

Action Statements with Accomplishment-Oriented Results

This chart demonstrates how action words create an accomplishment-oriented word picture. Basic duties and responsibilities are described in the **first column**. The **second column** changes these passive phrases into active statements. The **third column** includes accomplishment-oriented results. Adding results lengthens the paragraphs. Selectively choose those that best market you for your chosen job.

Passive	Active	Accomplishment-Oriented
Duties included teaching art lessons.	Prepared and displayed creative art activities.	Prepared creative art activities, increasing students' interest and abilities. Awarded four blue ribbons at District Art Show.
Worked with customer service.	Provided customer service for bank services.	Provided exceptional customer service through resolution of problems, explanation of bank services and policies, and knowledge of financial planning. Received "outstanding" customer satisfaction surveys.
Responsible for clerical duties.	Assisted supervisor with clerical/office procedures to save time.	Successfully developed and implemented systems to streamline office procedures and increase productivity.
Department manager.	Managed department and recruited participants.	Staffed and managed a 20 – 30 person department that recruited participants for marketing research studies. Cut costs by one-third in less than six months.
Responsible for counseling offenders.	Counseled ex-offenders on career, alcohol, and drug abuse.	Acquired considerable counseling experience through 300 hours of one-on-one counseling sessions with ex-offenders in the areas of career assessment, alcohol, and drug abuse.

Maintain the focus of your résumé by devoting more space (bullets) to those positions that are directly related to your target. Other positions might have fewer bullets or none at all.

Action Verbs

Use action words to get your point across clearly, efficiently, and with impact. Here are a few suggestions, listed by functional areas, to help you get started. Write in present or past tense depending on the position you are describing.

Leadership/ Management	Communication	Analytical	Financial/ Data	Creative	Technical	Administrative/ Clerical
Achieved	Addressed	Assessed	Adjusted	Acted	Adapted	Adapted
Administered	Advertised	Conducted	Allocated	Adapted	Assembled	Altered
Analyzed	Arbitrated	Critiqued	Appraised	Composed	Built	Anticipated
Approved	Authored	Compared	Audited	Conceptualized	Calculated	Archived
Appointed	Clarified	Determined	Balanced	Created	Computed	Arranged
Arranged	Collaborated	Distinguished	Budgeted	Customized	Conserved	Assisted
Assigned	Communicated	Evaluated	Calculated	Designed	Designed	Classified
Chaired	Corresponded	Examined	Compiled	Developed	Determined	Collated
Consolidated	Drafted	Explored	Computed	Dramatized	Devised	Compiled
Contracted	Edited	Identified	Conserved	Enhanced	Discovered	Corresponded
Controlled	Influenced	Interviewed	Determined	Fashioned	Engineered	Decreased
Coordinated	Interpreted	Investigated	Diagnosed	Founded	Fabricated	Directed
Cultivated	Lectured	Projected	Entered	Illustrated	Increased	Documented
Delegated	Managed	Researched	Estimated	Instituted	Maintained	Facilitated
Directed	Mediated	Summarized	Extracted	Integrated	Monitored	Generated
Developed	Moderated	Solved	Factored	Invented	Operated	Implemented
Employed	Motivated	Helping	Financed	Marketed	Organized	Inspected
Encouraged	Persuaded	Adapted	Forecasted	Modified	Performed	Inventoried
Established	Promoted	Counseled	Formulated	Originated	Programmed	Maintained
Evaluated	Publicized	Consulted	Funded	Performed	Repaired	Monitored
Expanded	Recruited	Consulted	Generated	Redesigned	Reduced	Operated
Hired	Reported	Demonstrated	Increased	Revitalized	Technical	Ordered
Initiated	Spoke	Educated	Measured	Shaped	Tested	Organized
Improved	Suggested	Enabled	Modified	Simplified	Upgraded	Oversaw
Increased	Translated	Encouraged	Projected	Transformed	Utilized	Planned
Introduced	Wrote	Enlisted	Explained	Research	Wrote	Prepared
Lead	Teamwork/ Collaboration	Facilitated	Purchased	Accumulated	Teaching/ Training	Presented
Launched	Brainstormed	Guided	Reconciled	Acquired	Advised	Processed
Lobbied	Collaborated	Informed	Reduced	Clarified	Assisted	Produced
Managed	Completed	Instructed	Sold	Collected	Assessed	Proposed
Motivated	Contributed	Mediated	Solicited	Diagnosed	Assisted	Promoted
Negotiated	Discussed	Negotiated	Sorted	Documented	Coached	Provided
Organized	Delivered	Outlined	Synthesized	Examined	Counseled	Purchased
Oversaw	Encouraged	Participated	Quantifying	Extracted	Delivered	Recorded
Planned	Informed	Referred	Decreased	Extrapolated	Demonstrate	Referred
Prioritized	Mediated	Resolved	Eliminated	Gathered	Educated	Reorganized
Provided	Orchestrated	Set goals	Lowered	Identified	Enabled	Responded
Recommended	Participated	Stimulated	Maximized	Interviewed	Encouraged	Retrieved
Reviewed	Partnered	Trained	Minimized	Investigated	Explained	Revamped
Selected	Presented	United	Raised	Organized	Facilitated	Scheduled
Supervised		Volunteered	Reduced	Researched		Screened