- Interacted with parents during teacher conference and visitation days
- Planned and organized materials for thematic units and portfolio
- Used systematic lesson planning while emphasizing long and short term goals for assessments
- Implemented positive classroom management strategies
- Monitored XXXX children daily; reported weekly progress to parents
- Mediated disputes between students
- Responsible for timely completion of course outlined by administration
- Monitored students and closely observed behavior during activities and exams

Head Manager/ Student Worker, Basketball Office, or other Athletic Office

- Supervised staff of three managers to facilitate smooth functions of team management activities
- Organized and maintained inventory of equipment, uniforms, and other court supplies
- Coordinated movement/ delivery of equipment, uniforms and other supplies to "away game locations"
- Developed expertise in dealing with the press, University administrative staff and fans
- Monitored team member activities on and off campus
- Recorded basketball games for historical archives using professional video equipment
- Assisted coaches with player physical condition evaluations
- Verified "floor analysis of scores" with timekeepers records
- Assisted secretary with registration procedures for summer camps
- Assisted secretary with recruitment files and procedures

Resident Advisor/Desk Worker

- Complied with university residential polices
- Generated enthusiasm among residents to maintain clean public areas
- Prepared weekly work schedules and resident hall reports
- Conducted regular staff meetings and resident meetings
- Maintained excellent relationships with residents and staff
- Assisted residents at dormitory with various housing needs



- Collected fees for various rental items at residence halls
- Provided residents with available housekeeping and entertaining items
- Compiled maintenance requests and forwarded them to the appropriate area
- Familiarized students with residence hall and university rules and regulations
- Served as a liaison between residents and the Department of Student Housing and Residence Life
- Assisted in the development of educational and social events
- Encouraged residents to maintain an environment conducive to studying and learning

Part-Time Summer Work

Environmental Engineer Assistant

- Maintained horticultural environment of city property
- Repaired and serviced city motorized arteries and walkways
- Installed and repaired existing city waste lines
- Worked with landscape Artists to enhance public grounds
- Performed weeding, pruning, and irrigation maintenance services
- Assisted with beautification of local highway systems
- Followed guidelines of city planning commission
- Maintained lawns, shrubs, and bedding; assisted full-time crew with various duties
- Assembled various equipment for temporary company

Animal Caretaker/Assistant Veterinarian

- Exercised and groomed XXXX dogs daily
- Trained dogs to perform tricks and obey commands
- Increased owner knowledge of essential animal care
- Provided information about spaying and neutering to new animal owners
- Accompanied and assisted veterinarian on house calls
- Ensured a disease free and healthy environment for animals

Recreational Manager

- Prepared baseball fields and softball fields for summer activities
- Umpired summer baseball and softball games
- Compiled general statistics for summer league games
- Assisted ticket agent during pre-season sales
- Prospected local businesses for in-kind donations to support sporting events

Lifeguard/Water Safety Instructor

- Educated citizens about water safety and provided swimming lessons
- Provided a safe, clean, and friendly environment for customers
- Responsible for maintaining pool safety and increasing knowledge of facility policies
- Utilized surveillance skills to recognize and prevent injuries
- Assisted manager with scheduling of staff and pool maintenance

Cashier/Store Runner



- Maintained adequate canned goods and produce inventories
- Reviewed and corrected pricing of store goods
- Delivered produce to customers on regular schedule
- Distributed weekly advertisements to various office and residents
- Performed accurate and timely customer transactions
- Responsible for cash register
- Advertised and promoted incoming products

Daycare/Babysitter

- Oversaw day to day operations of child care facility
- Abided by daycare rules and guardian requests
- Supervised and cared for children in the absence of primary caregiver
- Organized games and outdoor activities for children
- Prepared meals and formulas according to guardian's instructions
- Provided a creative environment to foster self-confidence, discovery, and esteem

Restaurant Worker

Servers

- Provided positive customer service in a high pressure environment
- Handled daily cash transactions averaging \$\$\$
- Built professional relationships with managers and other co-workers
- Recorded food sales, credit card sales, and cash sales
- Established loyal customer relationships through friendly and timely service
- Handled cash and credit card transactions

Host/Hostess

- Greeted customers at the front entrance
- Organized dining areas and table settings
- Reconciled daily cash drawer
- Assisted servers in maintaining efficient service
- Answered phoned and handled takeout orders
- Provided customer with friendly and professional service
- Trained new hostesses in duties
- Adhered to restaurant policies and procedures

Management

- Coordinated weekly employee work schedules
- Trained/hired new employees
- Built professional relationships with other co-workers
- Reinforced positive image through cleanliness, appearance and attitude
- Assisted in food service and hostess duties during high traffic
- Established loyal customer relationships through professional and friendly service
- Fostered employee loyalty through positive management practices



- Prepared serving entrees
- Planned weekly menus, made changes when necessary
- Responsible for budgeting payroll and other services
- Supervised banquets and other restaurant group events
- Promoted employees through positive reinforcement of their ability
- Reconciled cash intake
- Organized dining areas and table settings
- Responsible for the opening and closing of restaurant
- Coordinated banquets for various companies
- Handled cash and credit card transactions
- Consistently met monthly sales objectives
- Planned and conducted weekly staff meetings; adhered to open door policy for every employee

Crew Leader

- Recruited and trained new employees
- Assisted manager in making key business decisions
- Rewarded for timely and accurate service in all areas of responsibility
- Exhibited positive knowledge of consumer product
- Created positive work environment
- Encouraged employees to accurately and effectively perform duties
- Served as liaison between crew and management
- Obtained an understanding of crew duties and responsibilities; communicate information to crew
- Supervised employees throughout day to day operations and implemented internal controls
- Fostered teambuilding skills amongst team members

Factory Worker

Arm Frame Builder

- Responsible for rapid assembly of arm frames
- Developed expertise in team execution
- Maintained and cleaned equipment
- Established cooperative relationships with other workers

Hardware and Assembly Worker

- Maintained accurate inventory of line materials
- Key Float responsible for continuous production
- Responsible for receiving and recording merchandise at dock
- Established cooperative relationships with other workers

Janitorial

- Maintained cleanliness of building and grounds
- Provided efficient and effective service
- Responsible for supply inventory and maintenance



- Established cooperative relationships with other workers

General Line Worker

- Learned various line work positions
- Successfully completed each assembly prior to schedule
- Maintained productivity through efficient assembly
- Established cooperative relationships with other workers
- Completed production in a timely and efficient manner
- Transported work materials to and from workstation

General Laborers

- Maintained cleanliness of building and grounds
- Operated and maintained all equipment
- Tested equipment and performed analysis to determine problem sources
- Participated in construction of new houses
- Carried supplies to and from the work site
- Developed landscape plan for homes and businesses
- Calculated supply quantities needed for individual jobs
- Maintained appropriate inventory for construction project
- Monitored work efficiency for other laborers
- Negotiated services for subcontracts

Farmer/Farm Assistant

- Selected crops for proper soil rotation; operated farm equipment for planting and harvesting of crops
- Maintained and repaired farm equipment during slow season
- Assisted in selection and purchase of livestock; achieved advanced knowledge of animal husbandry
- Cleaned and restocked animal stalls
- Organized seasonal laborers during harvests