



How Do I Say.....?

Many people find it difficult to describe on their resume the qualifications they can offer an employer. Below you will find examples of ways to reframe your various work experiences under the Experience section of your resume using terminology employers like to see! You do not need to include all of these statements on your resume. Instead choose three or four statements that come closest to describing your actual work experience for a given job. **NOTE!** While the examples below are in past tense, remember to use present tense for current employment.

Cashier

- Provided quality customer service
- Maintained and managed store inventory
- Initiated sales and ensured customer satisfaction
- Performed cash management duties and processed sales transactions
- Demonstrated effective conflict resolution skills with customers

Worked in Restaurant

- Managed cash transactions
- Maintained positive customer relations
- Prepared quality food following detailed guidelines
- Courteously served quality food to customers
- Ensured clean atmosphere for customers
- Worked collaboratively as a team member in a fast-paced environment

Student Assistant

- Provided office administrative assistance to support staff
- Maintained an efficient filing system for office
- Assisted faculty with classroom preparation activities
- Responsible for relaying important messages accurately to supervisor
- Effectively interacted with faculty, staff, and students on a daily basis

Babysitter

- Planned and prepared nutritious meals for children
- Provided safe environment for children
- Developed and maintained client base through marketing techniques
- Collecting fees for services provided
- Maintained accurate accounts for all clients

Sold Merchandise

- Initiated sales and ensured customer satisfaction
- Responsible for closing of sales
- Effectively maintained store displays
- Interacted with customers on a daily basis and provided quality customer service
- Marketed product lines to customers
- Performed sales transactions and maintained customer accounts

Lawn Care Maintenance

- Performed residential and commercial jobs to customer specifications
- Established and maintained customer base
- Supervised and trained lawn care assistants
- Maintained lawn care equipment

Construction

- Demonstrated knowledge of materials, methods and tools involved in construction projects
- Studied specifications in building plans to prepare project layout and determine dimensions and materials required
- Selected appropriate equipment needed for each construction job
- Followed established safety rules and regulations to maintain a safe working environment

Secretary

- Performed office administrative duties for professional staff
- Maintained an efficient filing system for office
- Demonstrated excellent telephone and business communication skills
- Assisted supervisor with various office projects
- Performed office computer applications daily