



Resume Development Guidelines

This handout is a general guideline to get you started on your resume development. It is strongly recommended that you attend ECC workshops and meet individually with our career counsellors.

BEFORE YOU WRITE YOUR RESUME

Consider: what is the Purpose of a Resume?

- To interest a specific, prospective employer enough to invite you to an interview
- To help analyze, assess and document your skills and experience as well as how they fit into a particular position, team and/or company
- To guide the interviewer in what to ask during an interview, by providing a framework for discussion

Goal Setting and Skills Assessment

- Have a clear understanding of your job/career objective in order to create a resume which is tailored to your occupational field, or specifically, to each job opportunity/posting
- Research the occupational field you are entering, as well as the company and the job for which you are applying
- Evaluate your skills and strengths. Focus on what is relevant for the position you are applying for; reflect on when, where and how they were used effectively
- Your resume should reflect an accurate representation of your skills and strengths in relation to the job

WRITING YOUR RESUME

- Points should be written using the **ACTION VERB + DESCRIPTION + RESULT** formula, listed below
- Emphasize skills and achievements that are relevant to the position; quantify your achievements wherever it is possible
- Review the job description and pay attention to the key words used; ensure **relevant** skills and qualifications are evident in your resume – if employers have to dig for this information, it is less effective
- **Prioritize** your experiences! Resumes are skimmed - make sure the info you need to convey stands out
- Include relevant skills and experience gained in academic projects, volunteer and extra curricular activities
- **Proofread** your resume! Grammar and spelling mistakes are not tolerated on resumes. This is the first project your employer will see – ensure you are paying attention to small details

Effective Resume Bullet Points

Use this formula to verbalize your experience – technical or non-technical:

Action Verb	+	Description	+	Result/outcome
Avoid weak words “work”, “use” Use words that show the technical or professional involvement	↓	Process involved, human factors and different sets of skills	↓	What did you accomplish? What was the impact?



RESUME STYLE GUIDELINES

Format

There are three main resume formats:

1. Reverse Chronological Resume (see Will B. Hired as an example)
2. Combination Resume (similar to the chronological style, but with a skills summary or highlights of qualification section)
3. Functional Resume (skills based)

Reverse and combination resumes are experience-based, and generally preferred by employers to the less common skills-based functional resume. Your experiences under each heading of your resume should all be written in reverse-chronological order.

Length

- In Canada, two page resumes are the most common; for PEY/eSIP two full pages is recommended to allow space for your projects and extra-curricular involvement
- Some people prefer one page resumes – particularly for positions in the financial sector or in the United States. However, be very conscious not to over-crowd your page
- Never exceed two pages in length

Style and Aesthetics

- Use a font that is easy to read and not unconventional
- Consider the person reading your resume – do not use a small point size that is difficult to read

Objective or Profile Statements

There is some debate as to the usefulness of objectives. It is not considered to be a mandatory category on your resume. If you choose to use an objective or profile, please ensure you:

- Tailored it for the job you are applying for; generic statements are a waste of space
- Focus on what you bring to the company, not what you expect the company to give you

HELPFUL REMINDERS

Resume Dos

- Customize your resume for each position you apply for
- Always tell the truth
- Clarify what you brought to each experience, describing what you did and the results that it had, stating figures and percentages whenever possible
- Use the library and other resources to research current business writing trends and techniques
- Eliminate all grammatical and spelling errors
- Make sure the font size is appropriate and consistent throughout your resume
- Use single line spacing between sentences and double spacing between sections and paragraphs
- Use underlining, bolding and capital letters appropriately and consistently
- Maximum two pages; include most relevant on Pg. 1
- Include name, telephone number and an appropriate email address on each page

