

# MSU CAREER, INTERNSHIP & STUDENT EMPLOYMENT SERVICES

## RESUME WRITING PACKET

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Enclosed, you will find information on how to write an effective resume. Should you have any questions, please contact our office at 994-4353.

We recommend having your resume looked at by one of our staff members. To schedule an appointment for a resume critique, please call 994-4353, or visit us during the Career Peer drop-in hours at the Bracken Center located in Reid 457. Call the Career, Internship & Student Employment Office at 994-4353 or the Bracken Center at 994-1995 for a current drop-in schedule.

IF YOU ALREADY HAVE A RESUME CRITIQUE APPOINTMENT, PLEASE READ:

Thank you for scheduling an appointment for a resume critique. Please note the following guidelines to ensure your experience is as beneficial to you as possible.

Please bring the following with you to your appointment:

- A vacancy announcement for the position for which you are writing a resume.
- A **printed** copy of your resume.
- A **printed** copy of your master resume; a master resume is a list of everything you have ever done (if you have one available).

We will not meet with you if you fail to bring in a vacancy announcement to your appointment. Without this information, you cannot write an effective resume. Resumes are not “one size fits all” and therefore should be written to the specific requirements of the position.

Preparation is key to your experience. We expect you will take this seriously, therefore, please prepare for your resume critique by completing the following:

- Read this information packet.
- Research the company to which you will be applying.

Cancellations: If you cannot attend your appointment, please call our office at 994-4353 to cancel 48 hours in advance.

# A CHECKLIST FOR WRITING YOUR RESUME

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Below is a checklist of helpful guidelines and tips you should complete before scheduling your resume critique. This list will help you maximize your resume writing experience, and aid you in the job application process. While it may appear to be a lot of work (it is), the investment in time will likely result in a position of your choice.

## 1. **Vacancy Announcement and Organizational Research**

- At minimum, we recommend between 3-5 hours of research time per organization for which you are writing a resume. We recommend an additional 3-5 hours of research for each interview.
- Part of your research should include selecting “**key words**” from the vacancy announcement for the position you are applying. (Hint: The “answers” are in the vacancy announcement - you must use one to write an effective resume).
- To aid your research, you should conduct an informational interview with an organization “insider” (someone who can tell you details about the organization that you may not find online or through other sources).
- You should call the HR Department of the organization to gain additional information. Make sure you read all application instructions before calling.

Checklist to ask HR Staff:

- Are there any special rules or required information that I should include in my application?
- To whom should I address my cover letter?
- Would you prefer my references now or when you call for a reference check?
- How long can I expect this search to take?
- Should I call you or the hiring authority for updates?
- If I send in an electronic copy should I also mail a paper copy?
- Do you have any advice for me as I complete my application?

Always be sincere, pleasant, and thank the individual for assisting you.

- By researching the organization well you will know if this position is a good fit and if you truly want to work there.
- Remember, your resume will be compared to other resumes written by individuals who are applying for the same position. Your goal is to create the most competitive application package that demonstrates your knowledge of the organization and position and why you would be a good fit. It is difficult, if not impossible (trust us), to accomplish this goal without proper research.

## 2. **Masthead/Header**

- A masthead/header is located at the top of your cover letter and the first page of your resume. It is the first thing an employer will see, therefore, this information should be visible and formatted appropriately. Your masthead/header should consist of the following:

- First Name, Middle Initial, and Last Name (e.g. John D. Smith) - Recommended font size of 18 – 24 pt. Bold typeface. Either centered in the middle of the page or left justified.
- Address – Utilize an address where you can be reached, labeling it by providing applicable dates that you can be reached at that address. If you will be inaccessible (i.e. traveling abroad) be sure someone will be checking your mail and is able to communicate with you.
- Include a phone number where you can be reached or a message can be left. Please make sure your phone message is appropriate. List a phone number that you will use and check regularly.
- Include your email address, make sure it is professional and reflects an appropriate image of yourself, and is one you will check regularly. Example: john.d.smith@gmail.com is appropriate, whereas beardude33@gmail.com is not.
- Time Roman font (while perhaps boring) is recommended.
- You may choose to place one single line below your masthead to delineate sections (not required).
- Example:

