

# **RÉSUMÉS, COVER LETTERS & REFERENCES**

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**TIPS & STRATEGIES**



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CAREER AND PROFESSIONAL  
DEVELOPMENT CENTER

# RÉSUMÉ WRITING: GETTING STARTED

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First impressions count! Your résumé may be the first impression made to a potential employer or person in your network. It is a key marketing tool. Employers will spend **only 10-15 seconds** reviewing your résumé, so you must be clear and concise. The goal is to accurately show the “fit” between your skills and experiences and what the employer needs (look closely at the position description).

## STEP 1

Before writing your résumé, it is critical for you to answer the following questions:

- ***Who will be reading my résumé?***
- ***What skill sets and qualifications are they looking for in my résumé?***
- ***How can I demonstrate, through specific examples, my skills and experiences?***

## STEP 2

**Tailor your résumé** for each position/company to which you are applying. Conduct thorough research to understand what is important to them and what value you offer them.

## STEP 3

**Employers are interested in your transferable skills.** These are skills you can carry, or transfer, with you to various jobs. Develop a list of your accomplishments, skills, and personality characteristics. This will help you match your skills and abilities to the position requirements. Transferable skills demonstrate to the employer your range of abilities. Examples include:

Communication (verbal and written)  
Critical thinking  
Problem-solving  
Leadership

Coordinating with Others  
Multicultural Understanding  
Creativity  
Emotional Intelligence

***Try the following exercise to document your skills while providing examples that showcase where you demonstrated these qualifications.***

Skills desired by target employer/industry/graduate school	Specific examples from your experience
<i>Example: attention to detail.</i>	<i>Example: Demonstrated strong attention to detail while revising, editing and distributing a leadership manual for service trip members.</i>

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# CHECKLIST FOR AN EFFECTIVE RÉSUMÉ

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- Do NOT use a template. Start with a blank document. This will be easiest to customize and edit.
- Font – Calibri or Cambria; nothing smaller than 10-point font and .5 inch margins.
- Length - one page, typically. *Talk with a career coach if you're having difficulty keeping it to one page.*
- Demonstrate your **FIT** for the position and employer's needs.
- Showcase your strengths and transferable skills as they relate to the position.
  - Target the most **relevant** and **transferable skills and accomplishments**; incorporate experiences such as internships, study abroad or international travel, research, part-time jobs, volunteer work, involvement in student or community organizations, leadership experience, significant class projects, etc.
- Organize information well with bullet points under each experience for easy scanning and visual appeal.
- Use consistent font and grammar.
- Error-free; contains correct grammar and punctuation.
- Printed on quality résumé paper and saved as a PDF for emailing.
- Presents a professional image.
- Uses compelling **action verbs** and “buzz words” (*See appendix for sample list of verbs*).
- Displays action-oriented and results-oriented bullet points under each experience.
- Avoids personal pronouns and lengthy paragraphs.
- Proofread it and ask several individuals, including a career coach in the CPDC, to do so.
- NO high school information, unless you are a first-year student OR you're applying for a job at your former high school.
- NO references; this should be a separate document.
- Further help may be found at: <https://www.udacity.com/courses/career>

Bring your résumé to the Career and Professional Development Center during **Drop-In Hours** to have it reviewed by a career coach! Check the CPDC's website for days/times!

# SAMPLE - Internship Résumé

## RACHEL KHAN

(717) 796-0000

[rk1147@messiah.edu](mailto:rk1147@messiah.edu) | [rkhan@gmail.com](mailto:rkhan@gmail.com) | [linkedin.com/in/rachelkhan1](https://www.linkedin.com/in/rachelkhan1)

**OBJECTIVE** To obtain a Biology Internship – Summer 2020

Make it simple, yet specific. Tell the employer which position you are applying

**EDUCATION** **Bachelor of Science, Biology**, Expected May 2021

Messiah College, Mechanicsburg, PA

GPA: 3.5 on a 4.0 scale

Employers want to see your GPA, if above 3.0

Shorten this list first, if you need room elsewhere

Relevant Coursework:

Molecular and Cellular Biology  
Plant Form and Function

Genetics and Development  
Ecology and Adaptation

**RELATED EXPERIENCE** **Research Assistant**

Messiah College, Department of Biology, Fall 2018 – Spring 2019

This area highlights work related to your objective stated above

- Cataloged plant varieties across college property
- Photographed plants and uploaded to research website
- Plotted distribution of plants using ArborCAD and observed links to local wildlife