Resume Don'ts

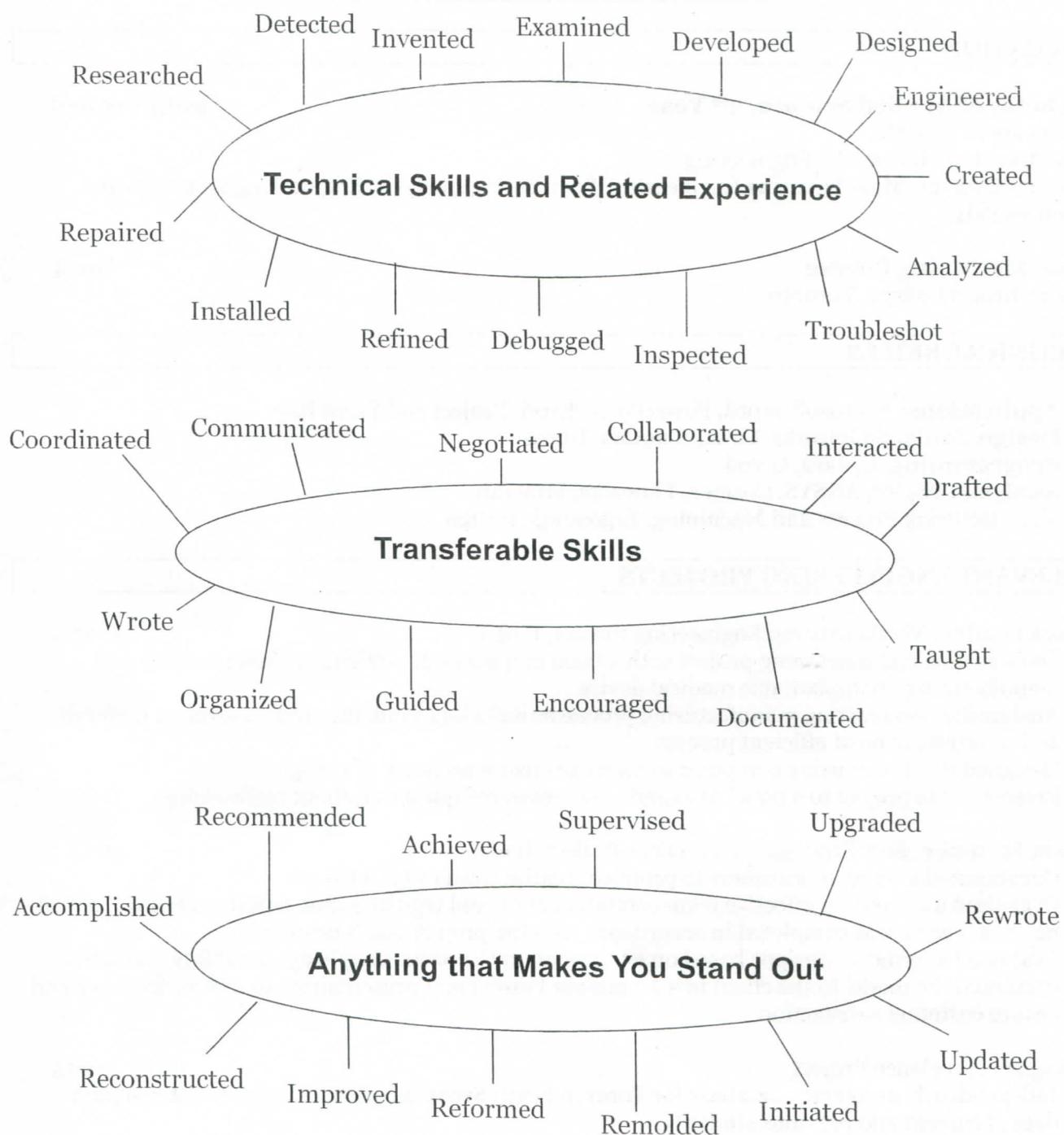
- Include a photograph, state your sex, age, race, ethnicity, religious affiliations, marital status, sexual orientation, social insurance number or any other personal information that is not relevant to your application for employment
- Overuse descriptive words, see "Action Verbs" for synonyms
- Place periods at the end of statements as these are not complete sentences
- Include employers' street addresses, supervisors' names or reasons you left prior jobs
- Use unconventional fonts or paper colours
- Include previous or expected salary

Engineering Career Centre

222 College Street, Suite 106, Toronto, Ontario | www.engineeringcareers.utoronto.ca



What to Include in Your Resume:



Will B. Hired

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EDUCATION

Bachelor of Applied Science, 3rd Year

2013-Present

University of Toronto

Department of Mechanical Engineering

Relevant Courses: Manufacturing Engineering, Engineering Analysis, Engineering Strategies and Practices I&II