## JOHN D. SMITH

125 Strand Road  
Bozeman, MT 59717  
406.555.2323  
john.d.smith@gmail.com

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### 3. **Objective**

- An objective is not required but can be a “nice touch” if you have conducted an appropriate amount of research that will allow you to craft a meaningful objective. (Do you know what the employer needs in an “ideal candidate?” If you can answer that question then an objective statement may serve you well).
- Remember, if you include an objective, make sure it is well written and supportable as this will be the first subjective item on your resume the employer will view. If the employer does not find your objective meaningful or interesting they might not continue to read your resume.
- Is your objective authentic, does it really reflect what you believe and/or can deliver?
- Your objective must be relevant to the organization you are applying. One size does not fit all when it comes to an objective! Instead, the objective should align with the information contained in the vacancy announcement.

### 4. **Body**

- Is your formatting consistent throughout your resume? Can the reader see the flow and intuitively know how to find your information?
  - Font
  - Bold typeface
  - Italics
  - Logical and consistent ordering of experiences and education

- Are sections prioritized by relevance or importance to the type of position you seek?
  - Did you include information demonstrating your qualifications for this position? (You know the qualifications because you read and incorporated information from the vacancy announcement).
  - For all sections, put material in reverse chronological order. This means most recent first.
  - There are no absolute rules about the number, order, or titles of sections on your resume. Place the most important career-related material you would like the employer to know about you, highest on the page by carefully choosing the order and titles of your sections. Examples of sections you may choose to include are as follows:
- **Education:** Generally more important (and therefore higher on your resume) when you are a recent graduate or seek an internship. When your experience is a better qualifier, place the “experience section” higher than the “education section.”
    - Typically, list only schools at which you have attained a degree or a certificate (unless you have spent a significant amount of time at another institution). Institutions attended while studying abroad or as a national exchange program should be included, even though you did not obtain a degree from the institution. (You should indicate you participated in a study abroad or national exchange program).
    - Information should be formatted as follows:

### **Bachelor of Science in Psychology, Applied Science Option**

Montana State University, Bozeman, MT

Expected Graduation Date: May 20XX      Overall GPA: 3.57      Major GPA: 3.71

- It is appropriate to include “specialized or relevant courses” under this section. **For full-time career positions** include courses that make you better qualified for this position than your classmates who did not choose these courses.
- Make sure your selected courses reflect requirements on the vacancy announcement.
- **For internships and summer/temporary positions** include relevant courses in your major. They indicate the level of experience for which you qualify.
- Generally, your GPA should be included on your resume, as it may be an indicator of success in your chosen field to an employer.
- List your **cumulative** and/or your **major** GPA, whichever is higher. Make sure your major GPA is calculated correctly. Don’t lie about your GPA, rounding up may be interpreted as lying (it is what it is).
- If your GPA is below a 2.5, before placing it on your resume, contact our office. If it is above a 2.5, generally speaking, you should include it on your resume (although some organizations won’t consider your application unless you have a 3.0).

- Please contact a Career Coach if you have any questions about your GPA by calling 994-4353.
  - Generally, GPA becomes less relevant after your first professional position is listed on your resume.
- **Relevant Experience:**
- Use the vacancy announcement. Only you know the relevant experience you have to apply to the position.
  - Experience comes in many forms, not just through paid employment. For instance, you may have gained relevant experience through an internship, research experience, or course where you worked “in the field.”
  - You should **use bullets** to set apart each qualification you list.
  - Each phrase should begin with a **strong action verb** or a qualifier followed by an action verb.
    - Example: Organized and implemented resident programming under the direction of the Vice President of Senior Services.
  - Each phrase should demonstrate your qualifications for the position.
  - You should demonstrate your success or abilities by using concrete examples. Examples:
    - A) Increased resident participation by over fifty percent by instituting a community wide newsletter.
    - B) Efficiently conducted in-vitro simulations for supervising researcher on high level laboratory research projects.
    - C) Maintained the integrity and safety of the worksites by instituting safety inspection procedures, implemented on company-wide projects.
- **Honors/Awards:**
- This section should include something that you were nominated for or was bestowed upon you. This is different from volunteer work or activities in which you choose to participate.
  - High school honors should not be listed when you are seeking a professional position.
  - Include those which **demonstrate** important abilities or characteristics in the workforce.
  - **Prioritize** by dates or by relevance. Example: Dean’s List, Greek Woman of the Year, MSU Chamber of Commerce Award of Excellence, Goldwater Scholarship.
  - Ensure the information is **correct, current, and relevant**.
- **Activities:**
- Belonging to a club or organization is an important activity and should be included in your resume. List any offices or leadership responsibilities you had in the club or organization.
  - Examples could include: volunteer activities, presentations, poster sessions, or sports team involvement.

