

SOFTWARE SKILLS		
Microsoft Word (2007, 2003, 2002, 2000, 97) Standard Advanced Skills Microsoft Excel (2007, 2003, 2002, 2000, 97) Standard Advanced Skills Microsoft PowerPoint (2007, 2003, 2002, 2000, 97) Standard Advanced Skills Microsoft Access (2007, 2003, 2002, 2000, 97) Standard Advanced Skills Software Productivity	Microsoft Outlook (2007, 2003, 2002, 2000, 97) Standard Microsoft Windows (Vista) Standard Microsoft Windows (XP, 2000, ME, 98) Standard Advanced Skills Microsoft Internet Explorer (7.0, 6.0, 5.0) Standard Microsoft FrontPage (2003, 2002) Standard Microsoft Project (2003, 2002) Standard	Lotus 1-2-3 (Millennium) Standard Lotus 1-2-3 (97) Standard Advanced Skills Lotus Freelance (2.1, 97) Standard Lotus WordPro (Millennium, 97) Standard Netscape Navigator (4.5) Standard WordPerfect (2000, 12) Standard WordPerfect (8) Standard Advanced Skills
CLERICAL, OFFICE AND COMPUTER LITERACY SKILLS		
Basic Computer Literacy Checking – Standard Coding – Standard Customer Service Data Entry Test – Alphanumeric* Data Entry Test – Numeric* Digital Literacy – Computing* Digital Literacy – Internet* Digital Literacy – Software Skills* Filing – Standard	Grammar – Business* Grammar – General* Letter Setup – Alternative Block Letter Setup – Block Letter Setup – Letter Head Block Letter Setup – Semi Block Math – General Math – General 2 Office Manager Skills Proofreading – Error Detection Proofreading – Error Detection 2	Read Response – Business (Audio) Reading Comprehension – General Receptionist Skills Secretarial Skills Shorthand – Business (Audio) Spelling – Business* Spelling – General* Telephone Message Taking Telephone Skills Ten Key Test Transcription – Business (Audio) Typing Test* Vocabulary – Business Vocabulary – General
ACCOUNTING AND FINANCE		
Peachtree (8.0, 9.0) – Standard (Accounting) QuickBooks (2006, 2005, 2003, 2001) – Standard Accounting – Accountant* Accounting – Accounting and Bookkeeping (Canada)* Accounting – Accounts Payable* Accounting – Accounts Receivable* Accounting – Advanced Accounting* Accounting – Bookkeeper*	Accounting – Business Documents* Accounting – Cost Accounting* Accounting – Credits and Debits* Accounting – Math Skills* Accounting – Payroll* Accounting – Taxes* Accounting – Terminology* Bank Teller – Money Handling Bank Teller – Teller Knowledge Data Entry – Checks* Data Entry – Decimals*	Finance – Consumer Finance* Finance – Credit and Collections* Finance – Financial Analysis* Finance – Financial Knowledge* Finance – Financial Management* Finance – Insurance* Finance – Insurance – Health* Read Response – Accounting Shorthand – Accounting Spelling – Accounting-Bookkeeping Transcription – Accounting (Audio) Typing Test – Accounting Typing Test – Banking and Finance*
CALL CENTER SKILLS		
Call Center – Coding* Call Center Customer Service Scenarios Call Center – Data Analysis* Call Center – Sales* Call Center Sales Scenarios Call Center – Service* Call Center – Telephone Skills*	Audio Data Entry – 5 Min. Data Entry – Call Center (Audio) Data Entry – Sales (Leads) Data Entry – Sales (Orders)	Postal Codes Postal Codes (Audio) Spelling (Audio) Spelling – Geography* Spelling – Int Geography (Audio) Spelling – US Geography (Audio)