

# ACTION VERBS FOR RESUME CAREER MANAGEMENT



Strong and powerful action verbs are crucial in grabbing the readers attention. It is also very important to use a variety of action verbs and avoid repetition. You can (and should) use the synonym tool on Word, a thesaurus, or google, to help find alternative action verbs so that you do not repeat any on your resume. This document also provides a variety of action verbs and some very basic example bullet points to help you get started.

## ACTION VERBS IN ACTION: SAMPLE RESUME BULLET POINTS

### A

- **Accelerated** time-to-market for embedded software by 25 percent through use of appropriate software quality tools, improved debugging methods, and timely personnel training.
- **Accomplished** shift from Large Quantity Generator status to Small Quantity Generator Status.
- **Accounted** for more than 25 percent of company's revenues.
- **Achieved** profitability in highly competitive industry and significant growth of services in allmarket categories against 8 direct competitors.
- **Acted** as co-facilitator for work group and partnered with facilitator to help coordinate group's work.
- **Added** four new customers, a new industry, and more than \$1 million in revenue.
- **Address** deeply rooted, beneath-the-surface systemic causes of organizational problems/ conflicts instead of merely tackling known symptoms.
- **Administer** \$2 million in contracts with City of Orlando to operate Visitors Bureau and Economic Development Programs.
- **Advised** management regarding accounting processes, findings, and financial performance.
- **Aligned** and trained management staff to focus on attaining world-class service levels through quality feedback to staff, utilizing Witness Monitoring System, top-level training programs, and targeted interviewing/hiring specifications.
- **Applied** global experiences and localized process to create relevance to Japan, which involved learning entire process and identifying high leverage points in Japan context.
- **Architected** operational and financial business cases for outsourcing. Assessed effectiveness of 16,000-employee Symantec's global payroll operations (APAC and EMEA).
- **Assumed** and maintained P&L responsibility for administrative departments, including Human Resources, HRIS, MIS, Training and Development, Safety, Security, Internal Audit, Benefits and Compensation, Legal, Insurance, Travel, and Internal Investigations.
- **Assured** programmatic and budgetary compliance of programs according to funding objectives.
- **Attracted** 33 new corporate memberships over 12 months after corporate membership campaign design and implementation.
- **Audited** corporate client reports of portfolio holdings and transactions on accounts containing equities, fixed income, and derivatives.
- **Authored** paper for publication in New Jersey Association of School Business Officials magazine on implications of Sarbanes-Oxley Act to New Jersey School Districts.
- **Avoided** \$700,000 annual cost through negotiation of multiyear master lease agreement with U.S. Government.
- **Awarded** U.S. patent for developing solution to common industry problem related to calibration; solution resulted in lower maintenance cost for customers.

### B

- **Benchmarked** specifications for systems implementation.
- **Bolstered** productivity and saved company approximately \$10 million through playing key role in restructuring company; reengineered all financial processes and related systems; redesigned all related jobs, resulting in enriched staff development; reduced headcount from 1,500 to 1,000.
- **Boosted** sales to \$2.6 million from \$450,000.
- **Broadened** target audience to include corporate travel managers, meeting planners, and consumers.
- **Brokered** US Treasury and European fixed-income cash, futures, and options, calculated risk, and executed trades on multiple trading platforms.
- **Brought** strong management discipline and Asian-market expertise to role as board director who assumes operational oversight in absence of COO.
- **Built** and implemented employee-owned development matrix for all management and call-center staff; selected, trained, and tested employee base to support continued educational and career objectives.

### C

- **Captured** 57 percent of North American-served market.
- **Chair** corporate-wide Software Configuration Review Board.
- **Championed** development of software simulation and modeling methods to assist marketing in determining customer's "voice" -- procedure is now SOP.