- Keep in mind that outside activities can demonstrate willingness to assume leadership, accept responsibility, and be a member of a community/team.
- **Alternative headings** could include (if you have a concentrated or extensive amount of experience in these areas:
  - Research
  - Presentations/Posters
  - Publications
  - Professional Organizations
  - Juried Shows or Exhibits (Art majors)
  - Concerts/Recitals Performed (Music majors)
  - You are not limited to the above headings

## 5. **Length:**

- There is no hard or fast rule for the length of a resume. Length is dependent upon your experience, education, and the position you are applying for.
- Typically, 1-2 pages is appropriate for most positions. If you choose to have a second page, make sure the information is relevant and significant for the position.
- Consider the qualifications in the vacancy announcement to determine how long your resume should be.
- Remember, the hiring authority will only spend 30 seconds reviewing your resume, consider density (how much) and length when determining how to present your resume. Sometimes too much information, or too long of a resume can be a detriment.
- Please contact a Career Coach at Career & Internship Services for guidance.

## 6. **References:**

- When applying for a **known** vacancy, submit a separate reference list with your resume and letter of application (assuming your conversation with the HR Office supports this).
- Yield to an employer's preference: If the HR Department indicates it is best to wait, include a section stating "references available upon request."
- Some applications require both personal and professional references. Be prepared to distinguish both on your list.
- Some employers may request a work history, including contact information for your supervisor **and** references. Make sure to brief both your former supervisors and references in a similar manner. Note: Your references can be your current and former work supervisors.
- Make sure your references are well-briefed on the position you are applying for and provided with a copy of your current resume. They will be your spokesperson during the process.
- **You must always ask your references in advance if they can provide you with a good reference before applying for EACH position.** It is your job to "jog" the memory of your references so they can "sell" you.

- It might be to your benefit to include a reference if he or she knows the hiring authority and has a positive relationship.

## 7. **Footer:**

- A footer is a tool used to identify your second, third, fourth, etc. pages of your resume. If the pages get separated it will assist the hiring authority to know which pages are attributable to your resume.
- Font: typically 8 point
- Location: Will lie below the 1” margin at the bottom of the page.

Example:

Resume of John D. Smith

Page 2 of 2

## 8. **Formatting and Finalizing:**

- Margins are recommended to be a **minimum of ¾ inch** (one inch is preferred) on all four sides. Your margin may be shorter than one inch, so long as the information does not appear “squished.”
- Choose a formatting style that has enough “**white space,**” which makes reading your resume comfortable and easy.
- Section headings should stand out and be uniform (bolding/capping/justification, etc.).
- Never use colored paper. Paper should be a quality cotton bond in white or very light off-white color (remember, your resume could be photocopied).
- Consistently utilize **one font** that is easily read. We recommend a serif font (Times New Roman).
- Check for **consistency in punctuation** (use periods at the end of all phrases or leave them off all phrase endings) - be consistent.
- **Spell check.**
- Have your resume “critiqued” by family, friends, and/or others in your field.
- Use a laser printer rather than an inkjet to **print** your resume.

## 9. **Important Considerations:**

- **Omit any personal data** that may be used to screen you out, including age, height, weight, marital status, nationality/ethnicity, photograph, visa status, disability. Generally, it is illegal to utilize these factors when screening a candidate, so do not include them on your resume.
- Career & Internship Services has presented guidelines for a traditional resume in this packet. If your field or personal preferences require creativity in your application materials, please set up an appointment to visit with a Career Coach. We are happy to assist you.