Basic Machining Course

2014

George Brown College, Toronto

TECHNICAL SKILLS

- **Applications:** Microsoft Word, PowerPoint, Excel, Project and Front Page
- **Design Tools:** Solidworks, Catia, AutoCad, I-deas
- **Programming:** C, Java, G-cod
- **Analysis:** PSpice, ANSYS, Cosmos, Flowsworks, MiniTab
- Manufacturing Process and Machining, Ergonomic Design

RELEVANT ENGINEERING PROJECTS

Team Leader, Manufacturing Engineering Project, U of T

2015

- Led a casting and machining project with a team of 3 students, which involved planning and manufacturing an implantable medical device
- Analyzed several casting manufacturing processes including sand, die, and investment methods, and selected the most efficient process
- Designed the device using computer software to ensure accuracy of sizing
- Presented the project to a panel of experts and answered questions about methodology

Team Member, Eng. Strategies & Practices Project, U of T

2014

- Collaborated with team members to produce creative designs for a toy pet
- Organized a system for effective team communication and regular status reports to ensure that all necessary work was completed in accordance with the project plan's deadlines
- Evaluated alternative designs based on environmental impacts, simplicity, durability and safety
- Presented the model to the client in a 20 minute PowerPoint presentation, to receive feedback and ensure customer satisfaction

Designer, Freelance Project

2013

- Independently designed a database for Toronto North Secondary School to track and maintain data of current and previous students
- Consulted with school principal and administrative staff to determine needs and functionality, tailored design to match the requirements of the school
- Developed a modern and improved system, using Microsoft Excel, which was implemented by the school

WORK EXPERIENCE**Administrative Assistant** (Volunteer), Village Times News**Summer 2015**

- Contacted local businesses interested in advertising in the weekly newspaper
- Collaborated with a diverse team of employees in a fast-paced environment, assisting others when needed to ensure tight deadlines were met
- Maintained detailed records and invoices concerning payments
- Edited advertisements and announcements to ensure advertising standards and professionalism was maintained

Server, Appletown Restaurant**2012-2014**

- Greeted and served customers in a friendly and professional manner in a fast-paced environment
- Adhered to safety standards for food preparation and disposal, in accordance with hygiene guidelines
- Processed cash and credit receipts for customers; accurately calculated the change between two currencies (Canadian and American)

Head Lifeguard, Toronto Aquatics Club**Summer 2011/2012**

- Responded in a timely manner to significant medical emergencies and communicated issues to over 700 patrons providing client comfort and safety until emergency response units arrived
- Coordinated work schedules and vacation periods for over 30 other lifeguards ensuring staff availability for shift coverage and reducing costs from over-time scheduling
- Promoted to upper level guard within one year as a result of adherence to procedures

Math and Science Tutor, Toronto North Secondary School**2011-2012**

- Instructed students in math and science during designated drop-in hours; increased students' grades by at least 10%
- Motivated students with study difficulties and helped them identify suitable study methodologies

AFFILIATIONS

- Student Member, Professional Engineers of Ontario
- Member, MIE Leaders of Tomorrow
- Member, Engineers Without Borders

2013-Present**2013-Present****2013-Present****VOLUNTEER AND EXTRA-CURRICULAR ACTIVITIES**

- Volunteer, Engineering Career Information Days, U of T **2015, 2014**
- Member, Independent Film Appreciation Society **2013-Present**
- Member, Intramural Soccer, U of T **2013-Present**
- Member, Intramural Engineering Hockey Team, U of T **2012-2014**
- Volunteer, Toronto International Film Festival **2012, 2013**
- Volunteer, Toronto Food Bank **2012-2013**

INTERESTS

Playing organized team sports; community involvement; film (international, documentaries and independent); building and learning how machines work

Anne Gotajob

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EDUCATION

Bachelor of Applied Science, University of Toronto (2013 - Present)

Major in Chemical Engineering, (3rd year)

Minor in Environmental Engineering

- CGPA 3.45, Dean's List

Relevant Courses: Organic Chemistry, Environmental Chemistry, Separation Process

TECHNICAL SKILLS

- Microsoft Office Suite: Word, Excel, Outlook, Project, Access and PowerPoint
- MATLAB, Simulink, E-Z Solve, C++ Programming, AutoCAD, Aspen Plus, CES
- Working knowledge of Chemistry lab techniques, equipment and software

