



Action Statements for a Resumé

Action words can be used to introduce good resume phrases. Here are some suggestions for selecting words and phrases.

- Use action words in short, clearly written phrases.
- Use the minimum number of words necessary to convey accurate information.
- Select words that will mean something to the person who will read your resume.
- Avoid introductory phrases such as “my duties included” or “I was in charge of.”
- List accomplishments whenever possible rather than just describe duties.
- Always keep the needs of your employer in mind.

This chart demonstrates using action words to create an accomplishment-oriented word picture. Basic duties and responsibilities are described in the first column. The second column changes these passive phrases into active statements. The third column includes accomplishment-oriented results.

| Passive | Active | Accomplishment-Oriented |
|--------------------------------------|--|---|
| Duties included teaching art lessons | Prepared and displayed creative art activities. | Prepared creative art activities, increased students' interest and abilities. Awarded four blue ribbons at District Art Show. |
| Customer Service | Provided customer service for bank services. | Provided customer service through resolution of problems, explanation of bank services and policies, and knowledge of financial planning, resulting in greater customer satisfaction. |
| Responsible for clerical duties. | Assisted supervisor with clerical/ office procedures to save time. | Successfully developed and implemented systems to streamline office procedures, increasing productivity. |
| Department Manager | Managed department and recruited participants. | Staffed and managed a 20- to 30-person department that recruited participants for marketing research studies. Cut costs by one-third in less than six months. |