## EXAMPLE VACANCY ANNOUNCEMENT

This example vacancy announcement is provided to inform your resume and cover letter writing as to how you should write to the vacancy announcement.

### **Mechanical Designer (Engineer in Training): Gray & Postell, Inc.**

Job ID	140621J
Company Name	Gray & Postell, Inc.
Job Category	Engineering
Location	Atlanta, GA
Position Type	Full-Time, Employee
Salary	\$40,000 to \$55,000 per year
Experience	1-2 Years Experience
Desired Education Level	Bachelor of Science
Date Posted	August 21, 2008

Gray & Postell, Inc. is a multi-disciplinary professional engineering firm focused on providing consulting and design services for the building construction industry. As a result of the continued growth we are seeking a full-time Mechanical Designer/Engineer to work in our Atlanta, Georgia office. We are seeking highly motivated individuals that enjoy working southeast and national markets. Qualifications: \* Bachelor of Science degree in Mechanical Engineering from an accredited university with 0-3 years of experience. \*Experience with AutoCAD or other CAD software not required, but would be advantageous. \*Candidate shall be self-motivated and goal oriented; have good problem solving abilities and process good writing, communication, and interpersonal skills. Position Overview (position may include but not be limited to the responsibilities): \*Evaluate, design and layout heating, ventilating and air-conditioning (HVAC), mechanical and plumbing systems. \*Size, select and layout HVAC system equipment, ductwork and distribution devices. \*Size, select and layout mechanical process piping. \*Calculate heating and cooling loads for system evaluations as relates to specific facility, code and client requirements. \*Evaluate economic feasibility evaluation of various systems to meet project parameters. \*Provide energy modeling for LEED project certification process. \*Perform field observations of installations to verify work was provided in compliance with documents, client requirements and codes.

# JOHN D. SMITH

125 Strand Road  
Bozeman, MT 59717  
406.555.2323  
john.d.smith@gmail.com

## OBJECTIVE:

To obtain a mechanical engineering position with a firm specializing in HVAC system design and consulting for southeast and national markets.

## EDUCATION:

### **Bachelors of Science, Mechanical Engineering Minor: Mathematics**

Montana State University, Bozeman, MT  
Expected Date of Graduation: May 20XX  
Cumulative GPA: 3.65

**Relevant Coursework:** Thermodynamics, Fundamentals of Heat Transfer, Mechanical & Engineering Design, Thermal System Design, Refrigeration and HVAC

## EXPERIENCE:

### **Mechanical Engineering Intern**

The Boeing Company, Renton, WA  
May 20XX - August 20XX

- Worked in the Shared Services Group with an emphasis on building systems
- Collaborated on numerous projects requiring: small mechanical design, HVAC systems, and AutoCAD design, among others
- Worked on a design team with six other interns and a head engineer to troubleshoot design issues

### **Teaching Assistant**

Montana State University Mechanical Engineering Department, Bozeman, MT  
Mechanics of Materials  
August 20XX – December 20XX

- Graded assignments
- Facilitated study sessions
- Tutored students as needed
- Became familiar with LEED certification process through an “independent study” assignment requested by the supervising faculty member

### **Mechanical Technician Intern**

Kiewit Constructors Inc., Woodcliff Lake, NJ  
May 20XX – July 20XX

- Assisted the Lead Project Engineer designing the HVAC system for a LEED qualified tunnel project in Boston
- Compiled written report of project specifications, including size, and layout specifications for mechanical process piping
- Conducted economic impact study pertinent to the transportation rerouting plan under the supervision of the Lead Project Engineer

**Job Site Foreman**

Sparrow’s Nursery & Landscaping, Bozeman, MT  
May 20XX – August 20XX (summer months)

- Assisted with planning and design of contracted work
- Supervised landscape crew of 7-10
- Delegated daily assignments
- Maintained staff schedule
- Served as Quality Control Manager

**ACTIVITIES:**

**Member - Engineers without Borders**

Montana State University  
August 20XX – Present

- Built one latrine and three wells in Khwisero, Kenya in the summer of 20XX with three other Engineers without Borders student volunteers