RELEVANT EXPERIENCE

Team Member, Environmental Consulting Project, U of T (Fall 2015 - Present)

- Researched various techniques of water sample analysis, identifying the most appropriate methods to detect contaminant levels
- Analyzed the properties and accurately recorded contaminated levels of samples into database
- Coordinated work amongst team members using Microsoft Project to ensure project milestones and deadlines were met within the allotted time frames
- Presented the proposal to the client, outlining the feasibility of the solution and to assure the client's understanding

Research Assistant, University of Toronto (Summer 2015)

- Tested water samples using titrations and ion selective electrodes to determine the hardness of municipal water samples
- Analyzed the data collected over three different municipalities, offered recommendations to enhance the quality of water for residents
- Estimated the cost of maintaining the municipal infrastructure and offered creative, safe and cost effective solutions to enhance the quality of drinking water
- Conveyed findings and recommendations to supervisors in a detailed 20 page document, and presented the report to a panel of experts

Laboratory Student, U of T, (2014, 2015)

- Conducted weekly experiments in organic and inorganic synthesis of chemicals, utilizing lab equipment, such as IR spectroscopy and visible light spectrometry to ensure accurate results
- Collected data and calculated results to obtain meaningful, statistically significant results; summarized findings in technically written reports
- Performed techniques such as refluxing and recrystallization to synthesize and obtain the IR spectrum of the chemicals
- Familiarized with lab procedures and material handling techniques, adhering to safety standards

RELEVANT EXPERIENCE CONTINUED**Team Leader**, Engineering Strategies and Practices Course, U of T (Spring 2014)

- Managed a team of 5 students to design rehabilitation equipment to assist occupational therapy patients
- Coordinated group tasks and due dates using Microsoft Project to ensure consistent progress and communication among team members
- Regularly met with the client to discuss product requirements and to receive feedback on new design developments

ADDITIONAL EMPLOYMENT EXPERIENCE**Sales**, Orange Republic, Toronto (2013-2015)

- Interacted with customers, informing them of product sales and advising on fashion choices
- Recommended moving sale displays to increase customer visibility; new display ideas were approved by the supervisor and implemented in the store

Telemarketing Consultant, Tele-Sales, Toronto (Summer 2013)

- Provided customer service to clients of various Fortune 500 companies; outlined new products and services
- Recorded customer information into the organization's database, ensuring information was accurate and up to date, achieving a 99% rate of accuracy

VOLUNTEER AND EXTRA-CURRICULAR ACTIVITIES**Ambassador**, Department of Chemical Engineering, U of T (2014-Present)

- Mentored high school students about the academic opportunities of the department and helped them for the application process

Canvasser, Heart and Stroke Foundation, Toronto (2011-2013)

- Solicited donations from the general public, while providing information on the dangers and prevalence of heart disease in Canada

AFFILIATIONS AND MEMBERSHIP

- Member, Leaders of Tomorrow, U of T, (2014-Present)
- Member, Engineers Without Borders, U of T, (2013-Present)
- Mentee, Skule Mentorship Program, U of T, (2013-2014)
- Member, First Year Learning Community, U of T, (2013-2014)

AWARDS AND ACCOMPLISHMENTS

- Dean's List with Cumulative GPA of 3.65 (2013-Present)
- University of Toronto Excellence Award (2013)

ADDITIONAL QUALIFICATIONS

- Trained in Workplace Hazardous Materials Information Systems (WHMIS)
- Class G Ontario Driver's Licence

INTERESTS

- Basketball, Yoga, International Travel

Sandra Gates

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Toronto ON M5T 3J1

416-555-5555, sandraj@utoronto.ca

EDUCATION

Bachelor of Science, University of Toronto, Faculty of Arts and Science

2013-Present

Majors in Computer Science (specialist) and Cognitive Science, **3rd year**

Relevant Courses: Software Design, Databases, Data Algorithms and Analysis, Principles of Programming Languages, Software Tools and Systems Programming, Neural Networks and Machine Learning

