

Writing a Winning Resume

A resume is a summary of your qualifications for employment. It will typically tell the reader what type of position you are seeking and highlights of your education, experience, and skills. The primary purpose of a resume is to secure an interview. Resumes are also used as a marketing tool when conducting informational interviews and networking.

TYPES OF RESUMES

Chronological: This type of resume is used most frequently. With this format, you present information in reverse chronological order (most recent first) and provide an account of education, experiences and other skills.

Functional: This type of resume includes functional skill categories that highlight work experiences and transferable skills. A functional resume may be used if your experience and/or education do not support your professional objective. Many readers are suspicious when reviewing these resumes, as they may be used to hide gaps in employment or a lack of work experience.

Combination: This type of resume includes functional skill categories that highlight work experiences and transferable skills within the reverse chronological listing of work history.

APPEARANCE AND GENERAL GUIDELINES

Content Guidelines

- **Include Relevant Content:** Key information that must be included on any resume is: identifying information, education, and experience. Resume content will be covered in detail later in the handout.
- **Personal Information:** Do not include personal information such as age, height, weight, health status, marital status, number of children, military classification, etc., unless it is required for the specific position or for certain career fields such as acting. If you are conducting an international job search, please note that personal information may be required in some countries.
- **Abbreviations and Pronouns:** Avoid abbreviations, acronyms, contractions, and personal pronouns (I, me, etc.).
- **Photographs:** Do not incorporate personal photographs into your resume unless it is necessary to obtain the position. For example, professional head shot photos are required when applying for acting positions. If you are conducting an international job search, please note that photographs may be required in some countries.

Format Guidelines

- **Layout and Format:** Select a resume layout that is well-organized, consistent, and allows the reader to quickly retrieve information. Remember that the eye reads left to right, top to bottom; therefore, you should avoid centering subheadings. Choose a format that best highlights your skills and qualifications.
- **Enhancements:** Use indentation (tabs), bolding, capitalization and bullets to enhance important information. Avoid using italics and underlining because some resume scanners have difficulty interpreting this information.
- **Font and Font Size:** Use only one, professional-looking font. Consider using Arial, Times New Roman, or Times. Font size for your resume text should be between 10 and 12 point. Font size for headings and subheadings may be slightly larger.
- **Length:** Limit your resume to one page. If you have extensive, relevant experience (five+ years), your resume may be longer than one page. Certain industries or occupations, such as academia, may favor longer resumes.
- **Margins:** Set all margins (left, right, top and bottom) no smaller than ½ inch and no larger than 1 inch.
- **White Space:** Use white (blank) space effectively to make your resume look balanced, professional and easy to read. Avoid filling the entire surface of the paper with information.
- **Computer Templates:** Do not use a computer resume template. Readers can identify these formats immediately and they limit your flexibility in changing the content and style of your resume.

Tips

- **Tweak Your Resume:** Adjust and update your resume for every application you submit. Review the job description for a clear outline of requirements and ensure your resume directly addresses the qualifications needed for the job.
- **Proofreading:** Request that several people review and comment on your resume, including a career advisor in Career Services. Review your resume until you are confident it is error-free and an honest, accurate reflection of your skills and abilities.
- **Delivery:** Pay careful attention to the resume delivery method requested by the employer. When e-mailing a resume, consider saving the file as a PDF. If you need to print your resume for an interview or career fair, use quality bond paper. White or off-white paper is preferable. Avoid parchment-style, flecked or dark papers because they do not photocopy or scan well. To create a professional presentation, the cover letter and reference page should be printed on the same paper. Print your resume using a laser printer for a sharp, clean look. Do not distribute photocopies of your resume. Use only black ink.

RESUME CONTENT

The following information is typically included in a resume:

- Identifying Information
- Objective and/or Summary of Qualifications (optional)
- Education
- Experience
- Optional Information, such as Awards/Honors, Involvement/Leadership, Skills, Professional Information, Other Areas

Identifying Information

Your name, complete address, telephone number(s), and e-mail address should be listed at the top of your resume. Use e-mail addresses that are clear and professional. Students who have contact information at home and school should distinguish the separate addresses by date, or by the headings “current” and “permanent.”

