UNIVERSITY OF THE FRASER VALLEY
CENTRE FOR EXPERIENTIAL AND CAREER EDUCATION

Action Words

Why should I use action words?

Use action words to create **accomplishment statements**, which highlight your experience, responsibilities, and how you can be of value **to meet the employer's needs**. Action words can be a powerful way **to maximize the impact of your statements** and provide employers with more context about your abilities.

Employers look for accomplishment statements throughout your resume. Review the job posting and tailor your resume by highlighting the skills employers are looking for. Explain to employers how you contributed to the organization and what you achieved by including how you completed the tasks and the result of your action.

Use **industry-specific verbs** to show your interest in the company. This displays your understanding of the industry/field you are in and encourages employers to have a deeper read.

Which tense should I use in my statement?

Using the correct tense in your resume helps employers differentiate what you are presently doing and what you have done or achieved in the past.

Present tense: Use this tense to describe what you do currently. For example:

Customer Service Representative April 2021 – Present
Connect Communications Chilliwack, BC

- Assist 30 customers per day by responding to call inquiries with personalized recommendations for programs offered, increasing client satisfaction, and improving client relations.
- Operate and balance a cash register of over $6000 per week.
- Maintain a customer retention rate 20% above the organization average.

Past tense: Use this tense to describe what you have done previously. For example:

Customer Service Representative May 2021 – January 2022
Crave Restaurant Abbotsford, BC

- Communicated effectively with customers regarding food orders to provide correct orders and excellent customer service.
- Trained a team of four new employees by giving examples, coaching through hands-on learning opportunities, and providing feedback to handle stressful situations in a busy work environment.
- Promoted special menu options while taking orders and serving guests to increase sales of selected items.
- Maintained an organized and clean work environment according to the company rules and regulations to ensure health and safety standards were met.

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Action Words

Action words when you led a project

Administrated	Controlled	Executed	Operated	Planned
Arranged	Coordinated	Headed	Orchestrated	Produced
Chaired	Directed	Hosted	Organized	Programmed
Conducted	Delegated	Managed	Oversaw	Spearheaded

Action words when you envisioned and brought a project to life

Built	Developed	Formalized	Implemented	Introduced	Started
Charted	Devised	Formed	Incorporated	Launched	
Created	Engineered	Formulated	Initiated	Pioneered	
Designed	Established	Founded	Instituted	Proposed	

Action words when you increased efficiency, productivity, profit, sales, revenue, or customer satisfaction (or reduced costs or time spent)

Accelerated	Budgeted	Delivered	Expedited	Lifted	Stimulated
Achieved	Capitalized	Diagnosed	Furthered	Marketed	Sustained
Advanced	Conserved	Dissected	Gained	Maximized	Yielded
Amplified	Consolidated	Doubled	Generated	Outpaced	
Appraised	Contracted	Enhanced	Improved	Reconciled	
Boosted	Decreased	Enlarged	Increased	Reduced	
Broadened	Deducted	Expanded	Lessened	Saved	

Action words when you changed or improved something

Altered	Converted	Innovated	Redesigned	Restructured	Strengthened
Anticipated	Corrected	Integrated	Refined	Revamped	Transformed
Approved	Customized	Merged	Refocussed	Revitalized	Trimmed
Balanced	Digitized	Modernized	Rehabilitated	Selected	Updated
Centralized	Doubled	Modified	Remodeled	Simplified	Upgraded
Checked	Effected	Moulded	Reorganized	Standardized	Widened
Configured	Influenced	Overhauled	Replaced	Streamlined	

Action words when you achieved something

Attained	Drove	Fixed	Outperformed	Sharpened	Surpassed
Awarded	Earned	Grew	Overcame	Shattered	Received
Completed	Enacted	Improvised	Participated	Showcased	Targeted
Deciphered	Endeavored	Learned	Raised	Sparked	Won
Demonstrated	Exceeded	Managed	Reached	Specialized	
Discerned	Experienced	Mastered	Represented	Steered	
Displayed	Finished	Obtained	Saved	Succeeded	

