

Sample Highlights Statements

Communication and interpersonal skills:

- Strong communication skills with the ability to deal effectively with individuals at all levels
- Excellent interpersonal skills in dealing with a diversity of customers and colleagues
- Excellent interpersonal skills with a pleasant and professional telephone manner
- Sincerely enjoy working with people, in person and over the phone
- Able to accurately assess the client's needs and wants through interactive listening
- Able to represent a company with a positive and professional image

Management/leadership/problem solving:

- Strong analytical and problem-solving skills resulting in effective resolution
- Extensive management and supervisory experience with a diverse population
- Highly articulate with strong presentation skills to educate and motivate
- Confident to effectively train a productive and promotable team to ensure consistency
- Implements effective critical thinking, using logic and reasoning to identify solutions or conclusions

Team player/independence/motivation:

- Enthusiastic team player with a positive attitude and a desire to contribute
- Team player with a positive attitude and effective conflict resolution skills
- Creative, energetic enthusiastic team player with a good sense of humour
- Self-motivated to take the initiative, work independently and contribute to a team setting
- Adept at working independently, with minimal supervision and as a collaborative team member

Goal setting/organization:

- Self-motivated with a determination to succeed and achieve set goals
- Highly organized, function well in a fast-paced environment with the ability to multi-task
- Well organized, resourceful and self-disciplined to achieve company and individual results
- Success-oriented with a motivated and positive attitude
- Willing to take the initiative and assume new responsibilities
- Reliable, hardworking and dedicated to solid work ethics
- A quick and eager learner who can easily adapt to new responsibilities

Specific skills:

- Computer literate: Microsoft Word, Excel and PowerPoint, internet and email
- Accurate typing abilities, keyboarding speed 50+ wpm
- Bilingual in English and French; both verbal and written
- Current certification in First Aid and CPR; excellent safety record
- Strong knowledge of principles and processes for providing customer and staffing services
- Solid knowledge of the English language including composition and grammar
- Extensive knowledge of administrative and clerical procedures and office systems