Objective and/or Summary of Qualifications (optional)

The objective appears near the top of your resume and tells the reader about your career goals and/or expresses interest in a specific job or vacancy. The objective gives direction and focus to your resume. You may title this section a variety of things including: Career Objective, Objective, Position Desired, or Professional Objective.

The major components of the objective, in their suggested order, are:

1. General or specific job title (Examples: entry-level position, accountant, graphic designer, actor, musician, biologist, sales representative, teacher, etc.)
2. Occupational field or industry (Examples: human resources, retailing, health care, manufacturing, banking, education, entertainment, etc.)
3. Qualifications/skills (Examples: computer competencies, languages, teamwork, problem solving, creativity, management, organization, etc.)
4. Information related to the position that may entice the reader to consider you (optional) (Examples: willingness to travel and/or relocate, work authorization, etc.)

The summary of qualifications appears near the top of your resume and summarizes your education, experience and/or skills. The summary of qualifications, like the objective, gives your resume focus and direction. It can be used instead of an objective or may be used to complement and support an objective. You may title this section in several ways including: Summary of Qualifications, Qualifications Summary, Professional Highlights, or Professional Qualifications.

Education

This section of your resume outlines your educational background by listing the degrees, certificates or licenses you may have earned. You may title this section, and sections like it, a variety of things including: Academic Background, Academic Training, Certificates and Licenses, Degrees Earned, or Education.

Required Educational Information

- Degree and Major
- Date of Graduation (month and year only)
- College or University
- Geographic Location of College or University

Optional Educational Information

- Overall GPA (if 3.0 or higher) and/or Major GPA (if 3.0 or higher)
- Minor(s), Area of Concentration or Related Coursework

High school information should transition off of your resume no later than the sophomore year in college.

Experience

This section of your resume tells the reader what type of experience you have that may qualify you for a specific position. You may title this section, or sections like it, a variety of things including: Employment History, Career Highlights, Internships, Career-Related Experience, Clinical Experience, or Professional Experience.

Required Experience Information:

- Job Title
- Dates of Employment (month and year to month and year)
- Employer Name
- Location of Employer (city and state)
- Bulleted descriptions starting with action verbs (past or present tense) that clearly state your experience-related actions, outcomes and accomplishments

Optional Information

Once you have listed your education and experience, you will need to decide what else you want to communicate to the reader. You may want to consider grouping related information. Here are some common resume categories with sample headings.

Awards/Honors:

Achievements

Distinctions

Scholarships

Special Honors

(Note: This information could be incorporated into the education section of your resume or could be presented as a resume category/subsection.)

Involvement/Leadership:

Activities

Campus Activities

Campus and Community Involvement

Leadership Experience

Volunteer Activities

Skills:

Computer Competencies and Skills

Language Proficiencies

Professional Information:

Conferences

Exhibits

Performances

Presentations

Professional Affiliations/Associations

Publications

Other Areas:

Interests

International Travel

Military History

RESUME ORGANIZATION

Resumes are organized differently depending on your background and your audience. Follow these guidelines when deciding how to organize your resume. Please note that the most important information should be listed first.

- Identifying information (name, contact information) is listed first.
- Objective or summary of qualifications is listed next, if included. When you are applying to a specific vacancy, the objective or summary gives you the opportunity to provide a brief statement that connects your career aspirations and qualifications to the specific position and/or industry. This section serves as the first step in tailoring your resume to the specific opening.
- All other headings and subsequent text are listed as they relate to the objective. Resume information should be prioritized and presented in a manner that best supports the objective or summary of qualifications. For example, if you have limited professional experience, your educational information should appear before your experience. However, if you have professional experience that is directly relevant to your objective, you should list experience before educational information.