# ACTION VERBS FOR RESUME

- **Changed** paradigm for district's copy center in collaboration with Management Information Systems and transformed it from district-subsidized operation to one that has produced hundreds of thousands of dollars in positive cash flow for the last two years.
- **Cited** as "best producer" by Director of Development, who said, "He always manages to strike a comfortable balance between encouraging and facilitating creative people like me and looking out for the needs of the company."
- **Clarified** and confirmed database specifications of end-users and offered additional suggestions or alternatives.
- **Closed** \$15 million contract negotiation that accounted for 45 percent of company orders in 2011; generated more than 50 percent of total company revenue.
- **Co-facilitated** two sets of monthly meetings, one with full group of 18 provider representatives plus county representatives, and a second with key representatives from larger group.
- **Coached** partners on internal company dynamics and steps for developing business and marketing plans so they could learn to write their own.
- **Codified** rating system to concentrate rehabilitation impacts.
- Collaborate with hospital and regional medical center in-house legal departments on regulatory compliance cases.
- **Combined** technical and management skills while mentoring group members as they resolved complex technical issues and provided expert technical advice to management for business decisions.
- **Commanded** contingency operations and established safety programs at three austere flying locales supporting UN operations; supervised 200+ personnel at each site and earned Outstanding Unit Safety Award.
- **Commended** at project's end and identified as invaluable contributor who provides "insight, clarity, and definition."
- **Communicated** consistently and proactively with team members via phone and e-mail between meetings, coordinated meeting notes, and helped team members with individual work plans.
- **Completed** successful name change and followed up by developing new branding platform, logo, and tagline that accurately captures and identifies organization's personality, values, and objectives and will articulate its mission and package it for savvy, heavily pitched funding audience.
- **Conceived** and led initiative that saved \$1 billion annually in industry settlement costs and eradicated costly customer error by eliminating manual customer input.
- **Conducted** two all-customer surveys; reported results to internal partners with issue, cause, and resolution outline to significantly impact internal and external customer satisfaction.
- **Consolidated** marketing-services organization in 45 days.
- **Constructed** and presented sales forecasts and competitive analyses.
- **Consult** with business and community leaders to respond to diversity concerns and issues.
- **Contributed** to annual giving campaign's success, exceeding \$450K goal by \$100K through increased marketing and e-giving technology implemented on website and through printed materials.
- **Convinced** management to re-formulate existing local brand, refine its brand position, as well as redesign its graphics and packaging to align with its updated positioning, resulting in significant volume increase and long-term brand growth.
- **Coordinate** all facets of the program, including curriculum development, teaching, training, volunteer management, staff recruiting, and grant writing.
- **Counseled** three clients; conducted informational interviews with customers and staff members for VP of Environmental Health and Safety and provided feedback, resulting in defining new work processes to increase customer satisfaction and employee job satisfaction; collaborated with Art Museum Director's team during major transition and change, resulting in on-time new museum opening with intact and cordial team; conducted workshops on Change Leadership.
- **Crafted** decision memos at request of Prime Minister of Bangladesh and US President; laid foundation that influenced Congress to approve unprecedented buy-back of \$400M aircraft program from Thailand.
- **Created** organizational design and built effective teams; structured and led new Information Management Division, including Business Response Team, Quality Assurance Group, and Application Services Team.
- **Cultivate** strong relationships with city, volunteers, and key constituents.

## D

- **Decreased** inbound volume into help-desk support systems by more than 20 percent by expanding and refining Comerica University program to encompass client base as well as internal associates, delivering Certified Equity Edge Expert program that trained clients to utilize online tools.
- **Define** world area budgeting, forecasting, revenue, and profitability objectives.
- **Delighted** management and employees by redesigning job descriptions, using a "Vision for Success" statement to illustrate successful job performance.
- **Delivered** annual revenue of \$1.5B annually across Europe/Middle East/Africa, accounting for 20 percent more revenue and profit than comparable operation in North America delivered.
- **Delivered** presentations to American community on travel opportunities in Western and Eastern Europe, Africa, Asia, and North America.
- **Demonstrated** product-knowledge growth and enhanced external customer contact through constant communication with some of the financial world's most demanding and knowledgeable people -- hedge-fund managers, traders, and operations personnel.
- **Deploy** excellent political skills and contacts to testify to New Jersey Education Finance Program task force and legislative committees about public education in New Jersey.
- **Designed** E-Plan and managed software development, adaptation, and interface with regional and national hospital-provider market-share leaders.
- **Determine** annual unit and gross-profit plans by implementing sales and marketing strategies and analyzing trends and results.
- **Developed** 5-10 year strategies and plans; identified and exploited new business opportunities to achieve objectives.
- **Devised** strategic marketing and sales plans to improve revenues, market share, and profitability.
- **Discovered** and identified significant differences among funding levels that threatened interference with focus on work plan.
- **Dissuaded** venture capitalists from canceling \$25-million investment client needed for upcoming payroll.
- **Doubled** annual subscription revenue in both 2007 and 2008, to \$4M/year in 23-country Eastern European market.
- **Drafted** and responded to motions; prepared and responded to discovery related to complex litigation case set for trial.
- **Drew** from project experience to co-author three-part series of articles, on marketing for consultants, which was published in online organizational-development magazine.