**Member - NCAA Division I Varsity Tennis Team**

Montana State University  
August 20XX- Present

**Team Captain - NCAA Division I Varsity Tennis Team**

Montana State University  
August 20XX - Present

- Served as team captain
- Represented MSU at NCAA Nationals

**Co-Chair - Student Athlete Toys for Tots Drive**

Montana State University  
August 20XX – December 20XX

- Organized successful toy drive for Toys for Tots, serving 100 children in the Bozeman Community
- Secured donations totaling \$1,000 from corporate sponsors to purchase toys

**HONORS AND AWARDS:**

- |   |                      |
|---|----------------------|
| • Dean’s List                             | Fall 20XX – May 20XX |
| • MSU Mortar Board                        | Inducted Spring 20XX |
| • Alpha Lambda Delta Society              | Inducted Spring 20XX |
| • Golden Key Society                      | Inducted Spring 20XX |
| • National Society of Collegiate Scholars | Inducted Spring 20XX |
| • Eagle Scout                             | June 20XX            |

**ADDITIONAL INFORMATION:**

I enjoy camping, dirt biking, wakeboarding, water skiing, and working on home construction projects with my father. I enjoy working with my hands and fixing anything mechanical.

REFERENCES FOR JOHN D. SMITH

**Dr. Vincent P. Newman, Ph.D., PE**

Professor of Mechanical Engineering  
Montana State University  
P.O. Box 173800  
Bozeman, MT 59717-3800  
406-994-6060  
vnewman@montana.edu

**Mr. John P. Jones, PE**

Mechanical & Structural Engineering Manager  
The Boeing Company  
1111 W Mockingbird Ln.  
Dallas, TX 75247  
214-630-1526  
john.p.johnes@boeing.com

**Dr. Annabel Lewis, Ph.D., PE**

Professor of Mechanical Engineering  
Montana State University  
P.O. Box 173800  
Bozeman, MT 59717-3800  
406-994-6268  
alewis@montana.edu

**Mr. Chris Sparrow**

Owner  
Sparrow's Nursery  
3025 Mosshill Rd  
Bozeman, MT 59718  
406-587-3508  
Chris@sparrownursery.com

# COVER LETTER

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A cover letter is an important accompaniment to any application. Whether you are applying for a known position or inquiring about positions within an organization, rarely will you distribute your resume without a cover letter. It will be read first, and should be original and specific to each organization you apply. Typically, cover letters are written not to restate the resume, but to set the stage to have the hiring authority review your resume with interest (see the example below). Besides giving the hiring authority a reason to continue reading, cover letters should:

- set you apart from the competition
- describe why you might be a good fit
- tell your unique story

There are two types of cover letters utilized in the world of work, letters of inquiry and letters of application. Letters of inquiry accompany a resume sent to an organization for which there is no known opening. This type of letter will also be written when someone refers you to the organization, recommending you apply for a position that many not be advertised.

Letters of application are written to accompany a resume for a known position. In this letter, you are writing to the hiring authority regarding the posted position and why you are a good fit for the organization. If the position is advertised, you should integrate the vacancy announcement into your cover letter. Doing so will reflect your understanding of the position. Do NOT simply pull words from the vacancy announcement and put them in your cover letter, rather integrate it thoughtfully and strategically.

Before writing your cover letter you will want to gather some information about the organization you are applying to. Consider asking the Human Resources staff some questions:

- How do you correctly spell the name of the hiring authority?
- If the name is gender neutral (i.e. Chris) confirm whether the individual is a man or a woman.
- How does the individual prefer to be addressed (i.e. Dr., Ms. Mr. Miss, etc.)?
- What is their official title?
- To whom should the letter be addressed (i.e. the hiring authority (a person), search committee, etc.)?
- What is the timeline of the search process?
- Is it appropriate to contact the hiring authority to inquire about the progress of the search?

All cover letters, regardless of type, should be formatted according to the following guidelines:

## **Masthead/Header**

**The Addressee:** Address your letter to the individual who has the power to hire you, using correct name, title and business address. Depending upon the organization, you may address the letter to the search committee or a specific person (i.e. the Director of Human Resources). Always call and ask what is appropriate.

**Opening:** The goal of the opening is to connect with the reader, and to persuade them to continue reading. Begin by telling the reader why you are writing them:

- Integrate your research of the organization.