Within each category, all information is listed in reverse chronological order. When organizing a resume, the most recent information should be listed first. For example, if you have both a master's and a bachelor's degree you would list the master's degree first when presenting educational information. This also applies to work experience and other sections of the resume.

REFERENCES

Prepare a separate sheet listing your references. This sheet should indicate that it is your reference list. This can be done by putting your name, address and telephone number at the top of the page just as it appears on your resume; write the word, "REFERENCES" before you begin presenting the names and contact information for your references.

When providing references to a prospective employer, make sure that you provide information that would be included on the person's business card. Important information to include is:

- Reference's name
- Title
- Organization
- Complete address
- Telephone number
- E-mail address
- Fax number (optional)

List all references in alphabetical order by last name. You may also include a brief statement explaining your professional relationship to the reference. Before including someone as a reference, make sure that you contact the person and ask if he/she would be willing to serve as a reference for you. Also, make sure that you keep your references informed about your job search.

If you use an honorific (Dr., Mr., Mrs., Rev., etc.) for one reference, use an honorific for all references.

CHRONOLOGICAL RESUME with Objective Statement

Hector Smith

Before May 2011:
123 Apple Lane
St. Louis, Missouri 63141

314-555-5555
johnsmith@email.com

After May 2011:
456 Merry Way
Baltimore, Maryland 21201

OBJECTIVE

To obtain a management trainee position in the retail sales industry utilizing interpersonal skills, education and leadership ability.

EDUCATION

Bachelor of Arts, Management, May 2011

Webster University, St. Louis, Missouri

GPA: 3.7/4.0

Related Coursework: Management Theory and Practices, Managerial Policies and Strategies, Marketing, Marketing Strategies and Human Resource Management

EXPERIENCE

ABC Retail, St. Louis, Missouri

Intern, June 2010 to Present

- Assist with overseeing daily operations of three departments; train and supervise six store clerks working in these departments.
- Create store displays to promote new and sale items specific to each department.
- Prepare and balance cash drawers; prepare bank deposits averaging \$50,000 - \$75,000 daily.

Eddie's Restaurant, St. Louis, Missouri

Weekend Manager, October 2009 to Present

- Schedule, supervise, and evaluate 10 weekend staff members.
- Provide on-the-job training to employees on customer service and restaurant policies and practices.

Server, March 2007 to October 2009

- Introduced customers to restaurant and menu, listened to customer needs, and facilitated enjoyable dining experience.
- Nominated employee of the month for outstanding customer service in October 2009.

XYZ Employer, St. Louis, Missouri

Sales Associate, June 2007 to December 2008

- Utilized selling techniques and increased department sales by 8% in six-month period.
- Generated repeat business by utilizing mail and phone follow-up system to track customer purchases and anticipate needs.
- Increased customer loyalty by carefully listening to and addressing customer needs and handling issues with patience and sensitivity.

ACTIVITIES & COMMUNITY INVOLVEMENT

Senator, George Herbert Walker School of Business & Technology, Student Government Association, 2009-2010

Volunteer, Humane Society of Missouri, 2007 to Present

LANGUAGE SKILLS

Fluent in Spanish

CHRONOLOGICAL RESUME with Course Projects

James Traveler

123 Main Street, St. Louis, MO 63119
314-555-1234
james.traveler@email.com

OBJECTIVE

Seeking a research analyst position applying excellent writing skills and knowledge of research methods

EDUCATION

Bachelor of Arts in International Relations, May 2011

Webster University, St. Louis, MO

- Study Abroad: Geneva, Switzerland, Fall 2010 (Attendee, 13th Annual Humanitarian Conference)
- Short-Term Study Abroad Program: Namibia, Summer 2009

RELATED COURSEWORK

History of Africa

Third World

Conduct of Foreign Policy

Advanced Research Methods

Economics of Development

Refugee and Migration Movements

EXPERIENCE

Civil and Political Rights in Uganda, Senior Thesis, St. Louis, MO, January 2011-May 2011

