

Transferable Skills Sets for Job-Seekers

Communication: the skillful expression, transmission and interpretation of knowledge and ideas.

- Speaking effectively
- Writing concisely
- Listening attentively
- Expressing ideas
- Facilitating group discussion
- Providing appropriate feedback
- Negotiating
- Perceiving nonverbal messages
- Persuading
- Reporting information
- Describing feelings
- Interviewing
- Editing

Research and Planning: the search for specific knowledge and the ability to conceptualize future needs and solutions for meeting those needs.

- Forecasting, predicting
- Creating ideas
- Identifying problems
- Imagining alternatives
- Identifying resources
- Gathering information
- Solving problems
- Setting goals
- Extracting important information
- Defining needs
- Analyzing
- Developing evaluation strategies

Human Relations: use of interpersonal skills for resolving conflict, relating to and helping people.

- Developing rapport
- Being Sensitive
- Listening
- Conveying feelings
- Providing support for others
- Motivating
- Sharing credit
- Counseling
- Cooperating
- Delegating with respect
- Representing others
- Perceiving feelings, situations
- Asserting

Organization, Management and Leadership: the ability to supervise, direct and guide individuals and groups in the completion of tasks and fulfillment of goals.

- Initiating new ideas
- Handling details
- Coordinating tasks
- Managing groups
- Delegating responsibility
- Teaching
- Coaching
- Counseling
- Promoting change
- Selling ideas or products
- Decision making with others
- Managing conflict

Work Survival: the day-to-day skills that assist in promoting effective production and work satisfaction.

- Implementing decisions
- Cooperating
- Enforcing policies
- Being punctual
- Managing time
- Attending to detail
- Meeting goals
- Enlisting help
- Accepting responsibility
- Setting and meeting deadlines
- Organizing
- Making decisions

Industry Keywords

<http://www.labor.ny.gov/agencyinfo/industrykeywords.shtm>

Some companies have scanner systems to read resumes to quickly review large numbers of resumes. Below are some keywords separated by industry type that may be beneficial to your resume.

High Impact Phrases

Accelerated career track	Driving customer loyalty initiatives
Best in class	Driving performance improvement
Business process redesign	Emerging business ventures
Capturing cost reductions	Entrepreneurial drive / vision
Catalyst for change	Market dominance
Change agent	High impact / performance / quality
Competitive market positioning	Organizational driver

Core competencies Cross-functional team leadership Deliver strong and sustainable gains Distinguished performance	Outperforming market competition Peak performer Top flight leadership competencies Visionary leadership
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Administration:

- specific names of software, back office operations, records management, workflow prioritization, confidential correspondence, executive support, meeting planning, vendor and customer communications, productivity and performance management, project planning, staff training and development

Association and not for profit management:

- Corporate giving, endowment funds, grassroots campaign, board relations, budget oversight, community outreach, member development / retention / services, not-for-profit, organizational leadership / mission / vision, policy development, public relations, research foundation, volunteer recruitment, strategic planning, policy development, humanitarian relief, donor negotiations

Banking:

- Asset based lending, asset management, branch operations, commercial banking, consumer credit, credit analysis, depository services, global banking, foreign exchange, investment management, letters of credit, loan processing, return-on-investment, risk management, secured lending, credit administration,

Customer service:

- Relationship management, customer communications, customer needs assessment, customer retention, customer satisfaction, order processing, key account management, process simplification, records management, sales administration, service benchmarks, service delivery, service measures, multi-site call center management, procedure standardization, strategic business planning, vendor sourcing, contract compliance

Engineering:

- Capital project, computer aided engineering, cross-functional team, engineering charge order, experimental design, facilities engineering, field performance, methods design, Process development, product design, product development cycle, product innovation, product manufacturability, productivity improvement, project costing, project planning, prototype, quality assurance, regulatory compliance, research and development, scale-up, turnkey, work methods analysis, environmental testing, product cost and production scheduling

Finance, accounting and auditing

- Accounts payable, accounts receivable, asset disposition, asset management, audit controls, capital budgets, corporate tax, cost accounting, cost/benefit analysis, credit and collections, debt financing, E-Trade, financial analysis, financial planning, foreign exchange, international financing, investment management, investor relations, job costing, letters of credit, leveraged buy-out, operating budgets, P&L analysis, return on equity, revenue gain, risk management, shareholder relations, stock purchase, treasury, trust accounting

General, Executive Management and Consulting

- Accelerated growth, benchmarking, business development, business reengineering, capital projects, consensus building, process improvement, corporate development, corporate image, cost avoidance, cost reduction, customer driven management, efficiency improvement, emerging business venture, entrepreneurial leadership, financial management, financial restructuring, high-growth organization, long-range planning, margin improvement, market development, new business development, organizational culture, performance improvement, policy development, relationship management, process reengineering, productivity improvement, P&L Management, revenue growth, signatory authority, start-up venture, strategic development, tactical planning, team building, turnaround management

Healthcare

- Acute care facility, ambulatory care, assisted living, capital giving campaign, case management, certificate of need, chronic care facility, clinical services, continuity of care, electronic claims processing, fee billing, grant administration, managed care, multi-hospital network, outpatient care, patient relations, peer review, physician credentialing, preventative medicine, provider relations, public health administration, rehabilitation services, risk management, service delivery, third party administrator, wellness programs, integrated health care delivery

Hospitality

- Amenities, back-of-the-house operations, catering operations, club management, Food and beverage operations, guest retention, hospitality management, inventory planning and control, member development, menu pricing, occupancy, portion control, property development, purchasing, resort management, signature property, vendor sourcing, VIP relations.

