

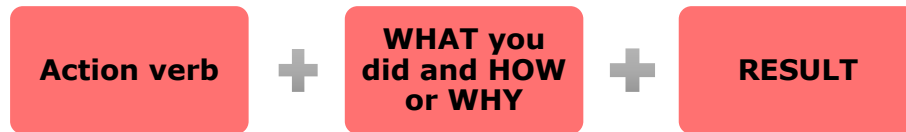


Action Statements

If you were face-to-face with an employer right now, what would you say? What skills and knowledge would you highlight? To capture your experiences and accomplishments on your résumé (and to stand out!) use **ACTION STATEMENTS**.

Tips:

- Quantify whenever possible, it adds perspective.
- Results are PROOF that you are effective.
- Avoid language such as “duties included” or “responsibilities were”; the employer wants to hear how and what **YOU** did
- Ask yourself, “What is the employer looking for in an ideal candidate?” and “How can I demonstrate that?”



Ineffective Action Statement	Effective Action Statement
<ul style="list-style-type: none"> Responsible for filling outside orders 	<ul style="list-style-type: none"> Processed corporate customer’s orders in excess of twenty thousand dollars while ensuring high customer satisfaction levels were maintained
<ul style="list-style-type: none"> Started a new program. 	<ul style="list-style-type: none"> Created and implemented a new youth mentoring program by assessing the needs of youth in the community through one-on-one interviews and focus groups which resulted in 80% participation of local high school students

Examples:

- Provided excellent customer service: assessed client’s needs, suggested products and always followed up.
- Performed study on agency effectiveness by interviewing staff and reviewing case court documents; recommended changes to manager were implemented.
- Collaborated with 12 peers to create and implement a recycling program: resulted in a reduction of paper consumption by 50%
- Resolved 25 client calls per day by responding to inquiries on various financial accounts resulting in improved client relations and decreased client complaints
- Researched and determined status of un-cashed checks and created a system to help track future unclaimed obligations which resulted in the initial savings of \$184,000 and \$20,000 annually
- Supervised and counselled 80 students on various issues from academic difficulties to peer pressure while observing strict confidentiality at all times
- Developed an application to replicate tables between databases providing the client with more power in function and flexibility throughout platforms using C and ESQL on a UNIX platform

ACTION VERBS			
Management skills	Communication Skills	Research Skills	Technical Skills
Administered	Addressed	Analyzed	Adapted
Analyzed	Arbitrated	Clarified	Applied
Assigned	Arranged	Collected	Assembled
Attained	Authored	Compared	Built
Chaired	Collaborated	Conducted	Calculated
Coordinated	Corresponded	Critiqued	Computed
Delegated	Developed	Detected	Constructed
Developed	Directed	Determined	Converted
Directed	Drafted	Diagnosed	Debugged
Evaluated	Edited	valuated	Designed
Improved	Enlisted	Examined	Determined
Increased	Formulated	Experimented	Developed
Initiated	Influenced	Explored	Engineered
Integrated	Interpreted	Extracted	Fabricated
Organized	Lectured	Formulated	Fortified
Oversaw	Mediated	Gathered	Installed
Planned	Moderated	Inspected	Maintained
Prioritized	Negotiated	Interviewed	Operated
Produced	Persuaded	Invented	Overhauled
Recommended	Promoted	Investigated	Printed
Reviewed	Publicized	Located	Programmed
Scheduled	Reconciled	Measured	Rectified
Supervised	Recruited	Organized	Regulated
Teaching/Helping Skills	Financial Skills	Creative Skills	Clerical Skills
Adapted	Administered	Acted	Approved
Advised	Adjusted	Conceptualized	Arranged
Assessed	Allocated	Created	Catalogued
Clarified	Analyzed	Customized	Classified
Coached	Appraised	Designed	Collected
Communicated	Assessed	Developed	Compiled
Coordinated	Audited	Directed	Dispatched
Counseled	Balanced	Established	Generated
Demonstrated	Budgeted	Fashioned	Implemented
Educated	Calculated	Founded	Inspected
Enabled	Computed	Illustrated	Monitored
Encouraged	Conserved	Initiated	Operated
Evaluated	Corrected	Integrated	Organized
Explained	Determined	Introduced	Prepared
Facilitated	Developed	Invented	Processed
Guided	Estimated	Performed	Purchased
Informed	Forecasted	Planned	Recorded
Instructed	Managed	Shaped	Retrieved
Trained			Screened