Industry Transferable Skills

● Retail ● Sales ● E-commerce ● Insurance	● Business ● Support services ● Banking ● Education	● Hospitality ● Military ● Airlines

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Technical Skills: Submitting orders/invoices, processing payments, data entry and software knowledge

Looks like: ● Retail/food service: POS (Point of Sale) software ● Design and photography: Adobe Suite ● Healthcare: Electronic Medical Records ● Shipping and transportation: Logistics Management software	● Journalism and writing: CM (Content Management) Systems ● Accounting and finance: Bookkeeping software ● Sales and marketing: CRM (Customer Relationship Management) systems ● Education: Grade and attendance tracking

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Problem Solving with perseverance and creativity: Active listening, communication, team building, and the ability to predict outcomes by weighing cause and effect

Sounds like: "Worked until a solution was found for a customer who was unsatisfied with their experience by…" and "Using various channels, I was able to discover a new solution for my customers."

Effective communication with customers and peers: Effectively listening, speaking, and writing

Sounds like: "Attended to customer needs by requesting clarification, summarizing or paraphrasing. For example…" and "Managed communication to staff and leadership of weekly data by…"

Collaboration: Working with other departments to answer customer questions, address needs, or concerns

Sounds like: "Collaborated with key players to develop a new efficient time keeping system by…"

Emotional Intelligence: Recognizing the emotions of others and yourself / empathy for your peers can be an indicator of your team working skills

Sounds like: "Provided excellent customer service in a high stress situation by…" and "Supported teammates, customers, and co-workers with compassion and empathy by….."