Demonstrate your skill level through experiences

**Field Researcher**

PA Department of Conservation and Natural Resources, Summer 2018

- Documented rare, threatened, and endangered plants in Lycoming and Tioga counties
- Created executive summary of findings which was submitted for use on department website

**SKILLS** Minitab – intermediate level  
Spanish – intermediate level

This should include language or specialized computer skills

**WORK EXPERIENCE** **Sales Associate** 6/17- Present  
Banana Republic / Camp Hill, PA

If you have no related experience, move this section up and expand it

- Manage multiple tasks, including monitoring sales, ordering and stocking of product
- Provide quality customer service to approximately 45 people each day

**ACTIVITIES** Leader, Earthkeepers Club  
Volunteer, Special Olympics

## **SAMPLE - Job Résumé**

### **FLEX FALCON**

ffalcon@messiah.edu | 555.555.5555 | linkedin.com/in/flexfalcon

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#### **EDUCATION** Bachelor of Arts in Business Administration, May 2020

Messiah College, Mechanicsburg, PA

- Cumulative GPA: 3.5/4.0; Major GPA: 3.8/4.0
- Financed
- 70% of college expenses through summer jobs and HOPE Scholarship

#### **RELATED EXPERIENCE**

**Financial Network Services**, Sydney, Australia, May-August 2019

System Administrator Assistant

- Used IBM Power9 for development and testing in various geographical regions
- Led team of four to configure notebooks and install multilingual software for overseas consultants
- Created user accounts and set permissions and passwords
- Performed hardware maintenance, technical support, and software research

#### **PROJECT EXPERIENCE**

**Mechanicsburg Area Humane Society**, Mechanicsburg, PA, January 2018-May 2018

MIST 4620: Systems Analysis and Design

- Served as project team leader and developed a database to track the adoption of animals
- Designed website that allowed viewing of specific animals for adoption
- Used Visual Basic to set up the user interface
- Incorporated Java, HTML, and Flash interactive website ([www.aahumane.gov](http://www.aahumane.gov))

#### **ADDITIONAL EXPERIENCE**

**Student Government Association (SGA)**, Messiah College, September 2017-May 2018

Treasurer

- Managed a budget of \$10,000 and allocated funds as needed
- Handled all transactions and purchases while ensuring proper account balances

**Self-Employed Lawn Service**, New Cumberland, PA, Summers 2015-2017

Lawn Maintenance

- Established and retained customer base in local neighborhoods
- Gained experience establishing a small business

#### **COMPUTER SKILLS**

- **Programming Languages:** Visual Basic, SQL, C, C++, Java, Scala
- **Operating Systems:** Windows 10, Apple Mojave
- **Database:** SQL, MS Access, Oracle
- **Internet:** ASP, VB Script, JavaScript, HTML, XML, ASP.NET, Java Server, Perl
- **Software:** JCL, MS Visio, MS Excel, MS Word

#### **HONORS/ACTIVITIES**

- Boyer Scholar Recipient – recognizes academic accomplishments, distinguished leadership, and service
- Member of Students in Free Enterprise (SIFE)

## SAMPLE - Job Résumé

# STARRY BOYER

Sboyer@messiah.edu | 555.555.5555 | linkedin.com/in/starry.boyer

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### EDUCATION

**Bachelor of Arts in Politics** (Honors Program), Expected May 2020  
Messiah College, Mechanicsburg, PA GPA: **3.7/4.0**

#### **Certificate in Personal and Organizational Leadership**

- Participant in highly selective, individualized two-year leadership development program including academic courses, personal assessments, externships, team building, and community service

#### **Semester Abroad: University of Barcelona, Spain, Fall 2017**

- Immersed in intensive Spanish language program while also living with a Spanish-speaking host family resulting in enhanced language proficiency
- Demonstrated flexibility and interpersonal competence within a diverse context by interacting daily with international students representing 15 countries
- Exhibited self-initiative and organizational skills while coordinating a group trip to neighboring countries
- Volunteered at a local shelter to learn more about social challenges facing the local people as well as business practices in a non-profit setting

### INTERNSHIP EXPERIENCE

#### **Marketing Consultant**, ABC Company, Harrisburg, PA, August 2018 – Present

- Analyze market investment trends in business and real estate
- Create strategic marketing plan for business-to-business and consumer marketing
- Manage external communications and lead consulting team project

