

Résumé Action Verbs

MANAGEMENT/ LEADERSHIP SKILLS

administered
analyzed
appointed
approved
assigned
attained
authorized
chaired
considered
consolidated
contracted
controlled
converted
coordinated
decided
delegated
developed
directed
eliminated
emphasized
enforced
enhanced
established
executed
generated
handled
headed
hired
hosted
improved
incorporated
increased
initiated
inspected
instituted
led
managed
merged

motivated
organized
originated
overhauled
oversaw
planned
presided
prioritized
produced
recommended
reorganized
replaced
restored
reviewed
scheduled streamlined
strengthened
supervised
terminated

COMMUNICATION/ PEOPLE SKILLS

addressed
advertised
arbitrated
arranged
articulated
authored
clarified
collaborated
communicated
composed
condensed
conferred
consulted
contacted
conveyed
convinced
corresponded
debated
defined
described

developed
directed
discussed
drafted
edited
elicited
enlisted
explained
expressed
formulated
furnished
incorporated
influenced
interacted
interpreted
interviewed
involved
joined
judged
lectured
listened
marketed
mediated
moderated
negotiated
observed
outlined
participated
persuaded
presented
promoted
proposed
publicized
reconciled
recruited
referred
reinforced
reported
resolved
responded
solicited

specified
spoke
suggested
summarized
synthesized
translated
wrote

RESEARCH SKILLS

analyzed
clarified
collected compared
conducted
critiqued
detected
determined
diagnosed
evaluated
examined
experimented
explored
extracted
formulated
gathered
identified
inspected
interpreted
interviewed
invented
investigated
located
measured
organized
researched
searched
solved
summarized
surveyed
systematized
tested

TECHNICAL SKILLS

adapted
assembled
built
calculated
computed
conserved
constructed
converted
debugged
designed
determined
developed
engineered
fabricated
fortified
installed
maintained
operated
overhauled
printed
programmed
rectified
regulated
remodeled
repaired
replaced
restored
solved
specialized
standardized
studied
upgraded
utilized

TEACHING SKILLS

adapted
advised
clarified
coached

Résumé Action Verbs *cont.*

communicated	developed	originated	presented	routed
conducted	estimated	performed	resolved	scheduled
coordinated	forecasted	photographed	simplified	screened
critiqued	managed	planned	supplied	set up
developed	marketed	revised	supported	submitted
enabled	measured	revitalized	volunteered	supplied
encouraged	planned	shaped	ORGANIZATION/ DETAIL SKILLS	standardized
evaluated	programmed	solved		systematized
explained	projected	HELPING SKILLS	approved	updated
facilitated	reconciled		adapted	arranged
focused	reduced	advocated	cataloged	verified
guided	researched	aided	categorized	ACCOMPLISHMENTS
individualized	retrieved	answered	charted	
informed	CREATIVE SKILLS	arranged	classified	achieved
instilled		acted	coded	completed
instructed	adapted	assessed	collected	expanded
motivated	began	assisted	compiled	exceeded
persuaded	combined	cared for	corresponded	improved
set goals	conceptualized	clarified	distributed	pioneered
simulated	condensed	coached	executed	reduced (losses)
stimulated	created	collaborated	filed	resolved (issues)
taught	customized	contributed	generated	restored
tested	designed	cooperated	implemented	spearheaded
trained	developed	counseled	incorporated	succeeded
transmitted	directed	demonstrated	inspected	surpassed
tutored	displayed	diagnosed	logged	transformed
FINANCIAL/ DATA SKILLS	drew	educated	maintained	won
	entertained	encouraged	monitored	
administered	established	ensured	obtained	
adjusted	fashioned	expedited	operated	
allocated	formulated	facilitated	ordered	
analyzed	founded	familiarize	organized	
appraised	illustrated	furthered	prepared	
assessed	initiated	guided	processed	
audited	instituted	helped	provided	
balanced	integrated	insured	purchased	
calculated	introduced	intervened	recorded	
computed	invented	motivated	registered	
conserved	modeled	provided	reserved	
corrected	modified	referred	responded	
determined		rehabilitated	reviewed	

