

## ACTION STATEMENTS

### ACTION VERB + WHAT YOU DID AND HOW OR WHY + RESULT

To effectively communicate your experiences and accomplishments, in person or on your resume, use **ACTION STATEMENTS** to describe your skills and knowledge.

**Tips:** Quantify when possible ~ Results show your effectiveness ~ Focus on skills used and demonstrated during the experience and accomplishments rather than job duties/responsibilities ~ Draw attention to the skills and accomplishments most relevant to the type of job being applied to ~ Align the potential employer's needs and what you have to contribute ~ Revise your resume for each position applied to

Ineffective Action Statement	Effective Action Statement
<ul style="list-style-type: none"> <li>Responsible for filling outside orders</li> </ul>	<ul style="list-style-type: none"> <li>Processed corporate customers' orders of more than \$20,000 while ensuring high customer satisfaction levels were maintained</li> </ul>
<ul style="list-style-type: none"> <li>Started a new program</li> </ul>	<ul style="list-style-type: none"> <li>Created and implemented a new youth mentoring program by assessing the needs of youth in the community through one-to-one interviews and focus groups which resulted in 80% participation of local High School students</li> </ul>

### Examples:

- Provided excellent customer service: assessed clients' needs, suggested products and always followed up
- Performed research study on product effectiveness by interviewing consumers and reviewing evaluation forms; findings helped manager to identify areas for improvement
- Collaborated with 12 colleagues to create and implement a charity food bank donation competition resulting in a 20% increase in donations
- Resolved 25 client calls per day by responding to inquiries regarding credit card programs resulting in improved client relations and decreased complaints
- Supervised and counselled 80 students in regard to various issues including academic difficulties and time management while maintaining strict confidentiality at all times

## RESUME ACTION WORDS

### Management/Leadership:

Accelerated	Analyzed	Appointed	Assigned	Attained	Chaired
Controlled	Coordinated	Delegated	Designated	Directed	Enforced
Hired	Improved	Increased	Judged	Lead	Lobbied
Oversaw	Presided	Prioritized	Produced	Recommended	Restructured
Supervised	Administered	Conducted	Decided	Facilitated	Initiated

### Communication:

Addressed	Arbitrated	Authored	Briefed	Collaborated	Consulted
Drafted	Edited	Enlisted	Formulated	Influenced	Lectured
Motivated	Negotiated	Persuaded	Presented	Printed	Promoted
Reconciled	Recruited	Reported	Revamped	Rewrote	Spoke
Updated	Wrote	Advised	Communicated	Interpreted	Read

### Research:

Analyzed	Collected	Compared	Conducted	Critiqued	Diagnosed
Examined	Explored	Extracted	Gathered	Identified	Inspected
Investigated	Located	Organized	Read	Reviewed	Studied
Synthesized	Tabulated	Tested	Uncovered	Verified	

### Technical:

Assembled	Built	Calibrated	Coded	Computed	Computerized
Dissected	Engineered	Fabricated	Maintained	Manufactured	Mapped
Overhauled	Programmed	Remodeled	Repaired	Solved	Trained
Adjusted	Constructed	Installed	Serviced		

### Teaching:

Adapted	Advised	Communicated	Enabled	Encouraged	Explained
Informed	Initiated	Instructed	Schooled	Set goals	Stimulated
Consulted	Cooperated	Counselled	Enforced	Served	Trained

### Financial:

Modeled	Originated	Performed	Revitalized	Shaped	Sketched
Demonstrated	Designed	Devised	Generated	Improvvised	Produced

### Helping:

Aided	Assessed	Assisted	Clarified	Coached	Counselled
Expedited	Familiarized	Guided	Helped	Mentored	Referred
Saved	Suggested				

### Clerical/Detail:

Approved	Arranged	Catalogued	Classified	Collated	Compiled
Generated	Implemented	Monitored	Prepared	Processed	Proofread
Retrieved	Screened	Specified	Systematized	Tabulated	Validated

### Results Achieved:

Adapted	Attained	Completed	Contributed	Decreased	Lowered
Eliminated	Established	Expanded	Implemented	Improved	Increased
Maintained	Multiplied	Opened	Proposed	Provided	Furnished
Reduced	Cut	Revamped	Revised	Revitalized	Risked
Sold	Solved	Stimulated	Streamlined	Strengthened	Structured