



# Solution

## Résumé Summary and Skill Word Assistance

**Question:** *“I’m really stuck on how to write the summary. While I know what the intention is, it’s really hard for me.”*

**Answer:** Here are some “sentence starters” for your summary section so you can pack in your strongest and most relevant strong skills.

Try some of these!

Skilled in...

Consistently exceeds performance expectations and experienced in

Passionate about...

Skilled <problem solver> with the ability to...

Strong verbal and written communicator and...

Aspiring <goal like server and cloud administrator> with over X years of <skills>

Accomplished at...

**Question:** *“I understand and like the use of SKILL words to start off each bullet point. However, some examples would be really helpful.”*

**Answer:** The following are examples from Veterans, Military Spouses and non-Veterans. Notice how the skill word is first. Then, the sentence that follows starts with an action verb, often referred to as a [power verb](#). Finally, call out the result very clearly!

### Examples:

**Adaptability:** Worked with a dynamic team troubleshooting network and computer issues to support operations success. Result: Continuity of over 25 transferred projects I completed prior to the deadline.

**Client Relations:** Ensured positive customer satisfaction between employees and customers for over 100 customers weekly, supporting them via email, voice and video conferencing. Result: High customer satisfaction.

**Customer Data Management:** Implemented a system to ensure over 600 personnel actions were completed in less than 3 days by managing three different logs, each with over six hundred input sources, and supporting documentation. Result: Decreased average personnel action processing times by 500%.



# Solution

**Fiscal Responsibility:** Managed, assessed and collected a quarterly budget of \$2,700,000 and 600 company credit cards. Result: With no financial loss or fraud, and recouped any employee-based losses through collections and administrative functions.

**Systems Integration:** Implemented a system to ensure over 1,000 personnel actions were completed in less than six months. Result: Increased average personnel action processing times by 25%.

**Cross-team Collaboration:** Led a 6-person team to consolidate monthly maintenance resulting in 100% reporting accuracy of over 1,500 pieces of equipment dispersed throughout 11 geographic locations.

**Process Improvement:** Developed a tracking system with coworkers for over 300 pieces of equipment traveling across six countries in Europe. Result: A 90% critical equipment availability rate, 10% above the Army standard.

**Management:** Led and evaluated a 57-person team supporting operations across 3 countries in Europe to over 75 customers. Utilized Microsoft Office products to send reports daily. Result: enabled successful aviation operations over a 30-day period.

**Project Management:** Coordinated the transportation, processing, and redistribution of over \$600 million of equipment across Germany as part of a large-scale equipment initiative. Result: 100% accountability of inventory.

**Training and Course Development:** Developed classroom and on-site training material in aircraft maintenance for hundreds of mission-critical team members.

**Trainer:** Instilled rigorous maintenance practices and professional development techniques that ensured professional growth of subordinates. Result: Hundreds of new employees trained to repair aircraft with limited supervision.

**Database Technology:** Maintained database for 2400 employees that provided annual computer-based training videos and real-time tracking and updating of completed courses.

**Detail-Oriented:** Conducted weekly and monthly evaluations to ensure proper instruction. Result: 100% accuracy.

**Excellence under Pressure:** Regularly operated in complex and stressful environments, performing upwards of 15 daily tasks to maintain in-flight operation of aircraft in extreme conditions.

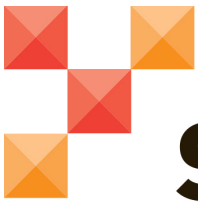
**Troubleshooting:** Able to diagnose and correct aircraft mechanical and computer-based malfunctions and errors. Result: \_\_\_\_\_.

**Program Management:** Created and developed marketing programs for the speedway. Result: All programs delivered on-time, meeting targets.

**Team Leadership:** Led hiring, scheduling, and facilitating team of ten members to meet marketing objectives delivered by the marketing director and CEO.

**Budget planning and fiscal responsibility:** Documented costs and spending, adhering to strict budgeting requirements. Result: Exceeded marketing goals with under-budget spending.

**Customer Service:** Planned and coordinated team of ten members to provide outstanding customer experiences. Result: 50% increase in customer satisfaction based on survey results.



# Solution

**Cross-team Collaboration and Communications:** Worked closely with marketing director, marketing manager, and other corporate teams to develop strategies that were in accordance with marketing campaign goals. Make your résumé great by boasting about your skills that are most relevant to your future hiring team. On your résumé, put your bullet points in order of relevance and importance, too!

Limited Use Policy: You may make archival copies and customize this template (the "Software") for your personal and noncommercial use only. This template or any document including or derived from this template may NOT be sold, distributed, published to an online gallery, or placed on a public server such as the internet without the express written permission of DM Consult, LLC. Copyright © Dana Manciangli