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.

<table>
<thead>
<tr>
<th>Before: List of Duties</th>
<th>After: Accomplishment Statements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Followed up with customers.</td>
<td>• 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.</td>
</tr>
<tr>
<td>Assisted with coordination of conferences.</td>
<td>• Negotiated with meeting facilities and monitored expenses to reduce conference costs by 20%.</td>
</tr>
<tr>
<td>Part of software training team.</td>
<td>• 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.</td>
</tr>
<tr>
<td>Maintained office equipment.</td>
<td>• Researched recurring copier problems, and designed a “user instructions” sign which reduced service calls by 50% and decreased copier downtime by 40%.</td>
</tr>
<tr>
<td>Handled bookkeeping for a local retail store.</td>
<td>• Identified preferred vendors and established an approval process for purchasing that reduced incidental expenses by 30%.</td>
</tr>
<tr>
<td>Responsible for health promotion efforts.</td>
<td>• 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.</td>
</tr>
<tr>
<td>Responded to customer inquiries and problems.</td>
<td>• Earned the corporation’s annual “Outstanding Service Provider” award based on feedback from both internal and external customers.</td>
</tr>
<tr>
<td>Performed filing and other clerical duties.</td>
<td>• Reorganized and maintained over 600 technical files, reducing the file search time by an average of three hours weekly.</td>
</tr>
<tr>
<td>Supervised staff.</td>
<td>• Hired, trained, supervised and evaluated two staff in compliance with company policies and procedures.</td>
</tr>
</tbody>
</table>
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](http://asu.edu/careerguide).

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

<table>
<thead>
<tr>
<th>Addressed</th>
<th>Conveyed</th>
<th>Enlisted</th>
<th>Judged</th>
<th>Participated</th>
<th>Responded</th>
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<tbody>
<tr>
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<td>Led</td>
<td>Persuaded</td>
<td>Sold</td>
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<tr>
<td>Arranged</td>
<td>Created</td>
<td>Expressed</td>
<td>Lectured</td>
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<td>Debated</td>
<td>Formulated</td>
<td>Listened</td>
<td>Promoted</td>
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<td>Clarified</td>
<td>Developed</td>
<td>Helped</td>
<td>Marketed</td>
<td>Publicized</td>
<td>Suggested</td>
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<tr>
<td>Collaborated</td>
<td>Directed</td>
<td>Identified</td>
<td>Mediated</td>
<td>Reconciled</td>
<td>Summarized</td>
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<tr>
<td>Communicated</td>
<td>Dispatched</td>
<td>Incorporated</td>
<td>Moderated</td>
<td>Reorganized</td>
<td>Synthesized</td>
</tr>
<tr>
<td>Composed</td>
<td>Discussed</td>
<td>Influenced</td>
<td>Motivated</td>
<td>Resolved</td>
<td>Translated</td>
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<td>Interacted</td>
<td>Negotiated</td>
<td>Reviewed</td>
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<td>Drafted</td>
<td>Interpreted</td>
<td>Observed</td>
<td>Recruited</td>
<td>Travelled</td>
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<td>Consulted</td>
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<td>Illustrated</td>
<td>Proposed</td>
<td>Reinforced</td>
<td>Wrote</td>
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<td>Elicited</td>
<td>Involved</td>
<td>Obtained</td>
<td>Reported</td>
<td>Wrote</td>
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### Creative Skills

<table>
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<tr>
<th>Abstracted</th>
<th>Customized</th>
<th>Established</th>
<th>Initiated</th>
<th>Modified</th>
<th>Revitalized</th>
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<td>Exploded</td>
<td>Innovated</td>
<td>Originated</td>
<td>Shaped</td>
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<td>Developed</td>
<td>Fashioned</td>
<td>Instituted</td>
<td>Painted</td>
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<td>Began</td>
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<td>Formulated</td>
<td>Integrated</td>
<td>Perceived</td>
<td>Set</td>
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<tr>
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<td>Directed</td>
<td>Founded</td>
<td>Introduced</td>
<td>Performed</td>
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<td>Displayed</td>
<td>Illustrated</td>
<td>Launched</td>
<td>Published</td>
<td>Synthesized</td>
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<tr>
<td>Condensed</td>
<td>Drew</td>
<td>Imagined</td>
<td>Memorized</td>
<td>Published</td>
<td>Visualized</td>
</tr>
<tr>
<td>Created</td>
<td>Entertained</td>
<td>Imported</td>
<td>Modeled</td>
<td>Revised</td>
<td>Wrote</td>
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</table>