## E

- **Earned** Boys & Girls Club of the USA's Association of Boys & Girls Club Professionals Award of Excellence in Leadership, Award of Excellence in Innovation, and Award of Excellence in Program Development.
- **Educate** employees and the public about how school district earns its money; speak frequently at local service clubs and professional conferences, serve as guest lecturer for classes at local universities, and appear as TV/radio guest.
- **Emphasize** excellent customer service internally and externally; created new ways of communicating with customers that helped increase enrollment for various programs by 75 percent over past two years.
- **Enabled** company to sustain itself through industry downtimes by developing preplanned marketing initiatives and clear marketing strategy that can be updated as company goals
- **Encouraged** upward mobility of females and minorities in professional Boys & Girls Club positions across upstate New York and secured training funds to provide them leadership/development opportunities and job-related training.
- **Engineered** \$US 50 million annual technology spend; obtained technology savings/expense reductions of \$US 4.5 million, including \$US 0.7 million in technology employee and consultant staff reductions.

# ACTION VERBS FOR RESUME

- **Enhanced** processes, procedures, and controls, as well as MIS development, throughout Accounting and Finance Division.
- **Enlisted** internal staff, including marketing, operations, and systems developers, to QA-test system without increasing staffing costs.
- **Ensure** that entire school district focuses on maximizing use of resources -- not how to spend the budget, but rather on programs that will best meet student needs and improve student achievement, as well as enhance operating effectiveness and efficiency.
- **Entered** into successful barter deals that included extensive activity with government bodies in Malaysia, Brunei, and Thailand, exchanging for rice, sugar, and wheat for the Philippines.
- **Escalated** critical issues and implemented strategies for their timely resolution.
- **Established** \$1.4M annual revenue hotel business in region, representing 23 percent of all revenue from this market segment in Europe/Middle East/Africa.
- **Evaluated** processes and implemented changes that improved production and effectiveness as well as fiscal accounting procedures.
- **Examined** markets and backtested trading theories using technical analysis of charts.
- **Exceeded** plans for growth, achieving revenue of \$100 million within two years while maintaining high profitability levels.
- **Excelled** during more than 10 years as leader in Boys & Girls Club of the USA's preeminent system of recruitment, training, and career education that develops mission-focused leaders for Boys & Girls Club movement.
- **Executed** turnaround via non-cash acquisition of local equity, converting to wholly foreign owned.
- **Expanded** strategic alliance and public-relations activities.
- **Extended** business field to China and Japan.

## F

- **Facilitated** Board of Directors and managed technical, marketing, operational, and financial teams.
- **Focused** company's resources on middleware product line connecting devices to the Internet without a PC.
- **Followed** up Susquehanna Corporation corporate survey with focus groups to define specific challenges this territory was facing.
- **Formulated** strategy, prepared proposals for company products and services and provided business leadership to program management.
- **Founded** consulting practice focusing on healthcare clientele requirements and delivering comprehensive management and business-development solutions to healthcare providers, suppliers, and group-purchasing organizations.
- **Functioned** in senior-management role at for-profit subsidiary of regional integrated delivery net work conglomerate with operations in four states and revenue from eight for-profit firms exceeding \$40 million.