TECHNICAL SKILLS

- Programming Languages: Java, C, Python, Racket, Ruby on Rails, Prolog, R, MATLAB
 - Databases: SQL, embedded PostgreSQL, database design
 - Operating Systems: Linux, Microsoft Windows
 - Deep understanding of complex data structures and algorithms

RELEVANT WORK EXPERIENCE

Research Assistant, Ontario Computer Education centre, U of T

2015 -Present

- Designed and Implemented a Java Script snippet that extends the function of Google Analytics to track on-site research downloads.
 - Created and maintained a dynamic Excel dashboard that automated data analysis
 - Cut down time to export data to excel from days to hours
 - Liaised with 5 organizations to help them update their websites and improved the functionalities
 - Ran multiple workshops on advanced WordPress usage for the staff in the organizations
 - Collaborated with the team of 7 to discuss the next steps and website development

Assistant Web Developer / Designer, ABC company, Toronto ON

Summer 2014

- Maintained and developed the main website for the ABC company and worked with Twitter Bootstrap and a functioning database
 - Implemented using Ruby on Rails an executive sub site that includes administration functionalities to the main website such as uploading events and viewing registered members

RELEVANT PROJECTS

Individual Project (personal project)

2014-Present

- Programmed in Java using NetBeans IDE and followed principles of top-down structure
 - Implemented a basic server using sockets and programmed in C language
 - Created basic Artificial Intelligence to play the board game Dominion
 - Communicated with other programmers to get the feedback
Designed flexible architecture to accommodate expansions using object-oriented programming

Sandra Gates
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RELEVANT PROJECTS (CONTINUED)

Team Member, Software Design Project, U of T

2014

- Collaborated with three other students to design database system for CSV files for software design course work
- Developed rigorous battery of tests in JUnit and utilized Subversion for version control
- Completed two sprints in one month and met all the deadlines using scrum process
- Practiced agile software development framework
- Communicated with other team members to ensure the functionalities

Individual, Systems Programming Project, U of T

2013

- Designed to handle multiple users, maintain database of user information and programmed in C language
- Implemented a basic server using sockets

ADDITIONAL EMPLOYMENTS

Camp counsellor, Summer Academy, Toronto, ON

2013-2014

- Led daily classes in junior sports, music and drama for children aged 6-12
- Resolved conflicts between campers and staff and consulted parents regarding the issues
- Coordinated with other staff to plan activities for large and small groups
- Developed leadership abilities through various decision making process

Mentor/Tutor, The Saturday program, TT Community centre, Toronto, ON
2013/2014

Winter

- Tutored a grade 10 student in Computer Science and Math and encouraged him to continue to study and understand the basics of object oriented programming through Java
- Mentored a student in terms of school life and maintain mental health

EXTRA-CURRICULAR ACTIVITIES

Treasurer, Hayat House, Second College, U of T,
2014-2015

- Managed funds for student residence group and collected year fee and organized bank records
- Held weekly meetings to plan activities and budget the fee

Drummer, Experienced Band, Art group studio, Toronto, ON
2012-Present

INTERESTS

- Music (drumming and singing), Sports (basketball, soccer and fitness), Artificial Intelligence and Board games

AMIT GRADUATE

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Toronto, ON M5T 3J1

416.555.3299

amit.graduate@mail.utoronto.ca

PROFILE STATEMENT

Self-starting and analytical new graduate with a strong passion for financial marketing coupled with two years of proven industry experience; strongly developed aptitude for client relationship building and financial forecasting

EDUCATION

Bachelor of Applied Science, University of Toronto

Major in Engineering Mathematics, Statistics and Finance

Expected Graduation 2016

- Relevant Courses: Economic Analysis and Decision Making, Financial Principles, Financial Optimization Models, Financial Engineering

PROFESSIONAL EXPERIENCE

Business Analyst, Elite Products Ltd. Toronto, ON

May 2014 - August 2015

- Performed modeling exercises using Strategic Network Planning software (CAPs) to determine optimal network design for new store locations and products
- Developed reporting tools to be used by front line, resulting in a decrease of reporting errors and stronger data integrity for future management decisions
- Applied forecast theories to set a production quantity for each period in order to optimize profits based on available data from the production history

Customer Services Rep., ECC Financial Toronto, ON

May – August 2013

- Consulted with clients, receiving and responding to over 70 inquiries each week
- Led data quality management initiative efforts by analyzing market survey data and client feedback reports; presented findings and recommendations to senior management

ADDITIONAL EXPERIENCE

Co-Chair, Youth Project Charity

Summer 2015

- Designed promotional materials to build awareness of fundraising events and enhanced social media tools to connect with club members; efforts contributed to a 60% increase in attendance over previous year
- Organized weekly meetings with the planning group committee, collaborating with clubs across U of T

Administrative Assistant, Hometown Deliveries Inc.