#### **Intern**, The Population Institute, Washington, D.C., June – August 2018

- Conceptualized, created, and negotiated student scholarship program serving 15 students per year
- Managed public relations for World Population Day Symposium with international press, NGOs, and government employees
- Successfully wrote grant proposals and worked to improve effectiveness of direct mail fundraising
- Advocated for issue awareness in legislative decisions with Congress and NGOs

### LEADERSHIP EXPERIENCE

#### **Resident Assistant**, Messiah College Residence Life, Mechanicsburg, PA, August 2018 – May 2019

- Designed, implemented, and evaluated educational programs for up to 100 residents
- Extensively utilized communication and counseling skills in supervising 65 women in residence hall
- Responded to various crises in a building housing 200 residents
- Explained, interpreted, and enforced College housing policies
- Compiled an annual facility inventory and report

#### **YMCA Camp Program**, Carlisle, PA

##### **Leadership Counselors Program**, June – August 2017

- Developed leadership training curriculum to be used by 36 counselors
- Taught leadership lessons to groups of 5-15 children ages 10-15
- Managed cabin of 12 students

##### **Head Counselor**, June – August 2016

- Interviewed, hired, and trained 35 counselors
- Designed camp schedule; maintained order in daily activities involving 250+ campers

### COMMUNITY INVOLVEMENT

**Mentor**, Harrisburg City Mentor Program, January – May 2018

## **SAMPLE - Job Résumé**

# LARSEN S. UNION

717-555-5555 | LUI440@MESSIAH.EDU | LINKEDIN.COM/IN/LARSENUNION

### **OBJECTIVE**

To utilize my organizational, leadership and teamwork skills in community development through a non-profit

### **EDUCATION**

**Bachelor of Arts in Sociology**, Minor in Peace and Conflict Studies, Expected May 2020

Messiah College, Mechanicsburg, PA

GGPA: 3.8/4.0

**Chiang Mai University**, Chiang Mai, Thailand, January – May 2018

- Engaged in intensive Thai Language and Culture Study

**Messiah College SALT House**, Harrisburg, PA, August – December 2017

- Developed skills in community engagement through education and service within an urban context

### **RELATED EXPERIENCE**

#### **Student Director**

Agapé Center Outreach Teams, Messiah College, Mechanicsburg, PA, September 2019 – May 2020

- Coordinated and led 13-person team in organizing local service opportunities
- Managed the Outreach Team budget of approximately \$6,500 in funds
- Communicated with student body about outreach activities through email, print, and various social media sites

#### **Delegate Member**

NGO Committee on the Status of Women 2020, New York City, NY, February 2019

- Attended the conference with the Women's International League for Peace and Freedom delegation

#### **Development Intern**

Women's International League for Peace and Freedom, Philadelphia, PA, September – December 2018

- Assisted in fundraising work and development for national campaigns
- Organized lodging arrangements for the fall board meeting
- Attended the United Nations Security Council meeting on Resolution 1325

### **GLOBAL EXPERIENCE**

**Thailand**, May – August 2018

- Interned for eight weeks at Chiang Mai Home for Boys and assisted staff in English translation
- Cared for children of migrant workers for six weeks at Burmese Childcare Center

**Bolivia**, May - August 2017

- Cared for young girls at Bolivian Youth Ministries for five weeks

**Mexico**, December – June 2016

- Worked at a home for children, facilitated youth activities, and built homes

### **ADDITIONAL EXPERIENCE**

**Food Service Worker**, Messiah College Dining Services, Mechanicsburg, PA, August 2016 – May 2017

**Planning Team Member**, Unlearn Week, January – May 2019

**Member**, Alpha Kappa Delta International Sociology Honor Society, April 2018 – Present

**Student Member**, Student Government Association Forum, Fall 2018 and 2019

# COVER LETTERS

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Always send a customized cover letter with your résumé. An effective cover letter will tell the reader why you're interested in the position and highlights your experiences which meet the organization's needs. The letter should demonstrate excellent written communication skills.

