



**Naugatuck Valley Community College**  
**Center for Job Placement and College Opportunities**

# Guide To Resumes and Cover Letters

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**Center for Job Placement and College Opportunities**

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**The mission of the Center for Job Placement and College Opportunities (CJPCO)** is to create an effective and student-centered space where students can find pro-active, hands-on support to obtain jobs and assistance with college applications, in particular, for graduating students looking to transfer to colleges and universities with need-blind admission policies in the northeast.

- Career Planning
- Resume Writing
- Interview Skills
- Job Search Strategies
- Online Job Board
- On-Campus Recruiting
- Assistance with Need-Blind College Application Process
- Workforce Transition
- Employer Connections

**Office Hours:**

**Waterbury:** Monday – Friday 8:30am to 4:30pm

**Danbury:** Check the CJPCO calendar, [www.nv.edu/cjpc/calendar](http://www.nv.edu/cjpc/calendar), for scheduled days and hours.

**Stop by our office, call or email for more information or to make an appointment with one of our staff.**

**College Central Network – [www.CollegeCentral.com/nvcc](http://www.CollegeCentral.com/nvcc)**

Online job board, resume builder, career advice and job search articles, podcasts and more.

**Continuing Notice of Nondiscrimination;**

Naugatuck Valley Community College does not discriminate on the basis of race, color, religious creed, age, sex, national origin, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, sexual orientation, gender identity and expression or genetic information in its programs and activities. In addition, the College does not discriminate in employment on the additional basis of veteran status or criminal record. The following individual has been designated to handle nondiscrimination policies regarding disability policies: Robert Divjak, Director of Facilities/Section 504/ADA Coordinator, Room C216, Naugatuck Valley Community College, 750 Chase Parkway, Waterbury, CT 06708; 203-575-8235. The following individual has been designated to handle nondiscrimination policies regarding sex discrimination as well as other forms of prohibited discrimination: Jacquie Swanson, Associate Director of Human Resources/Title IX Coordinator, Room K704, Naugatuck Valley Community College, 750 Chase Parkway, Waterbury, CT 06708; 203-575-8043.

## Functional Resumes

### When to use a functional style resume

A functional resume focuses on your skills and experience, rather than on your chronological work history. You would want to use this design when you are changing careers, have gaps in employment history, or have work history that is not directly related to the job. Rather than simply listing your various jobs and tasks, specific skills and experiences are emphasized in this model to focus on the most relevant aspects of your background as it pertains to the target job. This is different from the type of resume that displays a timeline of reverse chronological work experience with brief explanations of each job.

As a result of using this model, the focus shifts from job titles and the amount of time that has passed to the actual skills the applicant possesses.

Functional resumes are ideal for people new to the workforce, have gaps in their careers, are looking to change career paths, or are applying for a job with very specific requirements and characteristics in mind.

### Tips for Writing a Functional Resume

**Organize by theme.** When writing a functional resume, organize your resume by themes, rather than simply listing your jobs in reverse chronological order. These themes might be skills or qualifications listed in the resume (for example, “Recruiting Experience” and “Customer Service Experience”).

**Use keywords.** Read the job description from the employer carefully. Use the same key words in your resume and cover letter for skills and experience that are used in the description. Not only will this help the employer see that your abilities match the job requirements, but it will also help to get your resume noticed when applying online.

**Include employment history.** Your employment history is still important. Include your employment details at the bottom of your resume, so that your skills, at the top, will get more focus than your work history.

# Functional Resume

## Donna Donato

1151 Main St  
Waterbury, CT 06708

(203) 661-2111  
Ddonato@aol.edu

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**OBJECTIVE:** To obtain a Pharmaceutical Sales position with Health Pharmaceuticals Inc. where I can apply my sales background and health and pharmaceutical knowledge

### SUMMARY OF QUALIFICATIONS

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- 5 years sales & customer service experience
- Pharmaceutical product awareness
- Innovative team player
- Self-motivated
- Excels in fast-paced environment
- Energetic and outgoing
- Skilled problem-solver
- Attentive to detail
- Honest, reliable and productive

### EDUCATION

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**Associates of Science, Business** June 2009  
*Naugatuck Valley Community College, Waterbury, CT*

- Related Courses: Intro to Biology, Intro to Chemistry

### RELEVANT SKILLS & EXPERIENCE

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#### SALES & COMMUNICATION

- Utilized pharmaceutical knowledge to provide support to clientele in a busy retail environment Delivered excellent customer service, addressing customers' needs promptly and efficiently
- Settled customer disputes and dealt with customer emergencies in a professional manner, expanding the customer base and winning returning customers
- Promoted to central customer service department after 3 months of exceeding quotas as Sales Associate
- Demonstrated health awareness products to customers, increasing sales of new products and customer satisfaction

#### LEADERSHIP & TEAM WORK

- Trained new employees and provided support to senior employee when technical changes introduced Worked on a team to evaluate current training practices and deliver improved training to new employees
- Participated on university intramural hockey team, successfully competing in the championships 3 concurrent years
- Organized campus-wide fundraiser for Thames Valley Conservation Authority generating \$1200 and raising student awareness of environmental issues

### EMPLOYMENT HISTORY

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**Customer Service Associate**, Sears Waterbury, CT 2006 - present  
**Sales Associate**, Sears Waterbury, CT 2006  
**Sales Associate**, CVS Pharmacy, Waterbury, CT Summers 2004 - 2006

### VOLUNTEER / EXTRACURRICULAR EXPERIENCE

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**VP**, Student Government Association, Naugatuck Valley Community College 2007 – 2009

## Chronological Resumes

### When to use a chronological resume

The chronological resume is one of the most commonly used resume formats, your work experience is listed in chronological order starting with your current or most recent job to your earliest.