## G

- **Gained** international experience with manufacturing license, distributor and representative agreements with customers in Southeast Asia and South America.
- **Gathered** extensive competitive data and audited competitors' Web sites and positioning to identify target market.
- **Gave** IBM competitive advantage by designing customer experience metrics to measure satisfaction, enabling IBM to become only company in the industry that could provide reduced expenses by \$2 million yearly.
- **Generated** 35 percent increase in annual subscription revenue to \$27M in 1998, exceeding budgeted 25 percent growth by \$2M.
- **Guided** learning modules for faculty development and enhanced learning environments.

## H

- **Hired**, trained, and supported Account Executives in six related Midwest industries; hired and trained more than half of existing sales force.
- **Honored** with company special recognition award for outstanding performance for Reactor Center project.

## I

- **Identified** and implemented \$100 million+ in expense savings.
- **Implemented** IT cost-allocation model, resulting in equitable redistribution of IT costs back through corporation and clearer understanding of departmental technology expenses.
- **Improved** cash flow from a negative \$13 million to positive cash flow by restructuring company.
- **Initiated** capital funding in conjunction with investment bankers and venture capitalists.
- **Instituted** project-management policies and procedures, resulting in standardized system to define, categorize, and track projects.
- **Integrated** new Business Analyst team into organization, resulting in improved interaction between IT and its customers and alignment of IT initiatives with departmental goals.
- **Interacted** with CEOs and top executives from various medical equipment, networking, software, and semiconductor companies.
- **Interpreted** policy and applied federal and state laws to employee-relations issues.
- **Interviewed** lay and expert witnesses.
- **Introduced** new Problem Management process focused on defect resolution using severity codes.
- **Invented** and headed development of all core technologies, including ion implantation equipment, semiconductor process applications, and use of proprietary doping materials and chemicals.
- **Investigated** allegations of discrimination, sexual harassment, and unfair employment practices.
- **Invited** to serve three-year term on community-development committee.
- **Isolated** and reduced waste streams within facility.

## J

- **Juggled** multiple projects on tight deadlines covering numerous diverse areas.

## K

- **Kept** 10-person team motivated to complete multi-faceted mission-driven assignment, under deadline and under budget.

# ACTION VERBS FOR RESUME

## L

- **Launched** pan-European UBT and Cartoon Central into 542,000 cabled households, generating \$2.2M in annual revenue and establishing Cartoon Central as region's No. 2 children's channel.
- **Learned** strategies and market terminology during simulated trading sessions with senior traders.
- **Led** company-wide strategic team developed to redefine and align services and responsibilities of customer care and distribution operations groups.
- **Leverage** clients' competencies by providing a common vision and creating an energetic, inspired, and honest atmosphere.
- **Liaised** with vendors and manufacturing department to ensure high-quality, yet low-cost, production methods.
- **Lowered** customer tool cost \$500,000 annually through implementing process changes.

## M

- **Maintained** supportive, neutral posture and encouraged continuing collaboration and problemsolving strategies.
- **Managed** successful launch of 3 Danish and Swedish customized entertainment networks.
- **Met** goals ahead of schedule and assisted in strategic direction of product and business development.
- **Minimized** wasteful spending and ensured consistency among schools by partnering with Facilities Division and Purchasing Departments to develop standardized furniture and equipment package for all new schools.
- **Modeled** constructive group-member behavior to inspire team members to become active, constructive participants.
- **Monitored** staff and program effectiveness to ensure residents received quality service at limited costs and free of liability by collaborating with board of directors to establish and implement policies and long-term plans.
- **Motivated** 40-manager team to develop "zone concept" by dividing large team into smaller zones to focus on needs of those markets.

## N

- **Negotiated** multi-million-dollar aircraft upgrade proposals for company products and services supporting United Kingdom AH-64 Apache fleet.

## O

- **Obtained** factual information concerning employee/management inquiries or complaints.
- **Opened** channels of communication and encouraged team members to take active role in team development and accessing resources.
- **Orchestrated** decrease in sales expenses by 20 percent while increasing sales productivity by expanding alliance partner network.
- **Organized** workforce and service flow for entire resort.
- **Oriented** and trained new top-management team in product-line unique sales points and product sales strategies.
- **Outperformed** peers in constructing online reports with Albuters and Infocast.
- **Overcame** internal obstacles and ensured buy-in by product managers in new diamond technologies.
- **Oversee** market development, financial management, and operational management.
- **Own**, operate, and function as Senior Organization Consultant for international consulting/educating/training company specializing in improving individual and organizational performance.