Human resources

- Americans with disabilities act, benefits administration, career pathing, change management, claims administration, compensation, competency-based performance, electronic applicant screening, employee empowerment, employee relations, equal employment opportunity, grievance proceedings, incentive planning, labor arbitration, labor contract negotiations, merit promotion, organizational needs assessment, performance incentives, position classification, professional recruitment, succession planning, train-the-trainer, union relations, workforce reengineering

Human services

- Advocacy, behavior management, behavior modification, casework, community outreach, counseling, discharge planning, integrated service delivery, mainstreaming, psychological counseling, social services, substance abuse, testing, treatment planning, vocational placement

Information systems and Telecommunications technology

- Advanced technology, application development, benchmarking, capacity planning, cellular communications, data communications, data recovery, database design, database server, desktop technology, disaster recovery, document imaging, e-learning, electronic data interchange, emerging technologies, end user support, firewall, hardware engineering, imaging technology, Local Area Network, management information systems,

multiuser interface, network administration, operating system, pilot implementation, project lifecycle, real time data, remote systems access, systems acquisition, systems configuration,

International business

- Acquisition, competitive intelligence, cross-border transactions, diplomatic protocol, e-commerce, emerging markets, feasibility analysis, foreign government affairs, foreign investment, global expansion, global market position, intellectual property, international financing, international subsidiary, joint venture, market entry, merger, technology licensing, strategic alliance

Law and corporate legal affairs

- Acquisition, adjudicate, administrative law, antitrust, briefs, case law, copyright law, depositions, due diligence, intellectual property, joint venture, judicial affairs, juris doctor, landmark decision, legal advocacy, legal research, legislative review, licensing, limited partnership, mediation, memoranda, mergers, motions, negotiations, patent law, probate law, settlement negotiations, trial law, unfair compensation,

Manufacturing and operations management

- Cell manufacturing, computer integrated manufacturing, clean, cost avoidance, cycle time reduction, distribution management, efficiency improvement, environmental health and safety, equipment management, facilities consolidation, inventory control, inventory planning, just-in-time, labor efficiency, logistics management, manufacturing integration, master schedule, materials planning, multi-site operations, Occupational health and safety, operations start up, order fulfillment, order processing performance improvement, pilot manufacturing, process automation, product development, production lead time, production output, productivity improvement, quality circles, regulatory compliance, value-added processes, warehouse operations, workflow optimization, world class manufacturing, yield improvement.

Public relations and corporate communication

- Advertising communications, brand management, broadcast media, community affairs, community outreach, competitive market lead, cooperative advertising, corporate identity, corporate sponsorship, creative services, crisis communications, direct mail campaign, electronic advertising, event management, fundraising, logistics, market research, media buys, media scheduling, press releases, print media, promotions, public affairs, publications, sales incentives, special events, strategic positioning, trade shows

Purchasing and logistics

- Acquisition management, barter trade, bid review, capital equipment acquisition, commodities purchasing, competitive bidding, contract administration, fixed price contracts, international trade, inventory planning and forecasting, just-in-time purchasing, materials replenishment ordering purchasing, offshore purchasing, outsourced, procurement, proposal review, request for proposal, subcontractor negotiations, supplier management, vendor quality certification, vendor sourcing.

Real estate, construction and property management

- Asset management, asset workout/recovery, building code compliance, capital improvement, commercial development, competitive bidding, contract administration,

contract award, environmental compliance, estimating, fair market value pricing, infrastructure development, leasing management, preventative maintenance, project concept, project development, property management, real estate appraisal, real estate investment trust, renovation, return on assets, site development, turnkey construction

Retail

- Buyer awareness, credit operations, customer loyalty, distribution management, in-store promotions, inventory control, loss prevention, mass merchants, merchandising, preferred customer management, pricing, retail sales, security operations, softgoods

Sales and marketing

- Account development, brand management, campaign management, competitive analysis, competitive contract award, consultative sales, customer loyalty, customer needs assessment, customer retention, direct mail marketing, direct response marketing, direct sales, distributor management, incentive planning, key account management, margin improvement, market launch, market positioning, market share ratings, new market development, product launch, P&L management, profit growth, promotions, revenue stream, sales forecasting, solutions selling,

Security and law enforcement

- Asset protection, corporate security, crisis communications, electronic surveillance, emergency preparedness, interrogation, safety training, surveillance

Teaching and education

- Classroom management, course design, curriculum development, education administration, field instruction, grant administration, holistic learning, instructional programming, lifelong learning, peer counseling, program development, recruitment, scholastic standards, student services, training and development

Transportation, warehouse and distribution

- Cargo handling, carrier management, container transportation, contract transportation services, dedicated logistics operations, dispatch operations, distribution management, driver leasing, equipment control, export operations, fleet management, freight consolidation, inbound transportation, load analysis, logistics management, over-the-road, port operations, regulatory compliance, route management, route planning and analysis, safety management, terminal operation, traffic planning, warehouse management, workflow optimization