



**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.

- |              |               |              |              |
|--------------|---------------|--------------|--------------|
| 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 |              |



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*enjoy work, love family...*