Summer 2012

- Populated financial transactions into MS Excel, maintained accurate records of customer purchases
- Responded to inquiries from customers; updated and informed clients regarding the status of their deliveries and financial invoices in a timely manner

PROFESSIONAL SKILLS

- **Technical Skills:** C, C++ programming language, VBA, CAPs, Statistical Analysis System (SAS) Programming, Minitab, MAT Lab, Microsoft Office (Word, Excel, Powerpoint), AutoCAD, UNIX System
- **Languages:** Fluent in French and conversational Spanish

EXTRA-CURRICULAR ACTIVITIES AND INTERESTS

- **Treasurer, Engineering Outdoors Club** – Organized and maintained clubs financial records, ensuring accuracy and timely payments; collaborated with team to organize activities throughout the year (2014)
- **Engineers on Wall Street – Investment Banking, University of Toronto** – three day workshop (2014)
- **Model United Nations, University of Toronto** – Participant (2015, 2014)
- **Intermural Soccer, University of Toronto** – Team player (2011-2013)

JENNY APPLICANT
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416-123-4567
Jenny.applicant@mail.utoronto.ca

EDUCATION:

Bachelor of Applied Science and Engineering, 1 st Year University of Toronto, St. George Campus	2015-Present
Ontario Secondary School Diploma City of Toronto Secondary School, Toronto ON	2011-2015

COMPUTER AND LANGUAGE SKILLS:

- MS Office Applications: Word, Excel, PowerPoint, Access, Photoshop
- Fluent English and French

RELEVANT EXPERIENCE:

Team Member , Eng. Strategies & Practices Project, U of T	2015-Present
• Collaborated with the design team of seven which successfully proposed a novel device for transporting and storing digital medical images	
• Developed a functioning prototype and 3-D rendering in Autodesk Inventor Professional of our final design, which our client adopted	
• Composed multiple effective technical writings, including: Project Requirement documents	

Cashier , Third Mug Coffee	2013-Present
• Collect invoices and process following company procedures to maintain accuracy	
• Serve customers in a timely and courteous manner and inform them of daily specials and promotions	
• Train new employees how to create signature Third Mug beverages and snacks	

Organizer (Volunteer), 30 Hour Famine, City of Toronto S.S.	October 2014
• Coordinated a successful high school fundraising event as a member of the Social Consciousness Club, successfully raising over \$2,200 to help fight famine in the developing world	
• Maintained accurate donations records and receipts for the event in event of audit	
• Organized activities and games to keep participants occupied and entertained	

Child Care Attendant

2010-2013

- Supervised and cared for two young children throughout the summer holidays
- Prepared stimulating activities and nutritious lunches to keep the children entertained and healthy

EXTRA-CURRICULAR ACTIVITIES:

• Member, University of Toronto Swim Team	2015-Present
• Vice-President, Social Consciousness Club	2014-2015
• Peer Tutor, Calculus and Finite Math	2012-2013
• Member, Social Consciousness Club	2011-2015



Action Verbs

MANAGEMENT

achieved	conceived	formulated	launched	prepared	scheduled
accomplished	consolidated	fulfilled	led	prioritized	strengthened
actuated	contracted	guided	machinated	produced	structured
administered	contrived	handled	managed	projected	superintended
advocated	coordinated	impelled	monitored	propelled	supervised
aligned	decided	implemented	motivated	prompted	unified
amalgamated	delegated	improved	operated	reached	united
analyzed	designed	incited	organized	recommended	urged
arranged	developed	incorporated	outlined	reevaluated	
assigned	devised	increased	oversaw	reinforced	
attained	directed	influenced	performed	rejected	
carried out	encouraged	initiated	planned	reported	
chaired	evaluated	inspired	pointed	reviewed	
commended	executed	integrated	presided	ran	

