

TRANSFERABLE SKILLS

Throughout your life's experiences, you have developed a set of skills that you carry with you no matter the task at hand. These are considered soft or transferable skills. These skills are not only built in formalized work environments, but also through non-formal activities such as leadership involvement, volunteer functions, and individual professional development. Highlighting these skills to an employer, by demonstrating them through bullets on your resume, develops a true picture of your capabilities and depth of skills. If you don't show them, they won't know.

Building a strong bullet point

formula: **action verb** + **skill (quantified)** + **task** = strong bullet

**As often as you can, you want to show the impact of your action on the customer, team or organization.*

task based bullet

Answered phones and took messages

quantified skill bullet

Utilized **professional communication** skills when **answering approximately 150 incoming customer calls per shift**, efficiently **documenting** messages and providing a positive client experience

Action verb

Each bullet on your resume should begin with a different action verb. Your resume is your first demonstration of your professional communication skills. Below are a few examples of words to choose from.

adapted	collaborated	demonstrated	focused	managed	rectified
addressed	collected	described	forecasted	marketed	referred
adjusted	communicated	detected	formulated	measured	regulated
administered	compared	diagnosed	fortified	mediated	remodeled
advised	complied	directed	furthered	mentored	repaired
advocated	composed	discussed	gained	moderated	replaced
aided	computed	distributed	gathered	monitored	reported
allocated	condensed	drafted	generated	negotiated	researched
answered	conducted	edited	guided	observed	reserved
appointed	conserved	educated	identified	obtained	responded
appraised	consolidated	eliminated	implemented	operated	restored
approved	constructed	enabled	individualized	organized	retrieved
arbitrated	consulted	encouraged	influenced	originated	reviewed
arranged	contacted	enforced	informed	outlined	routed
articulated	contributed	engineered	inspected	participated	scheduled
assembled	controlled	ensured	installed	persuaded	searched
assessed	converted	estimated	instilled	planned	simulated
assigned	conveyed	evaluated	instituted	presented	solicited
assisted	convinced	examined	instructed	prioritized	solved
audited	coordinated	executed	interpreted	processed	spearheaded
authored	corrected	exhibited	intervened	programmed	stimulated
authorized	corresponded	expedited	invented	projected	suggested
balanced	counseled	experimented	involved	proposed	summarized
built	crafted	explained	launched	provided	supervised
calculated	created	extracted	lectured	publicized	systemized
cataloged	critiqued	fabricated	listened	purchased	tested
clarified	debated	facilitated	located	purposed	updated
coached	debugged	familiarized	logged	reconciled	utilized
coded	delegated	filed	maintained	recorded	validated

Skills

Think about the different experiences in your life. What skills have you developed? Use this section as a checklist. Put a checkmark in the box next to any of the skills you know you possess. Are those same skills currently integrated into your resume? If not, you are doing yourself a disservice. Are the skills you have what employers are looking for? Utilize www.onetonline.org/ to research by industry. Just like the action verbs, you'll only demonstrate this skill one time on your resume, so choose the experience where you can most strongly quantify it. For example, if you provided customer service in one role for approximately 20 people per shift and at another position for 100, you'd choose to demonstrate that skill in the later experience.

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> active listening | <input type="checkbox"/> critical thinking | <input type="checkbox"/> management | <input type="checkbox"/> relationship development |
| <input type="checkbox"/> adaptability | <input type="checkbox"/> delegation | <input type="checkbox"/> motivation | <input type="checkbox"/> research |
| <input type="checkbox"/> analysis | <input type="checkbox"/> design | <input type="checkbox"/> multi-tasking | <input type="checkbox"/> role model |
| <input type="checkbox"/> attention to detail | <input type="checkbox"/> documentation | <input type="checkbox"/> organization | <input type="checkbox"/> scheduling |
| <input type="checkbox"/> coaching | <input type="checkbox"/> evaluate | <input type="checkbox"/> patience | <input type="checkbox"/> self-starting |
| <input type="checkbox"/> collaboration | <input type="checkbox"/> facilitate | <input type="checkbox"/> persuasive | <input type="checkbox"/> strong work ethic |
| <input type="checkbox"/> communication | <input type="checkbox"/> flexibility | <input type="checkbox"/> presenting | <input type="checkbox"/> supervision |
| <input type="checkbox"/> consistency | <input type="checkbox"/> fundraising | <input type="checkbox"/> prioritizing | <input type="checkbox"/> team work |
| <input type="checkbox"/> coordinating | <input type="checkbox"/> goal setting | <input type="checkbox"/> problem solving | <input type="checkbox"/> time management |
| <input type="checkbox"/> customer service | <input type="checkbox"/> innovation | <input type="checkbox"/> professionalism | <input type="checkbox"/> training |
| <input type="checkbox"/> creativity | <input type="checkbox"/> leadership | <input type="checkbox"/> public speaking | <input type="checkbox"/> work independently |

Quantification

To show your true level of skill, you'll want to insert physical numbers into your resume bullets. An employer wants to know how many, how often, or how much of an impact you have had. They do not expect you to always know the exact number, but you should be able to back up your estimate with an example.

how many? example: customers, tables, presentations, account files and products

how often? example: hourly, daily, weekly, monthly, quarterly, annually and per shift

how much? example: percentage, increased/decreased, money, inventory and volume

**Use up to, on average or approximately to best demonstrate the quantity.*

Task

This part is up to you. What did you do or accomplish during the experience? Make a list below. If you are having a hard time thinking about what impact you had in that role, refer to the skills that you checked on the top of the sheet and then work backwards to brainstorm. What task did you do that let you develop that skill?

experience 1
_____ <i>employer/company name</i>
1. _____
2. _____
3. _____

experience 2
_____ <i>employer/company name</i>
1. _____
2. _____
3. _____

Strong bullet example

INDUSTRY EXPERIENCE

Creative Link, Akron, Ohio

May 2020 – August 2021

Social Media and Intern

- Created weekly company update emails, reaching approximately 300 members of the staff and management team, announcing new client partnerships and community projects
- Integrated planning strategy and user research to create an interactive social media campaign, including Facebook, Twitter, and LinkedIn, increasing customer web interaction by 20%