



career guide

writing accomplishment statements

ASU Career Services offers a comprehensive online Career Guide designed to help you evaluate career options, learn about internships and launch your career. The Career Guide includes detailed information about cover letters and resumes, interviewing, business etiquette, portfolios, graduate school admission processes, effective job and internship search strategies and more. Visit the Career Guide at asu.edu/careerguide.

Before: List of Duties

Followed up with customers.

Assisted with coordination of conferences.

Part of software training team.

Maintained office equipment.

Handled bookkeeping for a local retail store.

Responsible for health promotion efforts.

Responded to customer inquiries and problems.

Performed filing and other clerical duties.

Supervised staff.

After: Accomplishment Statements

- Initiated discussion of new product information during routine follow-up calls with existing customers. Resulting in 20 additional sales the first month and development of an upselling seminar for all customer service representatives.
- Negotiated with meeting facilities and monitored expenses to reduce conference costs by 20%.
- Developed a computer-based training program that reduced learner study time by 25% and saved an average of \$800 in travel expenses per off-site employee.
- Researched recurring copier problems, and designed a “user instructions” sign which reduced service calls by 50% and decreased copier downtime by 40%.
- Identified preferred vendors and established an approval process for purchasing that reduced incidental expenses by 30%.
- Organized a company-sponsored bike-a-thon which raised over \$700,000 for the American Heart Association and involved participation of over 1,000 employees.
- Earned the corporation’s annual “Outstanding Service Provider” award based on feedback from both internal and external customers.
- Reorganized and maintained over 600 technical files, reducing the file search time by an average of three hours weekly.
- Hired, trained, supervised and evaluated two staff in compliance with company policies and procedures.



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resume action verbs

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We've pulled together a lengthy list of action verbs designed to help you describe your educational and employment experiences. Spend a few minutes to identify those words that best match your background. You will get better results by checking job descriptions and job announcements.

Communication/People Skills

Addressed	Conveyed	Enlisted	Judged	Participated	Responded
Advertised	Convinced	Explained	Led	Persuaded	Sold
Arbitrated	Corresponded	Expressed	Lectured	Presented	Solicited
Arranged	Created	Formulated	Listened	Promoted	Specified
Articulated	Debated	Furnished	Manipulated	Proposed	Spoke
Authored	Defined	Helped	Marketed	Publicized	Suggested
Clarified	Developed	Identified	Mediated	Read	Summarized
Collaborated	Directed	Incorporated	Moderated	Reasoned	Synthesized
Communicated	Discussed	Influenced	Motivated	Reconciled	Translated
Composed	Dispatched	Interacted	Merged	Recruited	Traveled
Condensed	Distinguished	Interpreted	Negotiated	Referred	Wrote
Conferred	Drafted	Interviewed	Observed	Reinforced	
Consulted	Edited	Involved	Obtained	Reported	
Contracted	Elicited	Joined	Outlined	Resolved	

Creative Skills

Abstracted	Customized	Established	Initiated	Modified	Revitalized
Acted	Designed	Explored	Innovated	Originated	Shaped
Adapted	Developed	Fashioned	Instituted	Painted	Shared
Began	Devised	Formulated	Integrated	Perceived	Set
Combined	Directed	Founded	Introduced	Performed	Solidified
Composed	Discriminated	Generated	Invented	Photographed	Solved
Conceptualized	Displayed	Illustrated	Launched	Planned	Synthesized
Condensed	Drew	Imagined	Memorized	Published	Visualized
Created	Entertained	Imported	Modeled	Revised	Wrote

Management/Leadership Skills

Accentuated	Controlled	Established	Increased	Oversaw	Restructured
Administered	Converted	Evaluated	Initiated	Performed	Reviewed
Advanced	Coordinated	Executed	Inspected	Planned	Salvaged
Analyzed	Cut	Expanded	Instituted	Presided	Saved
Appointed	Decided	Fine Tuned	Led	Prioritized	Scheduled
Approved	Delegated	Generated	Managed	Produced	Secured
Assigned	Developed	Handled	Merged	Quadrupled	Selected
Attained	Directed	Headed	Moderated	Recommended	Streamlined
Chaired	Doubled	Hired	Motivated	Recovered	Strengthened
Considered	Eliminated	Hosted	Navigated	Recruited	Supervised
Consolidated	Emphasized	Implemented	Organized	Reorganized	Terminated
Contained	Enforced	Improved	Originated	Replaced	Tripled
Contracted	Enhanced	Incorporated	Overhauled	Restored	Troubleshoot

