

# RESUME SKILL SETS

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## SECTION A - HIGHLIGHTS OF QUALIFICATIONS SECTION

The following content is a list of skills, personality characteristics, certifications and achievements/experience that can be included in the Highlights of Qualifications section for a chronological resume or a functional resume. Refer to the appropriate job title for content examples that relate to the type of job you are applying for, or the focus of your resume.

### Administration/Office Support

- [Insert # years] of office administration experience
- [Insert # years] of experience providing general office support in a busy, fast paced environment
- Customer service oriented
- Strong organizational capabilities
- Effective time management and prioritization skills
- Excellent verbal and written communication skills
- Demonstrated ability to complete tasks with accuracy and attention to detail
- Computer literate with proficient skills and knowledge of Microsoft Office Software, Internet and Email
- Experience utilizing social media for marketing purposes
- Strong keyboarding skills; able to accurately type [insert words per minute]
- Knowledge of file maintenance and filing systems
- Able to work in a team environment and independently
- Knowledge of medical terminology and OHIP billing
- Professional work ethic
- Analytical and critical thinking skills

### Child Care/Early Childhood Education

- [Insert # years] experience providing care to preschool and school aged children
- Strong background in early childhood education and care
- Excellent communication and listening skills
- Effectively works in a team environment to support the learning and developmental needs of children
- Experience caring for children with special needs
- Patient and empathetic
- Enthusiastic and outgoing personality
- First Aid and CPR Certification

### Landscape/Lawn Care

- Knowledge of Horticulture and landscape design
- Extensive experience in landscape design, lawn care and plant maintenance
- Enjoys working outdoors, able to work in all types of weather conditions
- Detail oriented
- Effectively works in a team environment and independently
- Able to perform physically demanding tasks and stand for extended periods of time
- Excellent communication skills

### Food Service/Cook/Server

- [Insert # years] of experience working within the food service industry
- Smart Serve Certification
- Enjoys working with people and the public
- Safe Food Handling Certification
- Excellent verbal communication skills
- Excellent customer service skills
- Committed to Health & Safety in the workplace
- Excellent working knowledge of kitchen utensils and appliances
- Experience processing customer payments including cash, debit and credit card
- Able to work in a fast paced environment

### Customer Service/Retail/Sales/Cashier

- Committed to providing excellent customer service
- Experience in accommodating customer needs
- Strong verbal communication skills
- Excellent math skills
- Strong interpersonal skills
- Enjoys working with people and the public
- Effective problem-solving and conflict resolution skills
- Demonstrated ability to multi-task in a fast paced environment
- Strong background in all aspects of customer service
- Able to calculate change quickly and accurately
- Outgoing and enthusiastic

### Social Services/Community Services

- [Insert # years] of experience working within the social services field
- Experience working with individuals of various ages and backgrounds
- Knowledge of community programs and supports
- Enjoys working with and helping people
- Experience with documentation and working with case notes
- Patient and empathetic
- Excellent verbal and written communication skills
- Strong listening skills, able to identify client needs
- Professional work ethic
- Strong understanding of confidentiality

## Bookkeeping/Accounting/Finance

- [Insert # years] of experience working within Financial Services
- [Insert # years] of experience performing bookkeeping and accounting related tasks
- Experience with accounts receivable and payable operations
- Knowledgeable in all financial aspects of a company
- Detail oriented, completes tasks with accuracy
- Knowledge and skilled in the use of Simply Accounting Software
- Strong organizational and prioritization skills
- Excellent math skills, enjoys working with numbers and figures

## Driver

- Valid AZ License and DZ License
- Certified to transport dangerous goods
- Clean Driver's Abstract
- Experience driving short and long haul transport trucks
- Flexible, able to work various shifts and holidays
- Excellent communication skills
- Attention to detail
- Excellent time management skills
- Experience transporting hazardous products and dangerous goods
- Knowledgeable in safe highway driving and pre-trip vehicle inspections

## Carpenter/Carpenter's Helper

- Enjoys hands on tasks
- Detail oriented
- Able to perform physically demanding tasks and stand for long periods of time
- Excellent hand-eye coordination
- Able to work effectively in a team and independently
- Strong communication skills
- Mechanically inclined
- Excellent critical thinking and problem-solving skills
- Resourceful and creative
- Strong math skills
- Knowledge of Health & Safety in the workplace
- WHMIS Certification
- Occupational Health & Safety Certification

