**Skills acquired from work experience: (hard skills)**

- dealing with customers and how to handle difficult requests

- organizing, prioritizing

- adaptability

- time management

- collaboration & people management or leadership

- persuasion

- Self-Reliance: find your own answers and develop your own path. It demonstrates that you can be trusted to take on a task and complete it independently.

- analytical reasoning: Problem-Solving Skills and decision making

- management

- Commercial Awareness: how organizations work and operate

- Maturity

- Practical skills (depend on the job) + technical know-how

- Self-Confidence and Self-Esteem

- Organisation Skills

- Networking = create and develop professional relationships

- Business Etiquette : know how offices operate and how people communicate with each other

**Specific for computer skills:** <https://www.resume.com/career-advice/resumes/how-to-list-computer-skills-on-a-resume-with-examples/>

**Soft skills (social skills)**

Communication – oral speaking capability, written, presenting, listening, clear speech & writing.

Courtesy – manners, etiquette, business etiquette, gracious, says please and thank you, respectful.

Flexibility – adaptability, willing to change, lifelong learner, accepts new things, adjusts, teachable.

Integrity – honest, ethical, high morals, has personal values, does what’s right.

Interpersonal skills – nice, personable, sense of humor, friendly, nurturing, empathetic, has self-control, patient, sociability, warmth, social skills.

Positive attitude – optimistic, enthusiastic, encouraging, happy, confident.

Professionalism – businesslike, well-dressed, appearance, poised.

Responsibility – accountable, reliable, gets the job done, resourceful, self-disciplined, wants to do well, conscientious, common sense.

Teamwork – cooperative, gets along with others, agreeable, supportive, helpful, collaborative.

Work ethic – hard working, willing to work, loyal, initiative, self-motivated, on time, good attendance.

**More:** You will find a quite complete list of soft skills here: <https://www.thebalancecareers.com/list-of-soft-skills-2063770>

**More:** A quite comprehensive list of detailed skills is available [here.](https://zety.com/blog/hard-skills) You will also find examples of how to put them in a CV.