Common Undergraduate Experiences

Source: MSU Career Services

"Many undergraduates have these experiences before landing the first job out of college. These jobs have transferable skills that show levels of responsibility, initiative, and more. NOTE: resist the temptation to embellish, or exaggerate what you did. These statements are meant to guide and inspire—make sure your resume is true to what you did." - Becky Brewer

RETAIL

- Provided outstanding customer service to promote customer loyalty
- Responsible for processing customers' cash and credit payments accurately
- Responded to and resolved customer concerns
- Managed multiple priorities including customer service, assisting coworkers, and monitoring inventory in a fastpaced environment
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and inventory security practices
- Organized and merchandised products to improve store appearance and increase sales
- Responsible for opening and closing store procedures, bank deposits, and reporting
- Assisted manager in training new hires
- Consulted with clients to make purchasing decisions based on current trends, personal style and body type Sold men's and women's professional clothing achieving top sales commission for June and July
- Arranged fittings and custom alterations
- Achieved high customer satisfaction and received referral business throughout the summer
- Assisted in developing displays and training new employees
- Floated to other departments as assigned to assist on high volume days

FOOD SERVICE

- Trained and managed 20 student employees to provide high quality service
- Served an average of 600 customers per 4-hour lunch shift
- Maintained cleanliness and appearance of serving stations to promote customer confidence and loyalty
- Coached new employees and facilitated correct procedures for all daily operations
- Led Family Fun Nights and ServSafe Certified
- Created student employee work schedules
- Resolved conflicts between employees and with customers
- Restocked and organized storage area in support of Jeammates
- Made and packaged 1000 desserts daily
- Prepared various meal items as part of a large team
- Prepared established recipes achieving a consistently high-quality product
- Checked Identification per federal and state guidelines
- Maintained and increased memorized library of drinks from 200-400 recipes
- Mitigated house liability by persuading patrons from drinking excessively, ordering safe transportation, and communicating with managers and security as appropriate

OFFICE

- Created and implemented system to manage physical and digital files (charts, tests, records)
- Interacted with vendors, delivery people, and customers in a friendly and professional manner
- Responsible for smooth front office operations
- Trained employees on office protocol and medical coding and scheduling software

Common Undergraduate Experiences *cont.*

Source: MSU Career Services

- Managed and referred constituent phone inquiries and concerns for resolution
- Planned and executed special events
- Assisted two State Congressional representatives with public relations
- Expedited papers and research essential for Congressional business
- Completed administrative duties such as drafting written correspondence, answering high volume calls, preparing presentations and kept records
- Organized and tracked calendars for Director and Assistant Director
- Created materials for management to use in special projects as well as daily activities
- Constructed and organized records including: digitizing files, correspondence, and data

SOCIAL MEDIA/WRITING

- Created and executed custom communication strategies to meet the goals of the organization
- Collaborated with marketing director on strategy and specific messaging for different audience segments
- Used Hootsuite and scheduling tools to update corporate Facebook and Twitter pages
- Created and edited web content via a content management system
- Monitored analytic data to determine effectiveness of strategies and monitor growth and engagement
- Grew fan base by 25%, increased posts by 200%, increased fan engagement by 135% in 3 months

TEACHING/TUTORING

- Taught children and adults in small groups of 5-10
- Adapted lessons to students' learning styles and levels of proficiency
- Mediated disputes between students and with parents
- Kept records and reported progress to (?parents/lead teacher/students?) regularly
- Taught children ages 3-17 in Ballet, Jazz, and Modern dance.
- Choreographed dances and combinations for all levels
- Taught and coached students on (style and technique)(reading and writing)(pronunciation and culture)
- Responsible for 16 small children during each class period

CHILD CARE

- Responsible for the daily care and safety of two children (ages 6 and 8)
- Designed age-appropriate activities to stimulate and entertain
- Transported children to other locations and activities
- Supervised interactions with others and mediated disputes
- Reported progress to employer daily

STUDY ABROAD

- Describe the study abroad, what was it about? (Intensive Spanish Language/ Art/Literature study)
- Successfully navigated cultural, linguistic, and travel barriers
- Acted as a responsible, independent representative of the United States
- Utilized strong communication and interpersonal skills daily to accomplish goals
- Adapted successfully to new surroundings and systems
- Demonstrated initiative to persist through barriers
- Built relationships with professors/host families/employers to accomplish goals