



Action Words

The following are some 'action words' that you may want to incorporate into your resume. Remember to use the correct tense depending on whether it was a past activity or it is a current one. Let your experience and actions talk. Do not exaggerate or over-emphasize what you did:

For Example

(a) Facilitated liaison between customers and executives to ensure timely resolution of customer issues

Tells the recruiter nothing about what you actually did and does not reflect the true skills and challenges of the role you have undertaken.

Is better written as:

(b) Managed a busy front reception telephone system handling up to 30 calls per hour at peak periods.

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|--------------|---------------|--------------|--------------|
| Accomplished | Contributed | guided | familiarised |
| Achieved | Controlled | handled | forecasted |
| Acquired | Converted | helped | formulated |
| Acted | Coordinated | hired | generated |
| Adapted | Created | identified | planned |
| Administered | Delegated | implemented | prepared |
| Adopted | Demonstrated | improved | presented |
| Advised | Designed | increased | produced |
| Analysed | Developed | initiated | promoted |
| Appointed | Devised | inspected | proposed |
| Appraised | Diagnosed | installed | provided |
| Assembled | Directed | instigated | recognised |
| Assisted | Discussed | instructed | recommended |
| Attained | Distinguished | integrated | reconciled |
| Attended | Distributed | introduced | reduced |
| Audited | Diversified | investigated | referred |
| Authored | Documented | issued | refined |
| Automated | Drafted | launched | reported |
| Awarded | Edited | lectured | represented |
| Balanced | Eliminated | liaised | resolved |
| Budgeted | Employed | managed | restructured |
| Calculated | Enabled | marketed | retained |
| Chaired | Encouraged | mediated | secured |
| Clarified | Enhanced | modified | selected |
| Coached | Enlarged | monitored | summarised |
| Collaborated | Enrolled | motivated | supervised |
| Collected | Ensured | negotiated | trained |
| Complied | Established | nominated | translated |
| Completed | Evaluated | obtained | undertook |
| Composed | Examined | operated | utilised |
| Coached | Exceeded | organised | validated |
| Conceived | Executed | originated | wrote |
| Conducted | Expanded | overcame | |
| Consolidated | Explained | participated | |



mums@work

enjoy work, love family...