COMMUNICATION and INTERPERSONAL

addressed	consulted	directed	lectured	promoted	summarized
advertised	conveyed	documented	liaised	publicized	spoke
advised	corresponded	drafted	listened	reconciled	taught
arbitrated	counselled	edited	marketed	reunited	translated
authored	developed	enlisted	mediated	renegotiated	tutored
blueprinted	defined	expressed	moderated	reported	wrote
clarified	delivered	interceded	motivated	represented	
collaborated	demonstrated	interpreted	negotiated	responded	
communicated	depicted	illustrated	persuaded	suggested	
composed			presented		

RESEARCH

analyzed	compared	disproved	found	observed	summarized
appraised	conceived	divulged	gathered	organized	surveyed
assessed	critiqued	evaluated	identified	reported	systematized
brought out	detected	examined	inspected	researched	unveiled
clarified	diagnosed	explored	interpreted	revealed	unwrapped
classified	discovered	extracted	interviewed	reviewed	verified
compared	disclosed	formulated	investigated	searched	
collected			measured	studied	

TECHNICAL

analyzed	debugged	enforced	industrialized	preprogrammed	repaired
assembled	defined	engineered	inspected	processed	reshaped
assorted	designed	established	installed	programmed	resolved
automated	devised	fabricated	invented	projected	separated
built	diagnosed	fixed	maintained	recast	solved
calculated	differentiated	implemented	manufactured	reconstructed	tested
created	dissevered	integrated	operated	reforged	trained
constructed	elevated		optimized	remodeled	troubleshoot
computed	employed		overhauled	remolded	upgraded



Action Verbs...Contd.

TEACHING

adapted	defined	evaluated	initiated	presented	tutored
advised	developed	explained	inspired	prepared	updated
clarified	directed	facilitated	instructed	set goals	
coached	educated	guided	lectured	stimulated	
communicated	enabled	informed	motivated	taught	
coordinated	encouraged		persuaded	trained	

FINANCIAL

adjusted	appraised	calculated	developed	marketed	reevaluated
administered	audited	compared	estimated	planned	reconciled
allocated	balanced	computed	forecasted	projected	researched
analyzed	budgeted		managed	reconsolidate	sold

CREATIVE

acted	created	fabricated	instituted	perceived	refined
applied	designed	fashioned	integrated	performed	reformed
composed	developed	forged	introduced	planned	regenerated
conceived	devised	formed	invented	presented	rejuvenated
conceptualized	directed	formulated	loaded	produced	restored
conjured	drew	founded	machinated	rectified	rewrote
constructed	established	illustrated	molded	reestablished	solved
contrived	evaluated	innovated	originated		updated

HELPING

advised	clarified	demonstrated	expedited	inspired	rehabilitated
aided	coached	diagnosed	facilitated	maintained	represented
assessed	coordinated	educated	familiarized	modified	supported
assisted	counseled	encouraged	guided	performed	upheld
brought	dealt	enlisted	helped	referred	

ORGANIZATIONAL or DETAILED

activated	collected	filed	logged	prepared	reduced
altered	compiled	gathered	maintained	processed	retrieved
assembled	described	generated	monitored	proofread	reviewed
approved	dispatched	implemented	observed	published	screened
arranged	edited	inspected	operated	purchased	specified
catalogued	estimated	listed	organized	recorded	streamlined
classified	executed		overhauled		systematized

ADDITIONAL ACTION VERBS

anticipated	determined	enforced	generated	instituted	navigated
arbitrated	diagnosed	estimated	guided	inventoried	obtained
ascertained	dispensed	expanded	handled	judged	offered
charted	displayed	experimented	headed	kept	ordered
checked	disproved	explained	hypothesized	learned	originated
completed	dissected	expressed	identified	lifted	Painted
conserved	distributed	extracted	illustrated	maintained	perceived
consolidated	diverted	filed	imagined	made	photographed
controlled	dramatized	financed	implemented	manipulated	piloted
decided	drove	followed	improved	memorized	played
detailed	eliminated	founded	improvised	modeled	prescribed
detected	empathized	gave	increased		