## P

- **Participated** in developing and implementing unique computerized claims system.
- **Partnered** with team leaders to design strategy to address conflicting priorities.
- **Performed** legal research and drafted legal memoranda regarding employment law, personal injury, contract disputes, trademark law, and environmental law issues.
- **Planned** for and co-facilitated monthly meetings of 20+-member group, assisted client in initial steps to develop outcome measures, and created outline for policies and procedures manual.
- **Played** key role in business development, branding, planning, marketing, and Web design.
- **Practice** health-care law, representing academic medical center.
- **Prepared** experts and witnesses in fast-paced legal environment of firm dealing with construction defect, personal injury, and employment law.
- **Presented** program to Boeing senior staff and company president, CEO, and founders.
- **Preside** over all board meetings and perform executive-director functions.
- **Priced** options deals using Derivatech and Bloomberg; calculated delta and vega hedges.
- **Prioritized** annual must-do projects, introducing new products and programs, managing group's product life-cycle efforts in optimizing inventory of standard and non-stock standard SKUs, market segmentation, and professional development for staff employees.
- **Procured** funding through private grant to continue counseling program.
- **Produced** business results and market-share growth, as measured by unit case volume sold in this region where business size is almost 50 percent of entire Japan business.
- **Project-managed** automated work centers, an \$18M, state-of-the-art automated manufacturing facility for clinical trials manufacturing and R&D.
- **Promoted** appropriate integration of evaluation system with other systems throughout division, including performance contracting, continuous quality improvement, and management information system.
- **Promoted** regularly throughout tenure at company.
- **Propelled** company to meet forecasted numbers and achieve 20 percent growth year over year in an industry where average growth was 10 percent.
- **Provided** ongoing support in both business and marketing strategies.
- **Purchased** online assets of Z-Web, acquiring two portals and built new

## Q

- **Qualified** new accounts and grew revenue within territory.
- **Quoted** current bid/ask and market interests for FX OTC options by telephone and Reuters.

## R

- **Ranked** in top 1 percent of 300 officers; won Army Maintenance Effectiveness Award.
- **Re-engineered** process management to improve overall productivity and operational cost efficiency by relocating plant and revising plant layout; reinforced cost-reduction program.
- **Realized** \$80 million in cost savings by implementing suggestion system.
- **Rebuilt** Websites and set up new Web services, producing more than \$50,000/month.
- **Recommended** and prepared project proposals to optimize business and production needs, thus facilitating corporate and divisional strategy.
- **Recruited** to fill director position as a result of outstanding job performance and timely delivery of initiatives.

# ACTION VERBS FOR RESUME

- **Recruited** executives to establish first distribution sales office.
- **Redesigned** HR business processes, leveraging manager self-service via PeopleSoft.
- **Reduced** machine inventory from \$8 million to \$2 million; created policies around use of trials and collaborated with Sales VP/Director to implement these policies.
- **Refined** salary systems for all levels of employees with compensation programs that included stock options, 401(k), commissions, stock savings plans, bonus plans, and executive SERP plans.
- **Reinforced** sales process implementation, focusing on sales strategy/target account selling.
- **Reorganized** cooperating broker program and registration process to maximize profitability.
- **Represent** clients regarding employment-related issues that typically arise in hospital and medical-center settings.
- **Researched** and implemented CRM system.
- **Restructured** process management and network marketing of retail stations.
- **Reviewed** and restructured health-benefit program without reducing benefits to employees; reduced cost from more than \$2 million for 225 employees to just over \$1.5 million for 600+ employees.
- **Revised** European-designed products for introduction into U.S. market.
- **Revitalized** events and programs to reflect new organizational image; infused programming with latest technology and hottest speakers.
- **Revolutionized** customers' trade capturing processing for reducing intra-day trade risk.
- **Rolled** out program in two months.

