

# PEOPLAGICASKILLS SUBJECT LIST

(As of )HEUXDU:2020)

## GENERAL ABILITIES

### Abilities and Aptitudes

- Attention to Detail
- Email etiquette
- Logical Thinking
- Office Filing
- Technical Writing Skills
- Numerical Reasoning
- Data Checking
- Spatial Reasoning
- Verbal Reasoning
- Attitudes (Empathy)
- Numerical Proofreading
- Following Directions
- Multitasking Simulation
- Chat Simulation
- Cybersecurity Awareness
- Presenter Skills
- Matching Skills

### Language and Communication

- Business Communication
- English Language
- English Proofreading
- English Spelling and Vocabulary
- Modern Arabic Language
- French Language
- German Language
- Italian Language
- Japanese Language
- Portuguese Language
- Spanish Language
- English as a Second Language
- Reading Comprehension
- Spanish to English Translation
- English to Spanish Translation

### Management

- Leadership Skills
- Management Skills
- Project Management
- Time Management
- Business Etiquette
- Change Management
- Team Management

### Primary Work Skills

- Basic Math
- Basic Computer Knowledge for Windows
- IT Industry Acronyms
- Quantitative Analysis
- Digital Literacy Simulation

### Typing & Data Entry

- 10-Key Data Entry
- Typing Business Text
- Typing Contact Data Entry
- Fill-in Form Typing
- General Typing
- General Typing (audio)
- Typing News Text
- Typing Spanish Text
- Typing – Call Centre
- Typing – Financial
- Typing – Legal
- Typing - Medical

### Microsoft Office Software Simulations

- MS Office 2010 – Word Simulation
- MS Office 2010 – Excel Simulation
- MS Office 2010 – Outlook Simulation
- MS Office 2010 – PowerPoint Simulation
- MS Office 2013 – Excel Simulation
- MS Office 2013 - Outlook Simulation
- MS Office 2013 – PowerPoint Simulation
- MS Office 2013 – Word Simulation
- MS Office 2016 – Excel Simulation
- MS Office 2016 – Word Simulation
- MS Office 2016 – Outlook Simulation
- MS Office 2016 – PowerPoint Simulation

### Microsoft Office Software

- MS Office – Excel (2000, 2003, 2007, 2010, XP, 2013, 2016, 2019)
- MS Office – PowerPoint (2000, 2003, 2007, 2010, XP, 2013,2016, 2019)
- MS Office – Outlook (2000, 2003, 2007, 2010, XP, 2013, 2016, 2019)
- MS Office – Word (2000, 2003, 2007, 2010, XP, 2013,2016, 2019)
- MS Office Excel Functions (2003, 2010)
- MS Office 2003 VBA
- MS Office Visio (2003, 2007, 2016, 2019)
- MS Office 2007 One Note
- MS Office Project (2007, 2019)
- MS Office Publisher (2007, 2010)
- MS Office Project Professional 2013
- MS Office 365

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## OCCUPATIONAL TEST

### Call Centre

- Call Centre
- Customer Service
- Customer Service - Financial
- Inbound Call Centre Simulation (US Vocals)
- Outbound Call Centre Simulation (US Vocals)

### Retail

- General Retail Knowledge
- Retail Marketing Skills
- Retail Maths
- Sales Clerk Skills
- Web Merchant Skills
- Retail Call Centre
- Warehouse Pick and Pack Skills
- Warehouse Skills
- Customer Service – Retail

### Hospitality Industry

- Event Planning Skills
- Food and Beverage Serving Skills
- Front Desk Skills
- Guide and Tour Operator Skills
- Room Service Management Skills
- Customer Service – Hospitality

### Health

- Medical Transcription
- Nursing Skills
- First Aid
- Registered Nursing Skills
- Child Care
- Dental Terminology
- Medical Dosage Calculations
- Medical Office Administration Skills
- Home Health Aid
- Medical Billing
- Medical Coding
- Medical Terminology
- Pharmaceutical Terminology
- Customer Service - Healthcare

### Legal, Safety and Administration

- Environmental, Health and Safety
- Workplace Safety
- Legal Terminology – Spelling
- Plagiarism
- Property Management
- Custodial Skills