- Drafted and edited thesis on human rights conditions of the Ugandan people
- Conducted research on civil and political rights through a literature review of past interviews, newspapers, periodicals, case law, historical papers, polls, and statistical sources
- Interpreted policies and legislation with a knowledge of International Law
- Analyzed activity in Uganda through investigating current affairs and conducting interviews with refugees
- Presented research findings to campus human rights groups

Study Trip, South Africa, December 2010

- Analyzed the political, social, and economic structure and conditions of South Africa
- Interviewed government officials, policy-makers, diplomats, academics, and refugees

International Relations Practicum, Jones Institute for Public Policy, St. Louis, MO, June 2010-August 2010

- Participated in a team research project on education reform proposals
- Published a variety of pieces including op-eds and letters to the editor
- Presented research findings and answered cross-examination by policy experts and peers

Volunteer Research Assistant, Professor Lana Carlisle, St. Louis, MO, August 2009-May 2010

- Compiled economic statistics and found relevant literature for upcoming projects
- Completed literature reviews for research reports
- Performed media searches and drafted issue briefs on topics related to trade, immigration, and human rights
- Assisted in drafting proposals for independent research submissions to journals

ORGANIZATIONS

African Student Association, 2008-Present

Amnesty International, 2008-Present

LANGUAGES

Fluent in French

Intermediate in Bantu

FUNCTIONAL RESUME with Summary of Qualifications

Christine Sample

124 Main Street, St. Louis, Missouri 63131
314-555-3232, mschristinesample@hotmail.com

SUMMARY OF QUALIFICATIONS

- Six years of experience in the healthcare industry
- Experience with strategic planning, program design/implementation, and personnel management
- Expertise with insurance claims and contract negotiations
- Proficient with Microsoft Word, Excel, Access, PowerPoint, SAP, and patient database systems

PROFESSIONAL EXPERIENCE

Management

- Presided over all operations of a 40-room healthcare facility, including annual operating budget of \$12,000,000
- Increased annual revenues by more than 15% for three consecutive years as director
- Managed all insurance contract negotiations; implemented new system for processing claims

Supervision and Training

- Recruited, trained and supervised 60 employees; established goals and competencies, conducted performance evaluations, and granted promotions
- Directed staff meetings and strategic planning sessions with senior staff
- Implemented new leadership development and training program for employees that resulted in a 50% increase in employee retention
- Instituted employee incentives program that resulted in enhanced job performance

Program Development/Coordination

- Facilitated opportunities for peer-support systems within treatment program
- Developed and implemented new patient evaluation system ensuring patients received the best care
- Designed, organized, and promoted "Healthy Alternatives" community prevention program; registered 500 participants in the first year

Public Relations/Marketing

- Produced a comprehensive marketing plan, including a proposal for radio/television advertising
- Partnered with city police and fire departments to sponsor charity events
- Redesigned company logo for ten-year anniversary event
- Managed 35 corporate sales accounts, with revenues of over \$300,000

EMPLOYMENT HISTORY

Serenity Healing Center, St. Louis, Missouri

- Director, December 2005 to Present
- Counselor, July 2003 to December 2005

St. Louis Bread Company, St. Louis, Missouri

- Marketing Assistant, May 2000 to July 2003

EDUCATION

Webster University, St. Louis, Missouri

Master of Arts, Health Services Management, May 2003

Bachelor of Arts, Psychology, December 2000

PROFESSIONAL ASSOCIATIONS

Member, American College of Health Care Administrators, 2001 to Present

Member, American Association of Homes and Services for the Aging, 2003 to Present

COMBINATION RESUME with Summary of Qualifications

Justine Taylor, LPC, CSAC

555 West Park Avenue, Fort Collins, CO, 907-555-3232, jtaylor@yahoo.com

SUMMARY OF QUALIFICATIONS

- Strong background in counseling; expertise in issues related to substance abuse and mental illness
- Demonstrated leadership skills; proven strengths in managing, supervising and motivating staff
- Excellent interpersonal and customer service skills; experience working with community leaders
- Outstanding organization and prioritization abilities; consistently required to handle multiple tasks at one time

