

Which candidate would YOU want to interview?



Skills Section

Applicant #1

Qualifications

- Problem solving
- Good communication skills
- Hard worker
- Computer skills
- Dependable



Applicant #2

Qualifications

- Regularly solve customer problems with creative solutions and negotiating
- 5 years experience communicating with customers via phone, e-mail, and in person
- Have maintained a 98% customer satisfaction rate for 22 months straight
- Proficient in using Microsoft Office and the PSO System
- Earned "Perfect Attendance" awards from 2007-2010

Work Experience Section

Applicant #1

Customer Service Representative
2005- present
DBY Sales - Dayton, Ohio

- Customer Service
- Sales
- Computer Skills

Applicant #2

Customer Service Representative
2008- present
DBY Sales - Dayton, Ohio

- Interact with customers via telephone and in person
- Address customer complaints by resolving their problems or referring them to a supervisor
- Inform customers of current promotions that will save them money
- Sell customers new services and plans
- Train new Customer Service Representatives
- Facilitate weekly staff meetings and explain new company policies to workers
- Initiated an electronic systems change that resulted in cutting the wait-time per customer by 3 minutes
- Named "Number #1 Sales Person" in the Dayton, Ohio area- April 2009

Why?



Most employers would choose....

#2



Why? Applicant #2...

- lists specific, not general (or subjective) skills.
- uses numbers and examples.
- describes transferable job duties/responsibilities.
- utilizes action verbs.
- shows accomplishments.

Practice!

Write some of your skills. Remember to be specific!

WORK EXPERIENCE TIP!
List your duties/
accomplishments in order
of importance to the job
in which you are applying!

List some of your job duties/accomplishments using bullets, action verbs, transferable skills, and examples!

SKILLS TIP!
The skills you put down
should coincide with the
job description!