

## Sample “Bullet Points” for Resumes

- Compiled and executed bi-monthly billing, bookkeeping and cash analysis
  - Reconciled corporate accounts, allocated accounts payable and accounts receivable
  - Computed and prepared payment of bills and reports
  - Interviewed \_\_\_(##) people with diverse backgrounds during field research for senior project
  - Maintained and processed records for agents
  - Reconciled monthly income sheets with 100% accuracy and acted as manager-in-charge in absence of owner/manager
  - Verified billing information and resolved claim denials for laboratory
  - Performed general bookkeeping duties and tracked money flow of office
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- Maintained advertising calendar of events for promotion activities, researched prospective companies for programs, coordinated in-house mailings (international and domestic), responsible for filing and general office work
  - Maintained patient records by updating file copies; oversaw updating of files
  - Scheduled appointments via phone and greeted patients
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- Acted as liaison between clients and merchandisers with attention to detail and regard to customers needs
  - Assisted director in organizing and managing office
  - Conducted data-entry and spreadsheet preparation for dialysis laboratory
  - Created and maintained database of (list numbers)
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- Coordinated and supervised activities of 45 children
  - Entrusted with children’s safety and well-being
  - Motivated children to learn reading skills and various crafts
  - Supervised and monitored two girls, ages five and seven, in after-school and evening activities
  - Supervised social and academic activities for 13-year-old
  - Tutored children in reading and math
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- Promoted fair play and positive attitude
  - Served as coach of freshman team
  - Responsible for the physical and emotional well- being of 10-30 juvenile campers for six to eight hours daily
  - Planned, coordinated, and presented day camp activities for campers
  - Instructed girls aged 6-17 in basic softball skills
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- Assisted customers with questions and concerns
  - Analyzed customer needs and promoted appropriate sales

- Answered phones, processed orders, assisted customers, and handled shipments
  - Designed event invitations and created store displays
  - Led in clothing sales for the months of July and August
  - Monitored phone inquiries and developed customer relations
  - Courteously handled customer complaints and took appropriate action
  - Merchandised products for effective displays
  - Resolved customer complaints for busy retail outlet
  - Provided customer service for members through telephone calls, e-mails, and letters
  - Provided customer service, executed routine transactions, analyzed customer problems, and developed customer relations
  - Provided hospitality to prospective customers
  - Responsible for opening and closing store, calculating nightly balance sheets and making deposits
  - Trained employees in computer operations, sales, daily transactions, and customer relations
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- Managed employee work schedules, payroll and policy enforcement
  - Recruited and trained new employees
  - Coordinated and supervised numerous recreational activities and events for 16 employees
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- Initiated, planned and organized educational programs
  - Served on departmental and staff committees
  - Delivered more than 12 hour-long presentations to various student groups
  - Compiled presentation materials on service-oriented topics for numerous SMC student groups and organizations
  - Worked cooperatively in a team of eight to publicize Career Center job fairs and workshops
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- Instructed girls ages 6-17 in basic softball skills
  - Serve as a role model and develop sportsmanship among youth teams
  - Meet and confer with staff and athletes regarding facilities, scholarships, etc.
  - Taught fundamental athletic skills to middle and high school students
  - Assisted in day-to-day functions of the Athletic Director
  - Monitored and evaluated sporting events
  - Gathered and compiles information to create school athletic record book
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- Collaborated with a team of instructors to create a positive, fun, and lively learning atmosphere
  - Coordinated and counseled summer rider camp sessions
  - Instructed students of all ages in cheerleading, gymnastics, and dance
  - Introduced and published monthly newsletter for families
  - Organized annual school show for adult and youth students
  - Taught study techniques for children aged 7 and 9
  - Tutored 13 & 15-year-old in English and science

- Worked with under-privileged and learning-disabled fifth grade children to develop creative methods for teaching basic math skills
  
- Assisted customers with their orders, prepared food and beverages
- Responsible for giving customers quality service at upscale restaurant
- Received award for “Employee of the month”
- Interacted with more than 500 people daily while serving food to students, faculty and staff in university dining facility
- Trained new employees in working routine of restaurant, customer relations, and computer use
- Created an environment for guests that ensured privacy, comfort and the utmost in hospitality
- Inspected guest accommodations regularly to ensure that establishment provided the highest quality amenities
- Provided guests with estate, local and regional information pertinent to their stay
  
- Assessed needs of children and encouraged activity and participation in various events
- Collected, organized, and delivered clothes, food, and toys to needy families
- Helped children to have fun during their hospital stay
- Played with cancer patients in isolation rooms in children’s ward
- Interviewed 58 homeless and low-income individuals for general assessment

### **Internships**

- Analyzed and reconciled clients’ books
- Assisted in audits of non-profit organizations and end-of-year audits
- Prepared financial statements for schools
  
- Attended client interviews and group training classes
- Created marketing plan for the broker
- Conducted phone interviews with executives and directors of trade associations, university and government programs
- Kept accurate account of large sums of money and financial transactions
- Researched products, conducted case analysis and cold calling
- Researched and produced monthly spreadsheets for several budget committees
  
- Conducted market research
- Developed and implemented a Strategic Marketing Plan with team members
- Defined target markets, conducted focus groups, constructed and distributed questionnaires, and analyzed data
- Developed and implemented marketing plans for loan officers
- Wrote marketing plan and presented it to the client