## **COVER LETTER CHECKLIST**

- Do not exceed one page in length.
- Do your best to address the letter to a specific individual as opposed to "To Whom It May Concern." You may need to contact Human Resources to request this information.
- Avoid starting every sentence with "I"
- Focus on what you have to contribute to the employer – not what you hope to get from them
- Refer to specific experiences that will grab the reader's attention
- Synthesize and provide examples of your most significant and relevant skills
- The core emphasis of the letter is stating why you're a good fit and how you can contribute to the company
- When emphasizing your "fit" for the position, demonstrate your knowledge of the company
- Avoid clichés or slang
- No flowery language; stick to three, or at most four, concise paragraphs (see the following samples)
- Watch for spelling and grammar errors
- If being sent hard copy: always sign the letter; use the same high-quality paper that you did for your résumé; never staple your résumé and cover letter, and mail résumé and cover letter in a large envelope to avoid folding.



# EMAILING A COVER LETTER

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The cover letter is often your first introduction to a prospective employer. You should use the body of the email for your cover letter and attach your résumé saved as a PDF. Keep in mind the focus of your cover letter should demonstrate:

- 1) your written communication skills
- 2) outline how your skills and experience match the employer's needs and
- 3) express your interest and enthusiasm for the position.

Compose a new cover email for each organization to which you are applying – one that responds specifically to the organization's needs. Do not use a generic cover email to send to several, or many, employers. Most cover letters follow a general format, as follows, with three brief paragraphs:

**Subject line of the email should be descriptive: "Résumé - Spring Justice Internship - Lauren Bacall"**

Dear \_\_\_\_\_: (Do NOT use "hey" or "Hi". Always use a title – e.g., "Ms. Chopra" or "Dr. Tan"; never use their first name! You may use something like "Dear HR Director" or "Dear Search Committee")

(First paragraph) Explain why you are writing and indicate the internship position for which you are applying. Tell how you heard about the position and the organization. Mention something you appreciate about the organization, such as their emphasis on community involvement or a certain product or service. The first paragraph should catch the attention of the reader and create interest in you as a potential candidate.

(Second paragraph) Emphasize your skills and qualifications, and demonstrate how your experience meets the requirements for the position. Do not merely repeat the information listed on your résumé, but expand on the experiences that are most relevant to this particular employer. Outline the skills you will bring to the specific position and communicate how you think you will contribute to the organization.

(Third paragraph) Refer the reader to the documents you have attached, such as your résumé, application, transcripts, etc. Close the email by asking for an opportunity to meet to discuss the internship position. Take the initiative and note that you plan to follow up with a phone call. Thank the reader for taking the time to consider your résumé.

Sincerely,

First and Last Name

Phone

Email

# SAMPLE COVER LETTER #1

One College Avenue  
P.O. Box 5555  
Mechanicsburg, PA 17055

February 2, 2019

Ms. Fran Smith, RN  
Director of Nursing  
Children's Hospital Boston  
P.O. Box 549252  
Waltham, MA 02454

Dear Ms. Smith:

I am writing to express my interest in a position as a registered nurse at your hospital. In May 2019, I will graduate from Messiah College with a Bachelor of Science degree in nursing. As one of the top pediatric hospitals in the United States, your hospital offers the opportunity to further develop my knowledge and skills, and to grow as a professional pediatric nurse. I would strongly consider any staff nursing positions that may be available.

As indicated in my résumé, I have worked with children in a variety of settings. These experiences, along with an excellent clinical rotation at Hershey Medical Center, have provided a broad foundational understanding regarding the issues of child health. In addition to my nursing skills, I will bring strong leadership and organizational skills gained through my extra-curricular involvement. Advisors, supervisors, and clinical instructors have commented on my ability to manage multiple tasks simultaneously while maintaining a level of enthusiasm for the project at hand. I would be honored to join Children's Hospital Boston as a highly functional team member and would be able to contribute to the care of your patients in the manner you so clearly require of your staff.

Thank you for giving my résumé careful consideration. Please feel free to contact me at 717-555-1212 or via email at [doe@internetprovider.com](mailto:doe@internetprovider.com) if you have any questions.

I look forward to speaking with you.

Sincerely,

Jane Doe  
Enclosure: Résumé

# SAMPLE COVER LETTER #2

632 Job Search Lane  
New York, NY 55555

January 12, 2019

Ms. Wanda Miller  
Vice President of Operations and Federal Relations  
The Capitol Association for International Affairs  
9999 Federal Street  
Washington, D.C. 14444-0003

Dear Ms. Miller:

I am writing in response to the email from the International Affairs Organization regarding summer internships with The Capitol Association for International Affairs. As a junior Politics major at Messiah College, I am very interested in applying my academic experience while gaining relevant skills and experience through an internship. Additionally, I would like to explore career options in the field of international affairs, cultivate professional networks, and develop greater awareness of global issues. I believe the combination of my education, along with my campus leadership roles make me a strong candidate for this internship.