### Management/Leadership Skills

<table>
<thead>
<tr>
<th>Accentuated</th>
<th>Controlled</th>
<th>Established</th>
<th>Increased</th>
<th>Oversaw</th>
<th>Restructured</th>
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</thead>
<tbody>
<tr>
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<td>Evaluated</td>
<td>Initiated</td>
<td>Performed</td>
<td>Reviewed</td>
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<tr>
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<td>Coordinated</td>
<td>Executed</td>
<td>Inspected</td>
<td>Planned</td>
<td>Salvaged</td>
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<tr>
<td>Analyzed</td>
<td>Cut</td>
<td>Expanded</td>
<td>Led</td>
<td>Presided</td>
<td>Saved</td>
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<tr>
<td>Appointed</td>
<td>Decided</td>
<td>Fine Tuned</td>
<td>Managed</td>
<td>Prioritized</td>
<td>Scheduled</td>
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<tr>
<td>Approved</td>
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<td>Merged</td>
<td>Produced</td>
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<td>Quadrupeled</td>
<td>Selected</td>
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<td>Directed</td>
<td>Hired</td>
<td>Motivated</td>
<td>Recommended</td>
<td>Streamlined</td>
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<td>Doubled</td>
<td>Hosted</td>
<td>Navagated</td>
<td>Recovered</td>
<td>Strengthened</td>
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<tr>
<td>Considered</td>
<td>Eliminated</td>
<td>Implemented</td>
<td>Organized</td>
<td>Recruited</td>
<td>Supervised</td>
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<tr>
<td>Consolidated</td>
<td>Emphasized</td>
<td>Improved</td>
<td>Originated</td>
<td>Reorganized</td>
<td>Terminated</td>
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<tr>
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<td>Incorporated</td>
<td>Overhauled</td>
<td>Replaced</td>
<td>Tripled</td>
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<tr>
<td>Contracted</td>
<td>Enhanced</td>
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<td></td>
<td>Restored</td>
<td>Troubleshoot</td>
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</table>

### Data/Financial Skills

<table>
<thead>
<tr>
<th>Administered</th>
<th>Balanced</th>
<th>Detailed</th>
<th>Maintained accuracy</th>
<th>Programmed</th>
<th>Solved</th>
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<tbody>
<tr>
<td>Adjusted</td>
<td>Budgeted</td>
<td>Determined</td>
<td>Managed</td>
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<td>Appraised</td>
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<td>Extracted</td>
<td>Netted</td>
<td>Reduced</td>
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<td>Assessed</td>
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<td>Forecasted</td>
<td>Planned</td>
<td>Researched</td>
<td></td>
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<td>Audited</td>
<td>Decreased</td>
<td>Increased speed</td>
<td>Prepared</td>
<td>Retrieved</td>
<td></td>
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</tbody>
</table>
### Helping Skills

- Adapted
- Cared
- Directed
- Integrated
- Referred
- Supplied
- Adjusted
- Clarified
- Educated
- Insured
- Refurbished
- Used teamwork
- Advised
- Coached
- Encouraged
- Intervention
- Represented
- Volunteered
- Advocated
- Collaborated
- Ensured
- Led
- Resolved
- Assisted
- Coordinated
- Facilitated
- Mentored
- Safeguarded
- Arranged
- Consulted
- Familiarized
- Motivated
- Serviced
- Assessed
- Demonstrated
- Furthered
- Perceived
- Simplified
- Attended
- Diagnosed
- Helped
- Preventive
- Spoke

### Organizational/Detailed Skills

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

### Research Skills

- Analyzed
- Decided
- Explained
- Interviewed
- Published
- Summarized
- Branded
- Detected
- Extracted
- Invented
- Surveyed
- Catalogued
- Determined
- Extrapolated
- Investigated
- Synthesized
- Clarified
- Diagnosed
- Formulated
- Linked
- Systematized
- Collected
- Differentiated
- Gathered
- Located
- Tested
- Compiled
- Documented
- Hypothesized
- Measured
- Wrote
- Compared
- Evaluated
- Inducted
- Observed
- Conducted
- Examined
- Inspected
- Researched
- Critiqued
- Experimented
- Interpreted
- Reviewed
- Studied
- Taught

### Teaching Skills

- Adapted
- Communicated
- Empowered
- Focused
- Instructed
- Stimulation
- 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
- Tutor
- 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