

NAME

Address

City/State/Zip

(xxx) xxx-xxxx

email@email.com

Vacancy Announcement:

Position Title:

KSA Responses

1. Skill in effective oral communication.

Expresses information to individuals or groups, effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to non-verbal cues, and responds appropriately.

Effective oral communication skills have been vital to excelling as a contractor at the XYXZ Agency through ABC INC. for the past 5 years. In this position, my ability to proficiently communicate information to broad populations in a straightforward, concise and easily understood manner is vital to ensuring delivering of prompt, quality emergency services. In managing a high volume of Code Blue, Medical, Fire, and related Emergency & Disaster calls, I must first facilitate clear communications with the caller in order to clearly identify their needs and determine the best strategies for most efficiently addressing those needs. In emergency situations, this can require a talent for communicating with parties who are in high-stress situations in order to coach them in providing the information needed to coordinate response services. I further apply my strong communication skills toward delivering assistance to hearing impaired callers via TTY as well as responding to international callers to provide information.

After developing the information, I must then communicate precise data to a broad range of service providers spanning interdisciplinary medical professionals, hospital personnel, public service agencies, social workers, and dispatchers in order to efficiently coordinate response services. Supporting this, I would note that my dynamic communication skills have resulted in recognition by the employer for success in maximizing performance across response times and length of calls as well as processing of extensive, complex information. Complementing this, my professional development trainings have included completion of a program in Enhancing Interpersonal Communication.

I have been concurrently working for QQQ Corporation in both administrative and accounting positions. In this capacity, my strong oral communication skills have been instrumental in ensuring compliance in a highly-regulated environment. For example, in troubleshooting issues related to non-compliance, I routinely need to clearly communicate with multi-functional staff, senior management and vendors in order to generate information and determine solutions for addressing and resolving non-compliance problems.