



Using Action Words/Verbs

Action words can be used to introduce good resume phrases. Here are some suggestions for selecting words and phrases.

- Use action words in short, clearly written phrases.
- Use the minimum number of words necessary to convey accurate information.
- Select words that will mean something to the person who will read your resume.
- Avoid introductory phrases such as "my duties included" or "I was in charge of."
- List accomplishments whenever possible rather than just describe duties.
- Always keep the needs of your employer in mind.

This chart demonstrates using action words to 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.

PASSIVE	ACTIVE	ACCOMPLISHMENT-ORIENTED
Duties included teaching art lessons	Prepared and displayed creative art activities.	Prepared creative art activities, increased students' interest and abilities. Awarded four blue ribbons at District Art Show.
Customer Service	Provided customer service for bank services.	Provided customer service through resolution of problems, explanation of bank services and policies, and knowledge of financial planning, resulting in greater customer satisfaction.
Responsible for clerical duties.	Assisted supervisor with clerical/office procedures to save time.	Successfully developed and implemented systems to streamline office procedures, increasing 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 adolescents.	Counseled adolescents on career, alcohol, and drug abuse.	Acquired considerable counseling experience through 300 hours of one-on-one counseling sessions with adolescents in the areas of career assessment, alcohol/drug abuse.