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Action Words

Action words when you communicated

Authored	Composed	Counseled	Edited	Performed	Wrote
Briefed	Confronted	Critiqued	Enlivened	Presented	
Campaigned	Conveyed	Defined	Illustrated	Promoted	
Coauthored	Convinced	Documented	Lobbied	Publicized	
Collaborated	Corresponded	Drafted	Outlined	Reviewed	

Action words when you brought in partners, funding, resources, or clients

Acquired	Located	Negotiated	Secured	Sourced	Upsold
Closed	Marketed	Partnered	Signed	Specified	
Forged	Navigated	Pitched	Sold	Supplied	

Action words to highlight your leadership and management skills

Aligned	Cultivated	Ensured	Led	Prioritized	Supported
Allocated	Delegated	Facilitated	Leveraged	Recruited	Systematized
Arranged	Differentiated	Fostered	Mentored	Regulated	Unified
Assigned	Directed	Groomed	Mobilized	Renovated	United
Augmented	Empowered	Grouped	Monitored	Screened	Verified
Authorized	Enabled	Hired	Motivated	Scrutinized	Weighed
Balanced	Encouraged	Inspected	Optimized	Shaped	
Blocked	Endorsed	Inspired	Ordered	Solved	
Championed	Enforced	Itemized	Predicted	Supervised	

Action words when you supported customers

Addressed	Arbitrated	Consulted	Prescribed	Resolved	Spoke
Advised	Assisted	Fielded	Provided	Served	Talked
Advocated	Coached	Informed	Recommended	Serviced	Treated

Action words when you did research or analysis

Analyzed	Compiled	Evaluated	Identified	Projected	Summarized
Assembled	Conducted	Examined	Indexed	Qualified	Surveyed
Assessed	Defined	Experimented	Interpreted	Quantified	Tested
Audited	Detailed	Explored	Interviewed	Oriented	Traced
Balanced	Detected	Extracted	Investigated	Recorded	Tracked
Calculated	Determined	Facilitated	Listed	Reported	Validated
Catalogued	Developed	Financed	Mapped	Reviewed	Visualized
Categorized	Discovered	Forecasted	Measured	Revised	
Combined	Documented	Formulated	Modeled	Searched	
Compared	Estimated	Gathered	Observed	Sorted	

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Action Words

Action words when you taught or trained

Adapted	Coached	Demystified	Encouraged	Guided	Taught
Advised	Communicated	Lectured	Evaluated	Instructed	Trained
Clarified	Coordinated	Educated	Explained	Persuaded	Tutored

Action words to highlight your creativity and critical thinking skills

Acted	Curated	Imagined	Originated	Sketched	Visualized
Brainstormed	Derived	Intensified	Outlined	Storyboarded	Wrote
Conceived	Diagramed	Invented	Proofread	Strategized	
Conceptualized	Drafted	Made	Published	Translated	
Crafted	Drew	Modeled	Researched	Utilized	

Action words when you oversaw or regulated

Adjudicated	Described	Enforced	Mentored	Questioned
Authorized	Dispatched	Ensured	Moderated	Screened
Blocked	Distributed	Inspected	Observed	Scrutinized
Decided	Dramatized	Itemized	Protected	Verified

Action words to highlight your networking and interpersonal skills

Accepted	Classified	Enlisted	Joined	Minimized	Referred
Acquired	Collected	Equalized	Liaised	Navigated	Secured
Adapted	Cooperated	Expressed	Lowered	Negotiated	Shared
Adjusted	Co-produced	Forged	Maintained	Partnered	Teamed up
Blended	Dispensed	Gathered	Married	Perceived	Won
Captured	Enlightened	Halted	Mediated	Recognized	Wove

Action words to highlight your technical skills

Automated	Configured	Detected	Networked	Retrieved	Troubleshoot
Calibrated	Defended	Displayed	Piloted	Rewrote	
Coded	Deployed	Detected	Repaired	Tested	
Compute	Designed	Installed	Restored	Transcribed	

Action words for a position's duties and responsibilities

Accomplished	Constructed	Fulfilled	Increased	Realized	Volunteered
Actualized	Finalized	Handled	Prepared	Scheduled	

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