- Tie in topics of commonality between you and the reader found during your research.
- State clearly the specific position or type of work you seek.
- Indicate if someone referred you, networks are important!

**Middle Paragraph(s):** Relate your qualifications for the requirements of the position tying in key words utilized by the organization in the vacancy announcement. Make the reader aware you have done research on the job and that there is a fit between their requirements and your knowledge, skills, and abilities. Expand on information in your resume that is especially pertinent. Do not simply repeat information from your resume.

**Closing:** Be engaged in the process. If it is appropriate to follow up with a phone call (as concluded by your research), indicate so here. If not, simply state you look forward to hearing from them in the near future. Remember, they are in control of the situation but you should remain attentive. Do not weed yourself out of the selection process by being overbearing.

# JOHN D. SMITH

125 Strand Road  
Bozeman, MT 59717  
Phone: 406.555.2323  
john.d.smith@gmail.com

December 28, 20XX

Donald Johnson  
Human Resources Director  
Gray & Postell Inc.  
6600 Peachtree Dunwoody Rd NE  
Sandy Springs, GA 30328

Dear Mr. Johnson:

I am writing to apply for the Mechanical Designer (Engineer in Training) position with your Atlanta Area Office. In May of 20XX, I will be graduating with a Bachelor's Degree in Mechanical Engineering from Montana State University, a school known for its mechanical engineering program.

I am proficient at working in teams, possess a self-starter work ethic, and relish the challenge of working on any project with a mechanical emphasis. My past internship experience has given me great exposure to the phases of constructing an HVAC system, such as the evaluation, design, and layout. Many times, I was given autonomy to complete these assigned tasks and did so without supervision. In my work experience, I have also gained skill in serving as a site foreman, and being able to successfully delegate work for and coordinate the schedules of 7-10 employees. In addition, as site foreman, I was able to successfully complete assignments in a timely manner within the limits of a budget.

I would like to work for Gray & Postell, Inc. not only because of the opportunities your firm offers for a career in the design and consulting industry, but also because your company has a reputation for strong continued growth. Working in your firm, I will have the chance to grow and succeed alongside some of the best professionals, which is critical to me as I pursue my Professional Engineer licensure.

Once you have had the chance to examine my résumé, I look forward to discussing the opportunity for employment. You can reach me via telephone at 406-555-2323. Thank you for your time and consideration.

Sincerely,

John D. Smith

## ACTION VERBS, QUALIFIERS AND SKILL AREAS:

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### Achievement-oriented Action

#### Verbs

accelerated	balance	contain	distribute
accommodated	began	continued	diversified
accompanied	boosted	contract	document
accomplished	bought	contrived	donated
achieved	briefed	control	doubled
acquainted	brought	convert	draft
acquired	budget	conveyed	
adapt	built	coordinate	earned
addressed		corrected	economized
adjust	calculate	correlate	edit
administer	canceled	correspond	educate
advanced to	catalogue	corroborated	eliminated
advise	caused	counsel	employ
advocate	chaired	counted	emulate
aid	changed	create	enable
allocate	clarified	credited	enact
alter	classified	critique	encourage
analyze	classified	curtailed	endorsed
answer	cleared	cut	engineered
appeared	closed		enlarge
apply	coach	dealt	enlist
appointed	collect	decided	ensure
appraise	combined	decreased	enter
approve	command	define	entrusted
arrange	commended	delegate	established
assemble	commented	deliver	estimate
assess	communicate	demonstrate	evaluate
assign	compared	describe	examine
assist	compile	design	exchanged
assume	compose	detailed	execute
assure	compute	determine	exhibit
attached	computerized	develop	expanded
attained	conceived	devise	expedited
audit	conceptualized	diagnose	experienced
augmented	concluded	direct	experimented
authored	condense	discharged	explain
authorize	conduct	disclosed	explore
automated	confer	discontinued	expressed
awarded	conserve	discovered	extend
	considered	discussed	extract
	consign	dispatch	
	consolidate	dispense	fabricate
	construct	display	facilitate
	consult	disseminate	familiarize
		distinguished	