PROFESSIONAL EXPERIENCE

Professional Counselor, Serenity Healing Center, Estes Park, CO, June 2009 to Present

Counseling and Education

- Perform client intake analyses; counsel individuals and facilitate group therapy for individuals who have a dual diagnosis of mental illness and substance abuse
- Developed and facilitate family awareness education programs; increased family participation in programming by 30% in one year
- Wrote individual in-house treatment programs for over 100 clients
- Designed and wrote long-term treatment guidelines and procedures for departing clients resulting in 25% reduction of relapse incidents

Supervisory

- Provide supervision to three student interns
- Recruit, hire and train part-time staff to assist with family programming
- Train new employees; discuss client issues and program processes/procedures
- Initiated employee incentive plan resulting in 40% decrease in turnover

Marketing Assistant & Assistant Manager, Jennifer's Retail, St. Louis, MO, May 2007 to June 2009

Marketing

- Developed customer satisfaction follow-up survey and utilized survey data to redesign marketing campaign; developed outreach program that resulted in a 30% increase in repeat business
- Created store displays to promote new and sale items specific to each department

Management

- Assisted with overseeing daily operations of three departments; trained and supervised 20 department associates
- Participated in 80 hours of conflict negotiation training and 120 hours of customer/employee relations training

Educator & Caseworker, Missouri Department of Safety, St. Louis, MO, May 2004 to May 2007

Teaching and Presentation

- Presented drunk-driving awareness seminars to high school students; assisted in organization and facilitation of Students Against Drunk Driving (SADD) education seminars and programs
- Lectured in offender education courses
- Presented substance abuse awareness seminars for local associations, providing vital community education service

EDUCATION

Substance Abuse Counselor Certification, St. Louis Community College, St. Louis, MO, May 2010

Master of Arts, Counseling, Webster University, St. Louis, MO, December 2008

Bachelor of Arts, Organizational Leadership, Fontbonne University, St. Louis, MO, May 2004

ASSOCIATIONS

American Counseling Association, 2009 to Present

American Management Association International, 2007 to Present

INDUSTRY-SPECIFIC RESUME Acting Resume

NOTE: Resume is printed on or attached to the back of an 8" x 10" head shot photograph; therefore, the resume is not the standard size of an 8.5" x 11" sheet of paper.

IMA STARR

Actor/Singer/Dancer

Equity Membership Candidate, Eligible Performer

456 Garden Avenue
St. Louis, Missouri 63119
314.555.5678
Ima.Starr@gmail.com

Height: 5'9"
Weight: 132
Eyes: Blue
Voice: Soprano

STAGE EXPERIENCE

Ten Little Indians
Phantom of the Opera
Taming of the Shrew
Sound of Music
Godspell
Book of Days
The King and I

Ann
Carlotta
Kate
Liesl
Chorus
Ruth
Anna

Webster University, Studio Theater
Webster University, Mainstage
Bloomington Shakespeare Festival
Springfield Little Theatre
Springfield Little Theatre
Webster University, Studio Theatre
Webster Groves High School

PRODUCTION EXPERIENCE

James and the Giant Peach
Suessical the Musical
Cats
The Boys Next Door
The Importance of Being Earnest
Beau Jest

Director
Director
Make-Up Designer
Stage Manager
Props Master
Lighting Designer

St. Louis Children's Theatre
Imagination Theater
Howard Jones High School
St. Louis Muny Theater
St. Louis Muny Theater
Brookfield Dinner Theater

SPECIAL SKILLS

Dialects: Standard British, Cockney, Irish, Russian, Brooklynese, Southern
Stage Combat: Unarmed and Broad Sword

TRAINING

Acting: 7 years
Voice: 12 years
Dance (tap, swing, modern): 4 years

EDUCATION

Bachelor of Fine Arts, Musical Theater, May 2012
Webster University, St. Louis, Missouri

