

SAMPLE SUMMARY STATEMENTS - RESUME WORKSHOP

SUMMARY

Highly experienced Customer Service professional. Able to handle a high volume of customer calls in a fast-paced environment, with minimum supervision, while maintaining emphasis on the highest quality of consumer service. Excellent listening skills, oral and written communications. Comfortable in interacting with all levels of the organization and public. Excellent problem solving and negotiating skills. Able to make decisions independently and quickly with minimal escalations.

SUMMARY

A creative support professional with a record of increased responsibility. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multitask when necessary. Customer focused with diverse industry experience including insurance, publishing, non-profit and retail. Enjoys learning new programs and processes. A team player who is attentive to detail and able to work in a fast paced environment. Excellent oral and written communication skills.

SUMMARY

Diverse experience installing and servicing in computer, communications and printing fields. Reliable, hard working, and dedicated team player who works well under pressure and with minimum supervision. Customer-oriented problem solver with an ability to adapt to new situations. Technical expertise in troubleshooting, installation and repair of mid-range systems.

SUMMARY

Extensive and diverse accounting experience in treasury management, credit, collections, cash application, billing, month-end accounting close, general ledger analysis and month-end financial procedures and reporting. Highly proficient in Microsoft Word, Excel, Hyperion Retrieve, Hyperion Enterprise and AS400 Applications. Areas of expertise:

- *Bank Reconciliation*
- *Accounting Close*
- *Business Process Mapping*
- *General Ledger*
- *Balance Sheet Reconciliation*
- *Receivables Management*
- *Cash Management*
- *Process Improvement*
- *Executive Reporting*

SUMMARY

Highly motivated Technical Support professional. Strong verbal, listening and written skills. Comfortable in interacting with all levels of the organization and public. Able to negotiate and problem solve quickly, accurately, and efficiently. Adept at multitasking to achieve individual and team goals. Diverse background includes sales, customer service and supervision. Committed to quality and excellence.

SUMMARY

Financial professional who is a self-starter and capable of effectively functioning with minimum supervision. Known for taking initiative and skilled at meeting challenges and deadlines. A team player who is attentive to detail and produces quality results. Computer proficient. Areas of expertise include:

- Analysis
- Accounts Payable/Payroll
- Microsoft Office
- Written and Verbal Communications
- Detail Oriented
- Multi Tasking
- Organization/Prioritizing
- Data Entry

SUMMARY

Experienced Technical Professional who works well with minimum supervision. Computer literate, with strong electronic, electrical and mechanical skills. Customer oriented problem solver with an ability to adapt to new situations. A quick learner with a desire for continuous personal growth. Diverse technical experience includes:

- NICET Level III in Fire Alarm Systems
- AutoCAD XXXX
- Telephone PBX and Network Systems
- Security Systems and Closed Circuit Television
- Paging and Audio/Video Systems
- Component Level Troubleshooting

SUMMARY

Self-motivated individual with over 10 years experience in technical and retail environments. Adept at prioritizing and completing tasks to meet customers' needs. Safety-minded and a good communicator with strong computer skills.