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## OCCUPATIONAL TEST

### Sales & Marketing

- Marketing Concepts
- Sales Concepts
- Salesforce CRM Spring '12 for General Use
- Search Engine Marketing
- Social Media Marketing
- Web Search Skills
- MS Dynamics CRM 2011 for General Use
- Salesforce Summer 12' – Administration
- Salesforce Spring 18' - Administration

### Human Resources

- Example Interview Questions (Free Response)
- Training Skills

### Engineering, Industrial and Design

- Basic Electronics
- Civil Engineering Skills
- Basic Industrial Maths
- Telecommunications
- AutoCAD 2010, 2019 for General Use
- Mechanical Engineering Skills
- Electrical Engineering Skills
- Units and Conversions Skills
- Mechanical Aptitude
- Reading Rulers – English and Metric Units
- HVAC Skills
- CNC Skills
- Forklift Skills
- Assembly Skills
- Plumbing Skills
- Automotive Mechanic Knowledge
- Reading Micrometers & Callipers
- Carpentry Skills
- Welding Knowledge
- Blueprint Reading

### Accounting and Financial

- Accounting and Bookkeeping Principles
- Accounting – Payroll
- Accounting – Accounts Receivable
- Accounting – Accounts Payable
- Bank Teller Skills
- Debt Collection
- Intuit Quickbooks Enterprise Solutions (2012,2014)
- Intuit Quickbooks Pro Plus 2011
- MS Dynamics AX 2009 – Financials
- MS Dynamics GP 2010 – Financials
- MYOB AccountRight Plus 19
- NetSuite 12.1 – Financials
- Peachtree Complete Accounting (2003,2005,2009)
- Intuit Quickbooks Pro (2004, 2006, 2008, 2010, 2018)
- Intuit Quickbooks Online (Essentials Version)

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## INFORMATION TECHNOLOGY

### Application and Web Development

- Active Server Pages .NET (2.0, 3.0, 3.5, 4.7.1)
- Active X
- Adobe ColdFusion (8, 9)
- Adobe Dreamweaver (CS3, CS6)
- Adobe Flash CS3 Prof – Mac
- Adobe Flash (CS3, CS5, CS6) Prof – Win
- Adobe Flex 4.0
- Ajax Frameworks & Programming
- Allaire ColdFusion 4.5
- Android 4.0 Programming
- AngularJS 1.4.5
- Borland Delphi
- C, C #, C # 4.0, C++, C++11, C# 6.0
- Cascading Style Sheets (2.1, 3.0)
- CGI
- CoBOL
- COBRA
- Drupal 7.18
- Extended JavaScript 3.0
- HP WinRunner 9.2
- HTML (4.01, 5.0)
- IBM CICS
- IBM FileNet P8 Version 5.1 - Development
- IBM FileNet P8 Version 5.1 – Administration
- Java 2 Enterprise Edition 1.4
- Java Enterprise Edition (5, 6)
- Angular 6
- Bootstrap 4
- Java 2 Standard Edition 1.5
- Java Frameworks Hibernate 4
- Java Frameworks Struts 2, Spring 2.5, Spring 5
- Java GUI
- Java Standard Edition 7,8
- Java Technologies: Hibernate, Spring and Struts
- Javascript (1.4, 1.8.5, ES9)
- Joomla 2.5
- JQuery 1.6.2. 3
- Macromedia Authorware
- Macromedia Dreamweaver (4, 8)
- Macromedia Flash 4, Flash Professional 8
- MS Dynamics CRM 2011 Development
- MS .NET Framework (1.1, 2.0, 3.5, 4.0, 4.7.2)
- MS FrontPage 2000
- MS Office Project Professional 2013®
- MS Sharepoint – Development (2007, 2010, 2013)
- MS Sharepoint Server 2010 for General Use
- MS SharePoint 2013® – Administration
- MS SharePoint 2013® – Development
- MS Visual Basic (2005, 2010)
- MS Visual Basic 6
- MS Visual C++, 2010 Professional
- MS Visual Interdev
- MS Visual Source Safe
- MS Visual Studio 2005
- MS Visual C++ 2019
- MS Visual Studio Professional (2008, 2010)
- Objective C Programming
- OOP Concepts
- Perl 1.0
- Perl 5 Version 14
- PHP 5, 7
- Python 2.6, 3.5.0
- Programming Design Patterns
- Quality Assurance
- RubyOnRails 2.1, 3.2, 5
- Salesforce Spring '12 Development
- Search Engine Optimisation Fundamentals
- SOA Design & Development Knowledge
- Software Testing
- Sybase Powerbuilder
- Visual Basic Script
- Visual Basic.NET
- VRML
- Web Analytics
- WebLogic Server 9.2
- Websphere Application Server 8.0
- Wordpress 3.4.2, 4.9.5
- XHTML 1.0
- XML
- Nodes.js 7, 12
- Salesforce Spring 18' – Development
- Swift 4
- React 16.7