INDUSTRY-SPECIFIC RESUME Security Management Resume

Eaton Witherspoon

2727 Graceland Parkway Highway, Greenville, South Carolina 65432
515.555.5678 (Home), 515.555.7890 (Mobile)
eaton.witherspoonk@aol.com

- EDUCATION**
- Master of Business and Organizational Security Management** May 2008
Webster University, Greenville, South Carolina
- Bachelor of Science in Computer and Information Systems** May 2004
University of South Carolina, Columbia, South Carolina
- RELEVANT COURSEWORK**
- Security Management
 - Business Assets Protection
 - Information Systems Security
 - Business Intelligence
 - Computer Architecture
 - Computer Security
- EXPERIENCE**
- Corporate Information Systems Security Officer** June 2008 - Present
Global Defense Systems, Inc., Greenville, South Carolina
- Develop and manage the daily computer systems security program for a \$500 million government contracting agency with over 240 employees and systems users.
 - Conceptualized and created an information security system designed to comply with the United States government "top secret" clearance standards which served as a prototype for other government contractors.
- Web Designer / Database Administrator** September 2006 - June 2008
Creative Creator Creations, Inc., Florence, South Carolina
- Developed, designed and launched the first company interactive website designed to allow customers to review products, order inventory and track shipping.
 - Increased sales by over 300% one month after website launch by implementing creative web and e-mail marketing strategies.
 - Designed and implemented an artificial intelligence program that interacted with on-line customer orders, vendors, and shipping partners to manage a just-in-time inventory that saved the company over \$2 million.
- Programmer** May 2004 - September 2006
State of South Carolina, Department of Youth Services, Columbia, South Carolina
- Wrote computer programs using C++ designed to track client services and financial data.
 - Generated routine financial reports for the Governor of South Carolina related to costs associated with this innovative, federally-funded grant program.
- COMPUTER COMPETENCIES**
- Programming Languages: C, C++, HTML, Visual BASIC, COBOL, Java, Assembly
Software: Microsoft Office (Word, Access, Excel, PowerPoint, Publisher), PROTOOLS, Garage Band, Audacity1
E-mail Applications: Outlook, Groupwise, Netscape
Systems & Environments: PC, Apple, Mainframe, Windows, DOS
- PROFESSIONAL ASSOCIATION**
- American Society for Industrial Security (ASIS)

INDUSTRY-SPECIFIC RESUME Education Resume

OLIVE KIDDS

1254 West Forrest Park Lane, St. Louis, Missouri 63112
314.555.5678 (Home), 314.555.7890 (Mobile)
olive.kidds@webster.edu

OBJECTIVE

To obtain a teaching position in an elementary school utilizing education, experience, and demonstrated skills in classroom management, interpersonal communication, teamwork, and leadership. Interested in opportunities to sponsor extra-curricular activities.

EDUCATION

Bachelor of Arts in Elementary Education May 2011
Webster University, St. Louis, Missouri
Missouri Elementary Education (Grades 1-6) Teaching Certificate Pending June 2011
Endorsements in Language Arts and Social Sciences
GPA: 3.40/4.00

TEACHING EXPERIENCE & INTERNSHPS

First Grade Teacher / Apprentice Teacher January 2011-Present

Webster Groves School District, Webster Groves, Missouri

- Manage teaching responsibilities for a classroom of 22 students at Avery Elementary School
- Assist with the school-wide recycling program
- Serve as volunteer for parent-teacher association programs
- Enforce established classroom rules and disciplinary procedures
- Created language units for cultural diversity, careers, winter animals, birds, and rain forests
- Observed alternative teaching styles during visits to other schools

First and Second Grade Teacher's Aide / Education Intern October 2010-December 2010

Clayton School District, Clayton, Missouri

- Served as an education intern at Applegate Elementary School for ten hours per week
- Taught literature-based lessons, and tutored students individually and in small groups

