

## ACTION VERBS

### Administrative Skills

Approved	Collected	Examined	Indexed	Processed	Retrieved	Transcribed
Arranged	Compiled	Executed	Inspected	Purchased	Screened	Validated
Catalogued	Computed	Generated	Monitored	Recommended	Specified	
Classified	Corresponded	Implemented	Organized	Recorded	Systematized	
Collaborated	Evaluated	Improved	Prepared	Reported	Tabulated	

### Teamwork/Communication Skills

Addressed	Bargained	Directed	Influenced	Moderated	Presented	Recruited
Advised	Collaborated	Drafted	Interpreted	Motivated	Promoted	Spoke
Arbitrated	Contributed	Edited	Interviewed	Negotiated	Proposed	Translated
Arranged	Corresponded	Explained	Lectured	Organized	Publicized	Updated
Authored	Developed	Formulated	Mediated	Persuaded	Reconciled	Wrote

### Financial Skills

Accounted	Appraised	Calculated	Correlated	Formulated	Maximized	Reconciled
Administered	Audited	Compared	Developed	Leveraged	Planned	Researched
Allocated	Balanced	Compiled	Examined	Managed	Predicted	Tested
Analyzed	Budgeted	Computed	Forecasted	Marketed	Projected	Strategized

### Helping/Teaching Skills

Adapted	Coached	Demonstrated	Encouraged	Familiarized	Led	Referred
Advised	Communicated	Developed	Evaluated	Guided	Listened	Rehabilitated
Assessed	Coordinated	Diagnosed	Expedited	Informed	Managed	Represented
Assisted	Counseled	Educated	Explained	Instructed	Mentored	
Clarified	Created	Enabled	Facilitated	Integrated	Modeled	

### Leadership/Management Skills

Administered	Attained	Coordinated	Evaluated	Measured	Planned	Restructured
Analyzed	Chaired	Delegated	Executed	Modeled	Prioritized	Reviewed
Anticipated	Conducted	Developed	Hired	Negotiated	Produced	Scheduled
Assessed	Consolidated	Directed	Improved	Organized	Recommended	Strengthened
Assigned	Contracted	Empowered	Increased	Oversaw	Reinforced	Supervised

### Selling Skills

Advised	Closed	Contacted	Differentiated	Motivated	Presented	Represented
Asked	Communicated	Contracted	Influenced	Negotiated	Promoted	Researched
Bargained	Compared	Convinced	Informed	Persuaded	Proposed	
Calculated	Consulted	Created	Mediated	Planned	Publicized	

### Technical/Research Skills

Analyzed	Critiqued	Engineered	Identified	Operated	Reviewed	Tabulated
Adjusted	Detailed	Evaluated	Interpreted	Organized	Solved	Tested
Calculated	Drafted	Examined	Investigated	Programmed	Summarized	Trained
Collected	Designed	Extracted	Maintained	Remodeled	Surveyed	Upgraded
Computed	Diagnosed	Formulated	Measured	Repaired	Systematized	

## TRANSFERRABLE SKILLS

Transferrable skills are skills and experiences attained in one type of position (i.e. job/internship, activity, student club, volunteer work, community involvement, class project) that can be effectively applied in a different context. Developing a resume that highlights skills relevant to a new position can be a difficult, but crucial task. You must learn how to market these skills to convince a new employer that your past experiences are related to the new position. Consider the following items to help expand the way a skill can be described:

1. Explain in greater detail the task involved
2. Identify specific skills utilized to execute the task
3. State how these tasks and skills assist in accomplishing the work objectives of your newly sought position.

Consider the following examples:

1. A student who volunteered with Habitat for Humanity as part of a community service project who is looking to obtain a summer internship in a non-profit setting:

<b><i>Before</i></b>	<b><i>After</i></b>
<ul style="list-style-type: none"> <li>• Helped build a house</li> <li>• Took students to work sites</li> <li>• Assisted with other projects as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Committed 5 Saturdays per semester to building a home for a needy family</li> <li>• Initiated and participated in fundraising efforts for Habitat for Humanity both on campus and in the community</li> <li>• Organized and scheduled 3 student teams and ensured safe transport to and from different work sites</li> </ul>

2. A current student who has worked part-time completing administrative work for a plumbing company who is looking for an internship in his/her major:

<b><i>Before</i></b>	<b><i>After</i></b>
<ul style="list-style-type: none"> <li>• Answered phones</li> <li>• Entered data</li> <li>• Filed paperwork</li> <li>• Completed various clerical duties</li> </ul>	<ul style="list-style-type: none"> <li>• Served as a primary contact between clients and owners of a small, independently owned plumbing company</li> <li>• Utilized multitasking skills to maintain an 8-line phone system</li> <li>• Accurately input confidential financial data for 150+ customer accounts per day into Excel</li> <li>• Coordinated travel arrangements and maintained the travel calendar for the vice president of organization</li> </ul>

3. A senior who worked as a waiter/waitress throughout college who is looking for a full-time position:

<b><i>Before</i></b>	<b><i>After</i></b>
<ul style="list-style-type: none"> <li>• Greeted and seated customers</li> <li>• Took orders and served food</li> <li>• Cleaned tables</li> </ul>	<ul style="list-style-type: none"> <li>• Averaged 20 hours per week (nights and weekends) in the highest volume NJ store while a full-time student</li> <li>• Independently accountable to close store and inventory products on weekly basis</li> <li>• Trained 7 new employees on corporate mission while modeling exceptional customer service</li> </ul>

4. A first-year college student with a part-time retail position who is seeking an internship:

<b><i>Before</i></b>	<b><i>After</i></b>
<ul style="list-style-type: none"> <li>• Check out customers at the cash register</li> <li>• Strong work ethic</li> </ul>	<ul style="list-style-type: none"> <li>• Complete cash and credit transactions with an average of 200 customers per shift in a timely manner</li> <li>• Consistently surpass daily sales goals in a large volume store by demonstrating extensive product knowledge and superior customer service skills</li> <li>• Monitor inventory levels and alert supervisor when products need to be restocked and/or reordered</li> </ul>

*For additional resume writing tips, please call The Career Center at 973-761-9355 or stop by 209 Bayley Hall to schedule an appointment with your career advisor.*