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## INFORMATION TECHNOLOGY

### Database and Business Intelligence

- Crystal Reports 2008, 2016
- IBM DB2
- MS Office Access (2000, 2003, 2007, 2010, XP, 2013, 2016, 2019)
- MS Office 2003 Access SQL
- MS SQL Server 2000, 2012, 2017 - Administration
- MS SQL Server 2017 - Development
- MS SQL Server 2012® –Database Administration
- MS Visual FoxPro (6, 9)
- MS SQL Server 2005
- MS SQL Server 2008 Programming
- MS SQL Server 7
- MySQL (4, 5.5)
- Oracle Administration, 10g
- Oracle Developer
- Oracle SQL Developer Data Modeler 3.0
- Oracle PL/SQL, Oracle PL/SQL 11
- Relational Databases
- Informatica PowerCenter 9 - Development
- Seagate Crystal Reports 8.5
- SAP R3 Basis
- Lotus Notes Administration
- Lotus Notes for Users
- Lotus Notes 8.5
- MS Power BI
- Blockchain
- Oracle Database 19c

### Desktop Publishing Software

- Adobe Acrobat (9.0, Pro 10)
- Adobe Fireworks CS3 –Windows
- Adobe FrameMaker 8
- Adobe Illustrator 4.0
- Adobe Illustrator CS2, CS5 –Windows
- Adobe Illustrator CS3
- Adobe Illustrator CC 2019
- Adobe InDesign CS2, CS3, CS6 –Windows
- Adobe PageMaker 4.0
- Adobe PageMaker 7.0 -Windows
- Adobe Photoshop 5.5 (Mac, Win)
- Adobe Photoshop CS2. CS6 –Windows
- Adobe Photoshop CS3 (Mac, Win)
- Adobe Photoshop CS5 Ext –Windows
- Corel Wordperfect 8.0
- QuarkXpress 4.0 (Mac, Win)
- MS Office Publisher (2007, 2010)
- Adobe InDesign CC 2017, 2018
- Adobe Photoshop CC 2018

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## INFORMATION TECHNOLOGY

### Hardware and Networking

- LAN Switching & Wireless Fundamentals
- MS Exchange Server (2000, 2003, 2010, 2016)
- Networking Essentials
- OS-MVS – Job Control Language
- PC Hardware
- Routing Fundamentals
- TCP/IP
- VMware 4
- VMware vSphere 6.0
- MS System Center Operations Manager 2012
- MS System Center Configuration Manager 2012

### Operating System & Internet Browser

- Firefox 4
- Google Chrome 10, 73
- Linux
- Macintosh OS x (10.6, 10.8) for General Use
- MS Windows 2000 Professional, 2000 Server
- MS Windows (7, 98)
- MS Windows NT 4 Administration
- MS Windows Server (2003, 2008, 2016, 2019)
- MS Windows XP Basic Features
- MS Windows XP for General Use
- MS Windows 10® for General Use
- MS Windows 10® Simulation
- Solaris
- Sun Solaris System Administration
- System Administration for Windows & Mac OS
- Unix Administration
- Oracle Solaris 11 Express Administration
- Windows 8
- MS Windows Server 2012 R2 Standard
- Windows Internet Explorer 8
- Windows Vista
- G Suite (formerly Google Apps)
- Internet Explorer 10

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