## S

- **Satisfied** clients by building effective professional and personal relationships with key external/internal stakeholders.
- **Saved** company \$600,000 in first six months through alliance with another provider.
- **Secured** \$8M during funding freeze to save critical programs; secured 33 percent funding increase.
- **Selected** by Vice President to turn around HMO subsidiary that lost \$11.3 million in 2003 and delivered \$2.4 million profit within 12 months for largest health insurer in Florida with \$4.5 billion in annual revenues and 2.4 million members.
- **Settled** lawsuit (filed before my employment) pertaining to hotel acquisition.
- **Shared** P&L responsibility for five-state market area.
- **Shifted** manual procedures to automated procedures and processes, thus saving company more than \$500K in a six-month period.
- **Sold**, designed, and managed solutions projects with average total margins of 50 percent in one year.
- **Solicited**, developed and maintained large national accounts, such as MGM, Target, Sears, Dillard's, Kohl's, The Limited, Tommy Bahama, Steve Madden, and Venus Swimwear, among others.
- **Solved** problem for South Jersey Hospital Authority, which owed contractors hundreds of thousands in sales taxes on Moorestown Hospital construction but did not have sufficient funds to pay them.
- **Spearheaded** three-year renaming and re-branding process, bringing diverse stakeholders together, delivering multiple presentations, and successfully synthesizing input from various groups.
- **Specialized** in Change Leadership consulting for a client list that included GenonSys, California Division of Wildlife, California Department of Motor Vehicles, Boeing Aircraft Corporation, Napa Valley Hospital, and more.
- **Standardized** advertising to reflect focus-group input and ensure delivery of key messages; produced brand standards manual, including print and Web content standards, and logo positioning requirements.
- **Streamline** operations of New Jersey's first Charter School District in collaboration with other members of the Superintendent's Cabinet through eliminating unnecessary bureaucratic procedures.
- **Strengthened** business-unit relationships and ensured timely delivery of quality deliverables.
- **Submitted** application packages and recommendations to principals for employment consideration.
- **Succeeded** in helping client complete plan, remove barriers to collaboration, and stay on track and partner together to fulfill mission to customers.
- **Supervised** 50 IT professionals with annual operating budget of \$5.3 million and \$2.6 million capital budget for customer base of 2,000+ employees.
- **Support** all US and overseas manufacturing operations, as well as sales and marketing business units, in the areas of US and foreign government import/export trade and customs regulations, risk-management analysis, duty-planning preference programs, and policies and procedures.

## T

- **Taught** Group Work Skills in videoconference course involving Arizona State University and Indiana State College.
- **Tested** management facilitation and project-management support for six business units simultaneously, as well as testing more than 57 applications.
- **Took** ownership of region in entrepreneurial manner and performed without supervision.
- **Tracked** and collected data-reporting program financial performance.
- **Trained** trainers in Marketing 101, Marketing Research, and Membership by Design for Boys & Girls Club of the USA professionals.
- **Transferred** Chicago Stock Exchange systems to SIAC in New York and orchestrated business and systems-recovery initiative.
- **Transformed** management information into efficient reporting, greatly improving firm's reporting process.
- **Transitioned** health insurance from expensive district-subsidized, self-funded plan to fully insured plan following year-long school board deadlock.
- **Traveled** extensively to assist clients and consult experts and local counsel with case analysis, claim management, and case preparation.
- **Troubleshoot** and repaired financials that were in disarray following rapid turnover of three executive directors in three years.
- **Turned** around P&L bottom lines of jewelry industry in Japan.

## U

- **Updated** Employee Handbook; wrote and implemented policies and procedures for smooth business operations.
- **Use** strong presentation skills to speak frequently at events on behalf of school district to tout districts' smoothly operating business and support functions to school communities and the public.

## V

- **Verified** trades and hedges; reconciled daily accounts.
- **Visited** college campuses to screen and interview prospective math, science, and language-arts teachers.
- **Volunteered** to take on name-change project for 100+-year-old organization and teamed up with CEO to help move project forward.

## W

- **Won** Individual Achievement Award of Excellence for performance.
- **Wrote** arbitration briefs and responses to EEOC charges.