



# ARTICULATING EXPERIENCES FOR RESUMES

The best way to showcase your experiences is to have your resume reflect your accomplishments, as well as your daily job duties. This will show prospective employers what you can do for them. Turning job duties into accomplishments, though, can be a tough concept to grasp. Here are a few suggestions to help you with creating or tailoring your bullets to highlight the experiences you may have. Below are a few examples but make sure to use YOUR experiences in YOUR own words. Start each bullet with a strong action verb, paying attention to **present** tense or **past** tense.

## CAMP COUNSELOR

- Supervised a camper with special needs during engagement in daily camp activities
- Developed a specialized agenda and facilitated group activities
- Awarded “Staff Member of Session” award 3 times based on campers’ nominations

## CUSTOMER SERVICE REPRESENTATIVE

- Direct phone calls and scheduled, rescheduled and cancelled appointments based on patient’s and staff’s availability
- Train 10 new student employees on instore policies, services and register operations
- Communicate with customers to address inquiries, research accounts and record resolutions

## GROCERY STORE CLERK

- Responded to customer needs by providing product information, aisle locations, back stock checks and price verifications for approximately 70 customers daily
- Managed the flow of approximately 44,000 items by organizing back stock areas preparing products for stocking shelves and rotating it through by date
- Conducted cash office operations ensuring 100% accountability for all daily transactions and money in the store’s safe
- Stocked shelves, unloaded trucks, placed daily product orders and created sale displays

## MARKETING INTERNSHIP

- Strengthen Microsoft Excel skills by creating more efficient client information database system
- Analyze company’s young adult marketing campaign and created comprehensive report on findings
- Develop interactive presentation to present market research findings to marketing team
- Invited to serve on management team’s Intern Advisory Board, based on superior performance

## LEADERSHIP EXPERIENCE

- Coordinate Fall New Member campaign and increased membership 15%
- Manage yearly budget of \$8,500, prepared proposal for student government funding allocation
- Enhance organizational skills by coordinating event logistics such as scheduling volunteers, making room reservations, preparing meeting agendas and overseeing social media marketing efforts

## **LIVING-LEARNING COMMUNITIES**

- Interacted and communicated in Spanish with 4 roommates in a living-learning environment
- Researched and discussed Spanish history, culture, literature, art and ideologies in a cluster of 20 students

## **RESIDENT ASSISTANT**

- Planned 3 community development programs per semester for 150 residents
- Referred residents to campus service and programs to increase involvement
- Gained crisis management and conflict mediation skills
- Served as liaison between University students and Resident Life administrators
- Logged judiciary, maintenance and program evaluation paperwork

## **RETAIL SERVICES**

- Assure customer satisfaction and diffused stressful situations with customers
- Train 6 new employees on a touch screen computer program for cashiers
- Present promotional information and made recommendations based on customer needs

## **SALES ASSOCIATE**

- Aided customers in finding proper sizes, assembling outfits and finalizing purchases
- Represented the brand through personal presentation and positive interactions
- Designed and constructed visual layouts including mannequin, window displays, floor set and lighting
- Interacted with approximately 30 customers daily, building strong customer base through providing personalized product guidance and resolving issues
- Achieved daily sale goal by cross selling and promoting additional products and services
- Built rapport with customers by asking probing questions and utilizing effective listening skills
- Trained 11 new employees on customer service techniques and sale procedures
- Collaborated with managers, team members and vendors to achieve the company's sales goals

## **SERVER**

- Selected by management to train 4 new servers on operations and customer service
- Provided quality customer service in a fast-paced environment (at least 5 tables per hour)
- Communicated thorough knowledge of menu offerings, including gourmet food and wine pairings
- Multitasking while remaining professional and courteous in fast-paced environments
- Displayed advanced customer service competencies and ensured all guests received prompt and attentive service
- Thrived within high-volume environments, service up to 275 guests per shift
- Trained 4 new staff member on restaurant procedures and explained guest service expectations and proper food handling

## **SERVICE LEARNING**

- Tutor elementary-aged students once a week in math and reading
- Design customized activities and games for students based on individual needs
- Increased communication skills by discussing students' progress with teachers and parents
- Develop peer training program for new college-age tutors
- Awarded Volunteer Tutor of the Year by peers, teachers and students

## **SPORTS STAFF**

- Planned comprehensive sports curriculum for 100 campers
- Provided instruction in sporting techniques through effective verbal communication and physical enactment
- Designed innovative approaches to ensure equal participation of all involvement campers

## **STUDENT OFFICE ASSISTANT**

- Provided administrative and programmatic support of office events
- Designed print and electronic promotional materials for direct distribution and Twitter posts
- Coordinated AV and room set up for workshops and panels
- Greeted program attendees and processed event registrations
- Responded to phone and email inquiries regarding events and services
- Performed data management including evaluation compilation and report generation

## **STUDY ABROAD**

- Instructed English language to Italian speaking students, ages 7-11
- Discussed aspects of United States culture, including American holidays, sports and school

## **TEACHING ASSISTANT**

- Facilitated classroom discussions for 2 sections of 20 students each for Sociology course
- Graded quizzes and reflective journals weekly
- Met with students daily to answer questions and provide feedback on papers and assignments

## **UNDERGRADUATE RESEARCH ASSISTANT**

- Selected for faculty research project with Undergraduate Director of Government department
- Assembled comprehensive database of U.S. Supreme Court briefs
- Recruited and scheduled over 20 students for research experiments
- Coded and organized primary research results onto Excel spreadsheets