As the Fundraising Committee Representative for Student Life, I have demonstrated the ability to operate in a complex environment. My duties consisted of marketing fundraising opportunities to members and managing a budget of \$15,000. This responsibility has taught me careful attention to detail as well as working successfully as part of a team. I hope to have the opportunity to apply these skills and experience as an intern at The Capitol Association for International Affairs.

I am a team player and an active and enthusiastic contributor in all of my endeavors. If given the opportunity, I would be committed to contributing my fluency in French and Spanish, leadership and communication skills, and positive attitude to meet the needs and goals of your organization.

Thank you for giving my application careful consideration. I look forward to hearing from you regarding potential internship opportunities. In the meantime, please feel free to contact me at [mwilliams@jobsearch.net](mailto:mwilliams@jobsearch.net) or 555.555.5555.

Kind regards,

Maya Williams

Enclosure(s)

# SAMPLE COVER LETTER #3

85 Unemployed Drive  
Harrisburg, PA 17777

October 1, 2018

Ms. Charlotte Johnson  
Director of College Recruiting  
City Textiles Company  
987 Locust Lane  
Boston, MA 55555

Dear Ms. Johnson:

I am writing to inquire about professional sales opportunities at City Textiles Company. As someone with a genuine interest and respect for the apparel industry, I am very eager to learn about career opportunities with your prestigious organization. My business education, work experience, and strong interpersonal and persuasive skills have provided me with valuable skill sets which could be an asset to your organization.

With a Business Administration major and marketing minor, I have acquired excellent quantitative and analytical skills. In addition to my academic coursework, my internship with XYZ, Inc., and volunteer work with Children First have taught me valuable skills in time management, leadership, interpersonal communication, and self-directedness. During my internship with XYZ, Inc., I was required to meet strict deadlines, learn to be resourceful, and demonstrate flexibility in the midst of a fast-paced environment. These are skills that I know would be useful in a sales position with City Textiles Company.

Attached is my résumé which further details my experiences and qualifications. If any questions arise or you would like additional information, you may contact me at [jfoster12@hotmail.com](mailto:jfoster12@hotmail.com) or 555.555.5555. Thank you for your time and consideration. I look forward to speaking with you.

Sincerely,

Jack R. Foster

Enclosure

*This is known as a sample **letter of inquiry**. If no positions are publicly posted, you may want to send your application materials expressing your interest and what you have to offer.*

# Jasmine Jobseeker

200 Seeking Employment Lane | Hireme, PA | 555-555-5555

[givemeajob@zzz.com](mailto:givemeajob@zzz.com)

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## REFERENCES

Dr. Winnie Pooh  
Assistant Professor of Honeymaking  
1000 Hundred Acre Wood  
Makebelieve, PA 19999  
555-555-5555  
[ilovehoney@zzz.com](mailto:ilovehoney@zzz.com)

Ms. Minnie Mouse  
Social Director, Mickey Enterprises  
999 Disney World Lane  
Orlando, FL 00000  
555-555-5555  
[whenyowishuponastar@zzz.com](mailto:whenyowishuponastar@zzz.com)

Dr. Tinker Bell  
Chair, Department of Fairy Sciences  
1 Neverneverland Lane  
Fairydust, PA 20000  
555-555-5555  
[petespal@zzz.com](mailto:petespal@zzz.com)

References are people who are willing to speak highly on your behalf to prospective employers.

Only submit references when asked; otherwise bring a hard copy along to your interview.

Be sure to communicate to all individuals who are serving as your references so that they are aware of the jobs to which you are applying. For more information on references, visit the Career & Professional Development Center's [website](#).