## Management/Supervisory

- [Insert # years] experience working within management roles
- Experience supervising a group of [insert #] employees
- Excellent communication and listening skills
- Strong organizational skills
- Able to prioritize work tasks and manage a group of staff
- Experience hiring, training and supervising staff
- Demonstrated ability to build rapport with staff members
- Effective problem-solving skills
- Strong leadership qualities
- Critical and analytical thinking skills
- Professional work ethic
- Excellent time management skills

## Housekeeping/Cleaner/Janitorial

- Knowledge of cleaning methods and safe usage of cleaning materials and disinfectants
- WHMIS Certification
- Completes tasks with attention to detail
- Able to perform physically demanding tasks and stand for long periods of time
- Committed to Health & Safety
- Self-motivated, able to work independently with minimal supervision
- Excellent time management skills

## Health Care

- [Insert # years] experience working as a [insert job title]
- [# years] experience working within the health care field
- Excellent communication and listening skills
- Patient, caring and empathetic
- First Aid and CPR Certification
- Committed to ensuring a positive and supportive health care experience for patients
- Able to work effectively within a team oriented environment
- Able to handle pressure and work in a fast paced, busy work environment
- Professional work ethic
- Able to adapt to changing work environments

## SECTION B - EMPLOYMENT EXPERIENCE AND EMPLOYMENT SKILLS SECTIONS

The following content is a list of job specific skills, duties and responsibilities that can be included in the:

- **Employment Experience** section of a **Chronological Resume**; and the
- **Employment Skills** section of a **Functional Resume**

Refer to the appropriate job title for content examples that relate to the type of job you are applying for, or the focus of your resume. To access additional tools to search skill sets, click on the **Search for Skill Sets Online** link under the Resume Resources tab on the Lambton College Employment Services website.

### Administration/Office Support

- Ensured confidentiality protocol was followed at all times
- Performed general office duties including answering phones, faxing, photocopying and filing
- Assisted with payroll and attendance management procedures
- Prepared correspondence, reports, statements, forms, presentations, applications and documents
- Responded to in person, telephone and electronic enquiries
- Forwarded enquiries to appropriate departments as required
- Sorted and filed documents according established filing systems
- Prepared invoices and bank deposits
- Processed ingoing and outgoing mail
- Maintained and ordered inventory office supplies
- Responsible for scheduling appointments and meetings
- Established office policies and procedures
- Recorded and prepared minutes with attention to detail
- Utilized prioritization skills to ensure tasks were completed by set deadlines
- Greeted visitors and determined nature of business to direct to appropriate departments

### Child Care/Early Childhood Education

- Developed and implemented engaging activities to meet the learning and developmental needs of children
- Implemented learning activities that address the different learning styles of children
- Utilized assessment strategies to determine interests, abilities and needs
- Maintained observation records with attention to detail
- Maintained a safe and healthy environment for children at all times
- Prepared nutritious meals and snacks
- Cared for children in a supportive and caring manner
- Built positive relationships with both children and parents
- Ensured routines were adhered to according to directions provided
- Provided assistance to Early Childhood Educator with implementation of daily program activities

## Landscape/Lawn Care

- Responsible for maintaining [# lawns] on a weekly basis
- Experience maintaining lawns in residential and commercial areas
- Safely operated lawn care equipment including push and ride mowers, trimmers, clippers and pruning saws
- Cut, raked, watered and fertilized lawns
- Utilized creative skills to develop landscape designs that met the needs of customers
- Planted flowers, trees and shrubs according to landscape design documents
- Maintained garden beds including watering, weeding and pruning of shrubs
- Discussed landscape ideas with clients to ensure design needs were met

## Food Service/Cook/Server

- Ensured work environment was clean and sanitized
- Practiced safe food handling at all times
- Responsible for planning daily menus
- Maintained inventory lists to ensure sufficient kitchen supplies and food products
- Read and prepared recipes with accuracy and attention to detail
- Prepared breakfast, lunch and dinner menu items
- Greeted diners in a friendly manner and guided them to seating areas within restaurant
- Provided menu recommendations and information regarding daily specials to customers
- Took customer orders and served food and beverage items
- Assisted customers with selecting meals that meet dietary restrictions
- Oversaw kitchen operations and supervised staff
- Set up and maintained buffet areas

