



Use the following words to relate your accomplishments and experiences on both resumes and cover letters. Feel free to use words from any section, but be sure to use them correctly. Double check definitions to avoid ensure you are using them accurately and use a variety of different action words to avoid sounding repetitive. Remember to use past tense to refer to previous experiences, and present tense to describe your accomplishments at jobs you still hold.

Use these words to create value-added statements by using the “what” + “to what” + “so what?” model:

- Managed | six important client accounts | and maintained excellent customer relations.
- Developed | a benefits policy manual | which allowed for few benefit administration errors.
- Designed | a new promotional flyer | which increased store traffic by 15 percent.

You wrote, spoke, or otherwise communicated effectively:

Addressed	Contacted	Edited	Interviewed	Outlined	Responded
Advertised	Conveyed	Elicited	Involved	Participated	Rewrote
Annotated	Convinced	Enlisted	Joined	Persuaded	Solicited
Arranged	Corresponded	Exhibited	Judged	Presented	Specified
Articulated	Debated	Explained	Justified	Promoted	Spoke
Authored	Defined	Expressed	Lectured	Proposed	Suggested
Briefed	Delivered	Formulated	Listened	Publicized	Summarized
Campaigned	Developed	Furnished	Lobbied	Recruited	Synthesized
Composed	Directed	Incorporated	Marketed	Referred	Translated
Condensed	Discussed	Influenced	Moderated	Reinforced	Wrote
Conferred	Dispatched	Interacted	Negotiated	Reported	
Consulted	Drafted	Interpreted	Observed	Resolved	

You researched effectively:

Analyzed	Detected	Explored	Inspected	Pinpointed	Scrutinized
Anticipated	Diagrammed	Extracted	Investigated	Plotted	Summarized
Clarified	Diagnosed	Forecasted	Itemized	Predicted	Surveyed
Collected	Dissected	Formulated	Linked	Quantified	Systematized
Compared	Documented	Framed	Located	Questioned	Tracked
Conducted	Evaluated	Gathered	Measured	Researched	
Critiqued	Examined	Grouped	Organized	Reviewed	
Defined	Experimented	Identified	Perceived	Searched	

You taught, educated, or instructed:

Advised	Conducted	Enabled	Focused	Instructed	Stimulated
Awarded	Coordinated	Encouraged	Guided	Mentored	Tested
Clarified	Critiqued	Evaluated	Informed	Moulded	Trained
Coached	Developed	Explained	Inspired	Motivated	Transmitted
Communicated	Educated	Facilitated	Instilled	Persuaded	Tutored

You helped or served customers or staff:

Advocated	Attended	Counseled	Familiarized	Represented	Supported
Aided	Clarified	Demonstrated	Guided	Served	Volunteered
Answered	Collaborated	Diagnosed	Provided	Serviced	
Arranged	Contributed	Ensured	Reached	Simplified	
Assisted	Cooperated	Facilitated	Referred	Supplied	



You applied your technical skills:

Activated	Coded	Designed	Fortified	Printed	Simulated
Adapted	Computed	Determined	Immunized	Programmed	Specialized
Advanced	Conserved	Dissected	Installed	Regulated	Standardized
Applied	Constructed	Engineered	Maintained	Remodeled	Studied
Assembled	Converted	Extrapolated	Mapped	Repaired	Upgraded
Built	Debugged	Fabricated	Operated	Replaced	Utilized
Calculated	Derived	Formed	Overhauled	Restored	

You organized or arranged information efficiently:

Arranged	Distributed	Monitored	Provided	Restructured	Submitted
Catalogued	Elected	Obtained	Ranked	Revamped	Standardized
Categorized	Filed	Operated	Recorded	Reviewed	Systematized
Centralized	Formalized	Ordered	Redesigned	Routed	Unified
Charted	Incorporated	Organized	Refined	Scheduled	United
Classified	Inspected	Outsourced	Refocused	Screened	Updated
Compiled	Logged	Prepared	Registered	Streamlined	Validated
Corresponded	Maintained	Processed	Reserved	Structured	

You added value to your employer in terms of partners, funds, or resources:

Achieved	Bought	Earned	Mastered	Projected	Sold
Acquired	Budgeted	Estimated	Maximized	Qualified	Strengthened
Adjusted	Calculated	Exceeded	Measured	Raised	Surpassed
Allocated	Capitalized	Expanded	Netted	Reduced	Sustained
Amplified	Completed	Financed	Outpaced	Researched	Won
Appraised	Conserved	Furthered	Outperformed	Retained	Yielded
Audited	Determined	Gained	Prepared	Retrieved	
Balanced	Drove	Marketed	Programmed	Secured	

You led or managed a team of people and/or made valuable connections:

Administered	Channeled	Enhanced	Improved	Overhauled	Reviewed
Aligned	Coached	Established	Incorporated	Oversaw	Scheduled
Appointed	Consolidated	Executed	Increased	Partnered	Selected
Approved	Contracted	Forged	Initiated	Planned	Staffed
Assigned	Controlled	Fostered	Instituted	Presided	Supervised
Attained	Decided	Generated	Managed	Prioritized	Targeted
Authorized	Delegated	Graded	Merged	Produced	
Bridged	Developed	Handled	Mobilized	Recommended	
Broadened	Directed	Headed	Motivated	Reorganized	
Canvassed	Emphasized	Hired	Navigated	Replaced	
Chaired	Enforced	Hosted	Oriented	Restored	

You worked creatively to develop a project:

Accelerated	Conceived	Devised	Formulated	Introduced	Planned
Acted	Condensed	Directed	Founded	Invented	Planted
Authored	Created	Discovered	Hypothesized	Launched	Revised
Began	Cultivated	Displayed	Illustrated	Modelled	Revitalized
Co-authored	Customized	Drew	Initiated	Originated	Shaped
Combined	Designed	Established	Instituted	Performed	Tailored
Composed	Developed	Fashioned	Integrated	Pioneered	

CAREER DEVELOPMENT & EXPERIENTIAL LEARNING

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