Here are some positive verbs you can use to describe your skills in the work setting. If you can back them up with statistics, numbers, or examples, they will be even stronger.

**Communication Skills**

- Apprised administrators of student viewpoints as a residence hall council representative
- Answered questions about the engineering program from incoming students and parents
- Conducted campus tours for prospective students and their parents
- Contacted alumni and parents by phone to request gifts for a university capital campaign
- Demonstrated the use of the Macintosh and PC software to computer lab users
- Drafted correspondence for supervisors
- Educated parents of students with Attention Deficit Disorder about Ritalin side effects
- Explained the uses of foreign language skills in job applications
- Familiarized incoming students with the services of Herrick Library
- Handled all ticket reservations and sales for music and theater performances
- Informed committee members about student requests for action
- Instructed personal hygiene and social skills to mentally disabled adults
- Presented findings in a target market research project to local restaurant owners
- Reported on campus and regional sports events
- Represented the Psychology Club at Student Senate meetings
- Responded to faculty requests for inter-library loan service
- Spoke as project representative about the effects of secondhand smoke
- Summarized research findings on women’s centers at target colleges
- Taught English as a second language to children during a summer in Argentina
- Trained incoming Resident Assistants in confronting disciplinary situations
- Translated documents from Spanish to English
- Wrote press releases

**Management Skills**

- Allocated funds for Alfred Martial Arts Association projects
- Budgeted for the upcoming academic year
- Developed policy regarding grade point average of candidates
- Directed a team of five students for senior engineering project
- Elected Baseball Club president during junior year
- Enlisted the support of faculty for proposal on showing artwork in alternative spaces
- Founded the Segues, a women’s *a capella* group on campus
- Governed the Student Senate, an organization of over 100 student group representative
- Hired new resident assistants as part of a search committee
- Initiated the use of resumes for student staff applicants
- Inspired people with poor nutritional habits to adopt a lower fat diet
- Instituted a regulation involving requests for reimbursement to club bylaws
Managed a two-person house painting business
Oversaw the disbursement of funds to student organizations
Produced a manual for work-study students on correct office procedure
Recruited athletes for participation on the track-and-field team
Represented Umoja at student senate meetings
Spearheaded efforts to develop a wider selection of vegan entrée choices in the dining hall
Sponsored a movement to make residence halls smoke-free
Supervised ten security guards

Creative Skills

- Authored a series of articles on alumni participation in Career Development Center services
- Conceived and carried out an innovative system improvement to existing study abroad data-base
- Conceptualized a five-step process for introducing ceramic engineering professions to high school students
- Created store and window displays for local merchants
- Composed score for one-act play “Death by Chocolate”
- Designed a series of promotional materials for the Performing Arts department
- Devised and administered a survey for local nonprofit organizations
- Edited the “Campus Clubs and Organizations” section of the Student Handbook
- Established five-year goals for the Chemistry Club
- Illustrated a cartoon series for the Fiat Lux campus newspaper
- Invented a robotic arm capable of supporting 2,000 pounds
- Originated the annual Alfred University Charity Fashion Show
- Published several poems in Poeisis campus literary magazine
- Wrote a short story that received second place in a national competition

Organizational Skills

- Arranged for security guards to be present at university events
- Assembled informational packets for employers and other university guests
- Collected field specimens for high school chemistry labs
- Centralized teaching credential files, resulting in more efficient services
- Coordinated the delivery of all athletic training services to visiting teams
- Catalogued slides of visiting artists by type of media
- Distributed campus newspaper to approximately 2,000 students and faculty
- Disseminated current information about HIV to a floor of 30 freshmen students
- Enforced college policies in a residence hall setting
- Formalized laboratory safety procedures
- Implemented a vegetarian co-op service for the college dining hall
- Installed a variety of software programs on office computers
- Maintained the appearance of the university sports fields
- Organized a sea kayaking trip for 15 students with the Forest People outdoor leadership club
- Planned a guest lecture series on Careers for Foreign Language Majors
- Prepared low-calorie, lactose-intolerant, and other types of special request meals
- Processed financial aid applications

Helping Skills

- Aided beginning news reporters in getting stories and interviewing people
- Attended the annual Helping Professions conference
- Assisted fellow students in learning sentence structure, grammar and editing skills
- Collaborated with a team of students to design an advertising strategy for WIC events
- Contributed to the selection process for the dean of the School of Art and Design
- Counseled individuals and groups
- Comforted juvenile cancer patients
Facilitated the matching of students to elderly patients as Adopt-A-Grandparent chair
Fostered the relationship between freshmen and their senior mentors
Guided high school students through the resume writing process
Helped the director conduct visits to medium security prisons
Mediated between roommates to encourage them to solve disputes
Mentored two freshmen as part of the Higher Education Opportunity Program
Provided companionship to geriatric patients on weekends
Settled disagreements between inmates and counseling interns

Analytical Skills

- Analyzed water samples for degree of contamination
- Assessed student willingness to participate in surveys
- Compiled survey data using Microsoft Excel
- Consulted on the choreography of *The Mikado* with an area high school
- Detected trace levels of sugar in toothpaste samples
- Discovered a new ceramic glaze
- Documented the history of the sport of lacrosse for a coaching presentation
- Edited the *Career Express* monthly newsletter
- Evaluated readiness of rehabilitated athletes to return to competition
- Examined the relationship between performing arts participation and student retention
- Gathered data for a project involving microwave emissions
- Identified prospective businesses for a class case study
- Interpreted for deaf candidates at a job fair
- Interviewed ski team members for a feature article in the *Fiat Lux*
- Researched legal documents for a brief on “Smith v. New Jersey”
- Searched Internet engines for websites dealing with “not for profit” organizations

Selling Skills

- Arbitrated a settlement between coaching staff and team captains
- Encouraged customers to sample new products
- Increased sales by 45 percent within two years
- Marketed home massage business through phone, mail and other strategies
- Negotiated a 25 percent raise for clients
- Persuaded residents on my floor to participate in a Pine Hill trails cleanup program
- Promoted healthy living as chair of the Wellness Committee
- Publicized campus intramural events
- Resolved conflicts between clients and third party recruiters
- Sold a wide variety of herbal remedies
- Secured new accounts throughout the Southern Tier region of New York State
- Solicited alumni for contributions to our “Renovate Happy Valley” campaign

Other great words: adapted; attained; augmented; awarded; boosted; broadened; built; calculated; catered; decreased; developed; ensured; eliminated; exceeded; excelled; generated; launched; mastered; modernized; published; raised; reconciled; reduced; revitalized; saved; strengthened; supplemented; utilized