fashion	instruct	modified	propose
file	insure	monitor	proved
filled	integrate	motivate	provide
finalize	intensify	moved	publicize
finance	interpret		purchase
focused	interview	named	pursue
forecast	introduced	negotiate	
formalize	invented	netted	qualified
formed	inventory	nominated	quantified
formulate	invest	notify	questioned
founded	investigate		
	involved	observe	ran
gather	issue	obtain	rank
generate		officiate	rate
governed	joined	opened	received
grade	justify	operate	recommend
graduated		ordered	reconcile
granted	keep	organize	record
grossed	keynoted	originated	recruit
grouped		outsold	redeemed
guaranteed	launched	overcame	reduce
guide	learned	overhauled	reference: regulate
	lease	oversee	rehabilitate
halved	lecture		related
handled	led	participate	remodel
headed (up)	licensed	perceived	removed
help	listed	perfected	renewed
honed	locate	perform	reorganize
	log	persuaded	repair
identify		piloted	replaced
illustrate	make	pioneered	replied
implement	maintain	placed	reported
improved	manage	plan	represented
improvise	manufacture	played	research
incorporate	market	prepare	resolve
increased	mastered	prescribe	responded
indexed	matched	present	restore
indoctrinated	maximized	preside	restructure
induce	measure	prioritize	retain
influenced	mediate	process	retrained
informed	merge	procure	retrieved
initiate	met	produce	revamped
innovate	minimize	programmed	reversed
inspect	modified	prohibited	review
inspire	moderated	projected	revised
install	modernize	promote	revitalized

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structured studied  
submitted  
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traveled  
treated  
trebled  
trim  
turned  
uncovered  
unified  
update  
upgrade  
used  
utilize  
  
validate  
valued  
verified  
vetoed  
visited  
  
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**Qualifiers**  
ably  
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aggressively  
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authoritatively  
avidly  
  
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capably  
competently  
conclusively  
consistently  
continually  
continuously  
conveniently  
cooperatively  
  
decisively  
diligently  
  
easily  
effectively  
effectually  
efficiently  
effortlessly  
expertly  
  
faultlessly  
favorably  
functionally  
  
gainfully  
  
handily  
  
influentially  
instructively  
  
masterfully  
meaningfully  
  
notably  
  
practically  
principally  
professionally  
proficiently  
profitably  
progressively

rapidly  
readily  
relentlessly  
resourcefully  
responsibly  
responsively  
routinely  
  
satisfactorily  
securely  
serviceably  
significantly  
skillfully  
strategically  
substantially  
  
tactfully  
  
uniformly  
usefully  
  
**Skills & Skill Areas**  
account  
management  
administration  
advertising  
advocacy  
analysis &  
evaluation  
audio-visual  
presentation  
  
bookkeeping  
budgeting  
business  
communications  
business  
management  
  
career  
development  
case management

classroom  
teaching &  
management  
client services

communications  
community  
organizing  
community  
relations  
computer  
programming  
computer skills  
contracts &  
agreements  
coordination  
corporate  
administration  
cost analysis  
counseling  
creativity  
curriculum  
development  
customer relations  
customer service

data processing  
decorating  
decision-making  
display  
drafting

editing  
employee  
relations  
environmental  
planning  
equipment  
maintenance  
expense reduction

family counseling  
field research  
film & video  
financial planning  
food preparation

forecasting  
fund raising  
  
grant writing

graphic design &  
layout  
group benefits  
human service  
skills

inspection &  
maintenance  
interviewing  
inventory control  
investigation/  
research

laboratory/field  
skills  
labor relations  
language  
interpreting  
leadership

management  
analysis  
market research  
marketing  
math modeling  
media  
mediation  
merchandising  
modeling

negotiation

office  
management  
operations  
research

organizational  
skills  
outreach

performing arts

personnel training  
photography  
policy making  
presentation

printing  
product  
development  
production  
program design  
project  
development  
promotion &  
publicity  
public relations  
public service  
public speaking  
publishing  
purchasing

quality control  
qualitative skills  
quantitative skills

real estate  
records  
management  
recruiting  
reporting  
report writing  
resource  
development  
retailing

sales  
statistical analysis  
supervision  
systems analysis

teaching  
technical skills  
technical writing  
telecommunications  
testing  
training

visual aids

word processing  
writing