# ACTION VERBS

## FOR RÉSUMÉ S & LINKEDIN PROFILES

### Management/ Leadership Skills

administered  
analyzed  
appointed  
approved  
assigned  
attained  
authorized  
chaired  
considered  
consolidated  
contracted  
controlled  
converted  
coordinated  
decided  
delegated  
developed  
directed  
eliminated  
emphasized  
enforced  
enhanced  
established  
executed  
generated  
handled  
headed  
hired  
hosted  
improved  
incorporated  
increased  
initiated  
inspected  
instituted  
led  
managed  
merged  
motivated  
organized  
originated  
overhauled  
oversaw

planned  
presided  
prioritized  
produced  
recommended  
reorganized  
replaced  
restored  
reviewed  
scheduled  
streamlined  
strengthened  
supervised  
terminated

### Communication/ People Skills

addressed  
advertised  
arbitrated  
arranged  
articulated  
authored  
clarified  
collaborated  
communicated  
composed  
condensed  
conferred  
consulted  
contacted  
conveyed  
convinced  
corresponded  
debated  
defined  
described  
developed  
directed  
discussed  
drafted  
edited  
elicited  
enlisted  
explained

expressed  
formulated  
furnished  
incorporated  
influenced  
interacted  
interpreted  
interviewed  
involved  
joined  
judged  
lectured  
listened  
marketed  
mediated  
moderated  
negotiated  
observed  
outlined  
participated  
persuaded  
presented  
promoted  
proposed  
publicized  
reconciled  
recruited  
referred  
reinforced  
reported  
resolved  
responded  
solicited  
specified  
spoke  
suggested  
summarized  
synthesized  
translated  
wrote

### Research Skills

analyzed  
clarified  
collected

compared  
conducted  
critiqued  
detected  
determined  
diagnosed  
evaluated  
examined  
experimented  
explored  
extracted  
formulated  
gathered  
identified  
inspected  
interpreted  
interviewed  
invented  
investigated  
located  
measured  
organized  
researched  
searched  
solved  
summarized  
surveyed  
systematized  
tested

### Technical Skills

adapted  
assembled  
built  
calculated  
computed  
conserved  
constructed  
converted  
debugged  
designed  
determined  
developed  
engineered  
fabricated

fortified  
installed  
maintained  
operated  
overhauled  
printed  
programmed  
rectified  
regulated  
remodeled  
repaired  
replaced  
restored  
solved  
specialized  
standardized  
studied  
upgraded  
utilized

**Teaching Skills**

adapted  
advised  
clarified  
coached  
communicated  
conducted  
coordinated  
critiqued  
developed  
enabled  
encouraged  
evaluated  
explained  
facilitated  
focused  
guided  
individualized  
informed  
instilled  
instructed  
motivated  
persuaded  
set goals  
simulated  
stimulated  
taught  
tested  
trained  
transmitted

tutored  
**Financial/  
Data Skills**  
administered  
adjusted  
allocated  
analyzed  
appraised  
assessed  
audited  
balanced  
calculated  
computed  
conserved  
corrected  
determined  
developed  
estimated  
forecasted  
managed  
marketed  
measured  
planned  
programmed  
projected  
reconciled  
reduced  
researched  
retrieved

**Creative Skills**

acted  
adapted  
began  
combined  
conceptualized  
condensed  
created  
customized  
designed  
developed  
directed  
displayed  
drew  
entertained  
established  
fashioned  
formulated  
founded

illustrated  
initiated  
instituted  
integrated  
introduced  
invented  
modeled  
modified  
originated  
performed  
photographed  
planned  
revised  
revitalized  
shaped  
solved

**Helping Skills**

adapted  
advocated  
aided  
answered  
arranged  
assessed  
assisted  
cared for  
clarified  
coached  
collaborated  
contributed  
cooperated  
counseled  
demonstrated  
diagnosed  
educated  
encouraged  
ensured  
expedited  
facilitated  
familiarize  
furthered  
guided  
helped  
insured  
intervened  
motivated  
provided  
referred  
rehabilitated  
presented

resolved  
simplified  
supplied  
supported  
volunteered

**Organization/  
Detail Skills**

approved  
arranged  
cataloged  
categorized  
charted  
classified  
coded  
collected  
compiled  
corresponded  
distributed  
executed  
filed  
generated  
implemented  
incorporated  
inspected  
logged  
maintained  
monitored  
obtained  
operated  
ordered  
organized  
prepared  
processed  
provided  
purchased  
recorded  
registered  
reserved  
responded  
reviewed  
routed  
scheduled  
screened  
set up  
submitted  
supplied  
standardized  
systematized  
updated

validated  
verified

**More verbs for  
Accomplishments**

achieved  
completed  
expanded  
exceeded  
improved  
pioneered  
reduced (losses)  
resolved (issues)  
restored  
spearheaded  
succeeded  
surpassed  
transformed  
won

*\*Action verb list  
credit: Wake Forest  
University Office of  
Personal and Career  
Development*