## Customer Service/Retail/Sales/Cashier

- Handled customer enquiries and complaints in a professional manner
- Provided up to date information regarding products and services to customers
- Answered multi-line telephone system and forwarded calls to appropriate persons and departments
- Processed cash, debit and credit card payments
- Greeted customers in a friendly and courteous manner
- Utilized excellent listening skills to determine customer needs
- Created merchandise displays
- Advised customers on the use and care of merchandise
- Maintained sales records to ensure sufficient inventory
- Provided customers with estimates and quotes for products and services
- Utilized effective sales strategies to ensure sales targets were achieved

## Social/Community Services

- Interviewed clients, which included assessment of strengths and needs, and eligibility for services and benefits
- Maintained complete and detailed case notes and client files
- Made referrals to appropriate programs and community resources and services to support client needs
- Developed and implemented life skills workshops
- Provided counselling services and support to clients
- Provided crisis intervention and emergency services to clients when required to ensure safety and well-being

## Bookkeeping/Accounting/Finance

- Responsible for accounts receivable and payable operations
- Prepared daily, monthly and yearly balance sheets for auditing purposes
- Completed and submitted a variety of government documents including tax remittance, workers compensation and pension forms
- Prepared cheques for payroll bills
- Maintained financial records with accuracy
- Effectively utilized bookkeeping programs to maintain company accounts
- Performed account audits and prepared reports with findings and recommendations
- Provided tellers services including cash deposits and withdrawals, credit card payments, account transfers, bill payments, and selling of travellers cheques and foreign currency

## Driver

- Completed pre-trip, en route and post-trip vehicle inspections to ensure proper maintenance of vehicles
- Ensured proper documentation was obtained to transport hazardous products and dangerous goods
- Maintained travel logs and recorded trip information with attention to detail
- Effectively communicated with dispatchers during trips as required, using on-board communication devices
- Followed safety policies and procedures to ensure goods and products are stored and secured properly in trucks
- Completed long distance trips including those requiring international travel
- Performed brake, signal and light checks to ensure trucks were operating safely

## Carpenter/Carpenter's Helper

- Read and interpreted blueprints with accuracy
- Measured, cut and assembled a variety of construction materials including wood and steel
- Assisted with constructing foundations for residential and commercial buildings
- Safely operated a variety of power tools including grinders, saws and drills
- Loaded and unloaded construction materials and transported to appropriate job site areas
- Installed framing, windows, doors and roofing



## Management/Supervisory

- Conducted interviews and made hiring recommendations
- Ensured support and guidance was provided to employees through team meetings and individual performance evaluations
- Created schedules and delegated duties
- Responsible for hiring, training and supervising staff
- Assisted employees with resolving customer concerns and enquiries in a prompt manner
- Interpreted and ensured company policies, procedures and programs were implemented correctly
- Responsible for managing and monitoring company budgets, including revenue and expenses

## Housekeeping/Cleaner/Janitorial

- Performed general cleaning duties including sweeping, mopping, dusting, washing windows and vacuuming
- Polished and applied wax to various types of flooring
- Safely operated residential and commercial cleaning equipment, including industrial vacuums
- Responsible for sanitizing and disinfecting public areas
- Applied knowledge related to safe usage of chemicals when handling hazardous products
- Cleared debris and emptied waste containers
- Disinfected areas within a medical setting according to set policies and procedures, including operating and examination rooms
- Provided extra supplies and linen to hotel guests as requested, and stocked rooms with supplies as per daily housekeeping processes
- Moved heavy furniture for cleaning tasks as required

## Health Care

- Assisted with moving patients to and from various departments for medical appointments and diagnostic testing
- Recorded vitals including blood pressure, pulse, temperature and heart rate
- Changed sterile and non-sterile dressings
- Observed and monitored patients' statuses and recorded required details in case notes with accuracy and detail
- Assisted clients with daily personal care, including feeding, bathing, dressing and meal preparation
- Provided companionship and company to patients
- Responded to emergency calls in a timely manner
- Administered medications according to practitioner's instructions and directions
- Performed housekeeping duties including laundry, making beds and general home maintenance