Fifth Grade Teaching Assistant March 2009

Parkway School District, St. Louis, Missouri

- Served as an education intern at Hamilton Middle School for 40 hours
- Created bulletin boards, graded writing and mathematics papers, and facilitated small group activities

Special Education Classroom Assistant November 2008

St. Louis School District, St. Louis, Missouri

- Completed a 20-hour internship in a special education classroom at Horace Mann Elementary
- Tutored at-risk students and supervised students on field trips

ADDITIONAL EXPERIENCE

Student Manager, Webster University Fitness Center, St. Louis, Missouri Summers 2008-2010

Cashier, Walgreens, St. Louis, Missouri Summers 2006-2007

ACTIVITIES

President, Student Education Association October 2010-Present

Team Leader, Circle K Club Community Service Organization January 2009-December 2009

Secretary, Alpha Phi Omega Service Fraternity September 2008-Present

Athlete, Intramural Sports September 2008-Present

HONORS AND AWARDS

Dean's List

Daniel Webster Scholar

Omicron Delta Kappa Leadership Society

REFERENCE PAGE

Hector Smith

Before May 2011:
123 Apple Lane
St. Louis, Missouri 63141

314-555-5555
johnsmith@email.com

After May 2011:
456 Merry Way
Baltimore, Maryland 21201

REFERENCES

Mr. Pat Johnston
Manager
Eddie's Restaurant
2324 Manchester Road
St. Louis, Missouri 63555
(314) 445-6326
pjonstons@eddiesplace.com
* Current supervisor at Eddie's Restaurant

Dr. Maryellen Masters
Creative Director
XYZ Advertising
89 Main Street, Suite 34
St. Louis, Missouri 63221
(314) 567-9878
mastersm@jenson.net
* Former supervisor at XYZ Advertising

Ms. Kim Winston
Manager/Intern Supervisor
ABC Retail
14000 West Boulevard, #145
St. Louis, Missouri 63121
(314) 639-9851
winston_abcretail@stores.com
* Previous supervisor ABC Retail

Action Verbs

MANAGEMENT

Administer
Analyze
Apply
Arbitrate
Assert
Assign
Attain
Chair
Coach
Conduct
Confront
Consolidate
Contract
Control
Coordinate
Critique
Decide
Delegate
Develop
Direct
Dispatch
Display
Diversify
Employ
Enforce
Enlist
Establish
Evaluate
Expand
Govern
Handle
Head
Hire
Implement
Improve
Increase
Institute
Integrate
Launch
Lead
Maintain
Manage
Order
Organize
Oversee
Plan
Prescribe
Preside
Prioritize
Produce
Propose
Rank
Recognize
Recommend
Recruit
Regulate
Reinforce
Represent
Resolve
Restructure
Retain
Schedule
Select
Shape
Stimulate
Streamline
Structure
Supervise
Support
Terminate

Track
Train
Trouble-shoot

COMMUNICATION

Address
Advertise
Announce
Arbitrate
Author
Clarify
Collaborate
Communicate
Conduct
Confront
Consult
Contact
Convince
Correspond
Counsel
Critique
Develop
Direct
Draft
Edit
Explain
Formulate
Influence
Interpret
Interview
Introduce
Lecture
Mediate
Moderate
Motivate
Persuade
Post
Project
Promote
Propose
Publish
Publicize
Question
Quote
Read
Recruit
Refer
Resolve
Speak
Specify
Suggest
Summarize
Translate
Transmit
Welcome
Write

RESEARCH

Assess
Calibrate
Catalogue
Chart
Clarify
Collect
Compare
Conclude
Conduct
Correlate
Critique
Define
Detect

Determine
Diagnose
Discover
Document
Evaluate
Equate
Examine
Experiment
Extract
Gather
Graph
Identify
Inspect
Interview
Investigate
Locate
Manipulate
Measure
Observe
Predict
Prove
Reason
Relate
Research
Review
Search
Summarize
Synthesize
Systematize
Test
Theorize