Data/Financial Skills

Administered	Balanced	Detailed	Maintained accuracy	Programmed	Solved
Adjusted	Budgeted	Determined	Managed	Projected	Trimmed
Allocated	Calculated	Developed	Marketed	Qualified	Yielded
Analyzed	Computed	Estimated	Measured	Reconciled	
Appraised	Conserved	Extracted	Netted	Reduced	
Assessed	Corrected	Forecasted	Planned	Researched	
Audited	Decreased	Increased speed	Prepared	Retrieved	

Helping Skills

Adapted	Cared	Directed	Integrated	Referred	Supplied
Adjusted	Clarified	Educated	Insured	Rehabilitated	Supported
Advised	Coached	Encouraged	Intervened	Related	Used teamwork
Advocated	Collaborated	Ensured	Led	Rendered	Volunteered
Aided	Contributed	Expedited	Listened	Represented	
Answered	Cooperated	Facilitated	Mentored	Resolved	
Arranged	Counseled	Familiarized	Motivated	Safeguarded	
Assessed	Demonstrated	Furthered	Perceived	Serviced	
Assisted	Developed sensitivity	Guided	Preventive	Simplified	
Attended	Diagnosed	Helped	Provided	Spoke	

Organizational/Detailed Skills

Accomplished	Compiled	Filed	Obtained	Responded	Standardized
Achieved	Completed	Followed through	Operated	Retained	Systematized
Approved	Configured	Generated	Ordered	Retrieved	Tabulated
Arranged	Corrected	Implemented	Organized	Recorded	Updated
Catalogued	Corresponded	Incorporated	Prepared	Reviewed	Validated
Charted	Dispatched	Inspected	Processed	Routed	Verified
Classified	Distributed	Judged	Provided	Scheduled	
Coded	Diversified	Logged	Purchased	Screened	
Collated	Enforced	Maintained	Recorded	Standardized	
Collected	Executed	Met deadlines	Registered	Submitted	
Compared	Facilitated	Monitored	Reserved	Supplied	

Research Skills

Analyzed	Decided	Explored	Interviewed	Published	Summarize ^d
Branded	Detected	Extracted	Invented	Recognized	Surveyed
Catalogued	Determined	Extrapolated	Investigated	problems	Synthesized
Clarified	Diagnosed	Field Formulated	Linked	Researched	Systematized
Collected	Differentiated	Gathered	Located	Reviewed	Tested
Compiled	Documented	Hypothesized	Measured	Searched	Wrote
Compared	Evaluated	Indoctrinated	Observed	Scanned	
Conducted	Examined	Inspected	Organized	Studied	
Critiqued	Experimented	Interpreted	Perceived	Solved	

Teaching Skills

Adapted	Communicated	Empowered	Focused	Instructed	Stimulated
Adopted	Conducted	Enabled	Guided	Invented	Taught
Advised	Coordinated	Encouraged	Individualized	Motivated	Tested
Benchmarked	Counseled	Enlightened	Influenced	Persuaded	Trained
Briefed	Critiqued	Evaluated	Informed	Schooled	Transmitted
Clarified	Decided	Explained	Initiated	Shaped	Tutored
Coached	Developed	Facilitated	Instilled	Simulated	Valued

Technical Skills

Adapted	Conserved	Engineered	Printed	Remodeled	Studied
Applied	Constructed	Fabricated	Programmed	Repaired	Upgraded
Assembled	Converted	Fortified	Rebuilt	Replaced	Utilized
Automated	Debugged	Installed	Rectified	Restored	
Built	Designed	Maintained	Re-designed	Solved	
Calculated	Determined	Operated	Re-engineered	Specialized	
Computed	Developed	Overhauled	Regulated	Standardized	

Manual Skills

Assembled	Controlled	Handled	Performed	Retooled	Worked
Bound	Drilled	Lifted	Set-up	Shipped	
Bent	Drove	Moved	Pulled	Skilled	
Built	Fed	Operated	Punched	Tended	