

# PROFESSIONAL & TECHNICAL

# Top 10 Industry Skills

## Accounting

Process of recording and reporting financial transactions pertaining to business operations.

Example: Review pending transactions for errors or abnormalities and promptly investigate potential issues.

## Analytical

Ability to collect and analyze information, problem-solve, and make decisions.

Example: Take into account trends, regulatory changes, and client's comfort with risky decisions when determining investment portfolio.

## Communications

Ability to convey thoughts and express ideas effectively in writing and speech as well as fully comprehend what others are saying.

Example: Document and present research and related information to supervising attorney.

## Customer Service

Act of providing and delivering professional, helpful, high-quality service and assistance to a customer before, during, and after the goods or services are rendered.

Example: Be patient & sympathetic while helping a client who is frustrated with new hardware.

## Detail Oriented

Ability to efficiently achieve thoroughness and accuracy when accomplishing tasks.

Example: Take note of each piece of information on a loan application when determining qualification.

## Computer Literacy

Use computers and related technology efficiently, perform basic tasks such as operating software systems, platforms and other computer programs.

Example: Create spreadsheets and input data for bookkeeping, accounting, and auditing records.

## Interpersonal

Comfortable interacting with people in different types of situations.

Example: Build trusting relationship with client so they feel comfortable enough to share personal information related to their case.

## Project Management

Apply knowledge, skills, tools, and techniques to project activities to meet the project requirements.

Example: Create timelines and assign team tasks for project coordination.

## Sales

Principles and methods for showing, promoting, and selling products or services including marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

Example: Use a CRM to keep track of contacts, deals & tasks to identify best activities to enhance network system sales.

## Troubleshooting

Ability to find, diagnose, determine best way to repair and repair problems.

Example: Utilize remote desktop to recreate an error and develop a theory for the cause.