TECHNICAL

Assemble
Automate
Build
Calculate
Calibrate
Compute
Construct
Deliver
Design
Devise
Distribute
Engineer
Execute
Fabricate
Fix
Generate
Install
Lay Out
Maintain
Modify
Move
Operate
Overhaul
Package
Pilot
Place
Prepare
Process
Produce
Program
Repair
Remodel
Reposition
Retrieve
Route
Service
Solve
Time

Transmit
Transport
Treat
Trim
Upgrade

TEACHING

Adapt
Advise
Assess
Assign
Award
Calculate
Chart
Clarify
Coach
Communicate
Coordinate
Confront
Control
Correct
Critique
Develop
Discipline
Educate
Enable
Encourage
Enforce
Evaluate
Explain
Facilitate
Guide
Grade
Influence
Inform
Inspire
Instruct
Lecture
Motivate
Persuade
Review
Reward
Schedule
Screen
Select
Set Goals
Stimulate
Study
Teach
Test
Train
Tutor

FINANCIAL

Account for
Allocate
Adjust
Administer
Analyze
Appraise
Assess
Audit
Balance
Budget
Calculate
Compute
Develop
Document
Equate
Estimate
Figure

Forecast
Formulate
Input
Log
Manage
Market
Plan
Predict
Project
Quote
Reconcile
Record
Report
Research
Sponsor
Tabulate
Transact
Transfer

CREATIVE

Act
Adapt
Advertise
Author
Compose
Conceive
Conceptualize
Conduct
Construct
Create
Customize
Design
Develop
Devise
Display
Draft
Entertain
Establish
Exhibit
Explore
Fashion
Found
Illustrate
Imagine
Improvise
Initiate
Innovate
Introduce
Invent
Lay Out
Market
Modify
Originate
Overhaul
Perform
Pilot
Pioneer
Present
Recreate
Restructure
Redesign
Remodel
Reshape
Revise
Sketch
Solve
Synthesize

HELPING

Accelerate
Accommodate

Advance
Alleviate
Answer
Assess
Assist
Assure
Clarify
Coach
Collaborate
Contribute
Counsel
Demonstrate
Diagnose
Educate
Enable
Encourage
Enhance
Expatriate
Expedite
Facilitate
Familiarize
Foster
Guide
Help
Improve
Influence
Intervene
Maximize
Motivate
Prescribe
Provide
Reason
Refer
Refine
Rehabilitate

Represent
Relieve
Remedy
Suggest

CLERICAL
Address
Amplify
Arrange
Catalogue
Chair
Compile
Complete
Coordinate
Draft
Enter
Estimate
File
Finalize
Format
Find
Generate
Implement
Index
Input
Journalize
List
Locate
Log
Maintain
Monitor
Order
Organize
Pin Point
Prepare

Process
Record
Reorganize
Screen
Sort
Specify
Systematize
Tabulate
Update
Upgrade
Validate

MISCELLANEOUS

Accomplish
Achieve
Act
Activate
Affect
Amplify
Anticipate
Assume
Attain
Attract
Balance
Bargain
Chose
Close
Collect
Complete
Conclude
Confine
Confirm
Conserve
Consolidate
Contain

Decrease
Define
Demonstrate
Determine
Develop
Differentiate
Dispense
Disperse
Disseminate
Distinguish
Divert
Earn
Eliminate
Enact
Endure
Enlarge
Enter
Exceed
Experience
Extract
Familiarize
Focus
Forecast
Form
Group
Instigate
Insure
Judge
Master
Match
Meet
Monitor
Negate
Obtain
Occupy

Open
Participate
Penetrate
Perform
Plan
Preserve
Prospect
Protect
Receive
Rectify
Reduce
Reject
Render
Repeat
Restore
Reverse
Revitalize
Sample
Save
Secure
Sell
Serve
Set Goals
Set Up
Simplify
Solidify
Strengthen
Surpass
Travel
Undertake
Utilize
Validate
Verify