

CV Statement Bank

For the Personal Profile and the Key Skills section of your CV.

Communication

- Effective communicator with strong customer service skills.
- Excellent written and verbal communication skills and interpersonal skills.
- Ability to interact with other people at all levels of the organisation.
- Ability and proven experience in managing, motivating and communicating with independent groups of people internally and externally.
- Ability to communicate accurately and efficiently via many different media.

Customer Focussed

- Strong customer focus.
- Experience in recognition of customer needs and how to deliver an effective customer experience.
- Sound understanding of key client issues.
- Experienced (job title) with a track record of exceeding targets.

Action

- Ability to prioritise and deal effectively with a number of tasks simultaneously.
- A “can-do” attitude with the ability to build trust and credibility with managers and employees.
- Strong organisational and administrative skills.
- Ability to identify and develop opportunities.
- Enthusiastic learner, eager to meet challenges.
- Energetic performer with an upbeat, positive attitude.
- Self motivated and focused.

Detail

- Focussed on accuracy and attention to detail.
- Strong planning, organising, and monitoring abilities and efficient time-manager.
- Attention to detail, planning and organisation to ensure efficient and effective service delivery.

Environment

- Ability to respond quickly to changing situations and work well under pressure while maintaining individual and team effectiveness.
- Ability to handle pressure with ease.
- Fully committed to change and continuous process improvement.
- Flexibility and positive attitude to change.

Flexible

- Highly adaptable, mobile, positive and resilient.
- Willingness to pick up and develop new skills.
- Ability to balance a number of conflicting priorities and make decisions.
- Ability to manage workload within time frames and to deadlines.
- Ability to influence and change priorities based on business need.

Initiative

- Ability to work on own initiative, with minimum supervision.
- Ability to work independently and successfully in a high-performance team environment.
- Dependable and consistently delivering reliable results.
- Strong prioritisation and time management skills with particular focus on meeting deadlines.

Management

- Encourage staff to act independently and effectively.
- Proven leadership skills involving managing, developing and motivating teams to achieve their objectives.
- Ability to provide leadership in a changing environment.
- Ability to manage within a diverse and distributed team environment.
- Solid judgement and management skills to effectively deal with people's needs/ issues.

Personality

- Creative and enthusiastic.
- Versatile with the ability to learn new tasks and skills quickly.
- Able to work on own initiative and as part of a team.
- Dedicated to maintaining high quality standards.
- Quality focussed with a passion for continuous improvement.
- Confident, ambitious, pro-active and innovative.
- Outgoing personality with excellent communication and interpersonal skills.
Self-driven and self-reliant.
Dynamic and resourceful.
Energetic and positive outlook.

Problem Solving

- Advanced analytical, troubleshooting and problem solving skills.
- Strong problem solving skills with the ability to prioritise and deliver concrete results.
- Ability to resolve issues quickly and decisively.
- Adept at resolving problems and dealing with a number of tasks simultaneously.
- Ability to resolve issues decisively and balance conflicting priorities.

- Commitment to constructive problem resolution through a flexible and positive attitude to change.

Relationships

- Ability to build productive working relationships.
- Ability to build lasting relationships.
- Extensive contacts network.
- Ability to build positive and mutual relationships.

Team

- Strong team player and highly adaptable to change.
- Strong teamwork and collaboration skills.
- Proven success in contributing to a team-oriented environment.
- Team player, enthusiastic with the ability to motivate self and others in a pressured environment.