Use this format if you have a solid work history and ideal experience for the job to which you are applying, and no major gaps in employment. This type of resume's simple and straight-forward approach divides your information into separate sections, which all should fit onto one page.

### Tips for Writing a Chronological Resume

**Use keywords.** Read the job description from the employer carefully. Use the same key words in your resume and cover letter for skills and experience that are used in the description. Not only will this help the employer see that your abilities match the job requirements, but it will also help to get your resume noticed when applying online.

**Education.** Education is as important as your work history, however in a chronological resume your education details should be listed after your work history.

**Employment history.** Do not use a chronological resume if you have gaps in your employment history or have changed jobs frequently. This type of resume will emphasize those issues. Chronological resumes do not work well either if you are changing careers. The lack of relevant jobs will be highlighted rather than skills that are transferrable. Use a functional resume in these situations to highlight skills rather than history.

# Job Description for Chronological Resume

## Bank Teller Job Description

### **GENERAL DESCRIPTION OF POSITION**

Under general supervision and following established policies and procedures as well as all applicable banking laws and regulations, including **BSA and AML**, provides a variety of customer service functions, including product referrals and meeting Banking Center Associate Standards. Provide exemplary customer service. Process a variety of financial transactions in a timely and accurate manner. Maintain security of assigned cash, balancing each day's transactions and verifying cash totals.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Accountable for representing the bank in a courteous and professional manner; knowledgeable of 5 Winning Ways of Customer Service and implements on a daily basis. Meets or exceeds Secret Shop score expectations. This duty is performed daily, about 20% of the time.
2. Has a basic working knowledge of and routinely refers customers to appropriate Great Southern services and products. Meets or exceeds referrals expectations. Consistently and accurately uses **CRM program**. This duty is performed daily, about 20% of the time.
3. Responsible for balancing each day's transactions and verifying cash totals. Responsible for locating any cash differences and ensuring that they are properly documented and reviewed. Meets or exceeds balancing expectations. This duty is performed daily, about 20% of the time.
4. Processes all transactions efficiently and accurately. **Meets or exceeds POD** error expectations. This duty is performed daily, about 15% of the time.
5. Maintain confidentiality of customer account information, security alarm codes, and general codes used within the facility. Ensures effective implementation of bank security policies and procedures, and attends annual BSA and Security training. This duty is performed daily, about 10% of the time.
6. Ensures full compliance with and implementation of all bank policies and procedures. Is familiar with and has working knowledge of **appropriate banking regulations**. This duty is performed daily, about 10% of the time.
7. All other special projects, reports and duties as assigned. This duty is performed weekly, about 5% of the time.

### **EDUCATION AND EXPERIENCE**

Mental alertness and adaptability to office and field area work routines. Equivalent to four years high school or GED, with particular emphasis during high school in office skills, shop skills, or others, plus 0 to 6 months related experience or training. Or equivalent combination of education and experience.

### **ADDITIONAL INFORMATION**

Successfully complete a new teller training class passing the final test with a 90% or better score. A valid motor vehicle operator's license and/or the ability to travel to training sites and other banking center locations are required.

### **WORKING CONDITIONS**

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

# Chronological Resume

## Margaery Tyrell

123 Kings Landing, Waterbury, CT

(203) 555-1212, mtyrell@nv.edu

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**PROFILE:** Banking professional with multiple years of experience and currently pursuing a degree in Finance at Naugatuck Valley Community College seeks a position as Assistant Branch Manager at The Iron Bank.

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### EDUCATION

#### Associates of Science in Finance

*Naugatuck Valley Community College, Waterbury, CT*

*Anticipated Graduation*     **2019**

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### RELEVANT WORK EXPERIENCE

#### Bank Teller, Branch Trainer

**2016-2018**

*Wells Fargo, Waterbury, CT*

- Assisted customers with deposits and withdrawals
- Earned branch award for introducing customers to new financial products
- Recognized by ION bank as outstanding employee of the region.
- Increased new account openings by 10%

#### Bank teller

**2013-2016**

*Santander, Waterbury, CT*

- Assisted customers with deposits and withdrawals
  - Integrated Financial Systems Theory into practice, intervening with appropriate and meaningful practices to a very diverse range of clients
  - Developed a unique financial awareness program aimed at building positive customer relationships
- 

### ADDITIONAL EXPERIENCE

#### Cast Member

**2011 – 2013**

*Chuck E Cheeses, Rocky Hill, CT*

- Greeted customers as they came into the restaurant
- Assisted with the organization of birthday Parties and group events
- Cleaned and organized the restaurant and the games sections

#### Lifeguard/Instructor Summers

**2000 – 2011**

*Windsor Y.M.C.A., Waterbury, CT*

- Performed rescues and basic medical procedures
  - Taught groups of 5-10 children in lifesaving techniques and aquatic skills
- 

### VOLUNTEER/EXTRACURRICULAR EXPERIENCE

- **Phi Theta Kappa**-Member, Naugatuck Valley Community College     **2016-2018**
- **Student Government**-Vice president (SGA), Naugatuck Valley Community College     **2017**
- **Volunteer**- St. Mary's Church, Waterbury, CT     **2009-Current**

## Cover Letters

### Why do you need a cover letter?

The cover letter that you send with your resume is your first chance to make a great impression with a potential employer. This is your chance to introduce yourself, highlight the skills and experience that you would bring to the company, and talk of your reasons for wanting to work for this company. A cover letter is your chance to make a sales pitch to get an interview.

### Tips for Writing a Cover Letter

**Use keywords.** Read the job description from the employer carefully. Use the same key words in your cover letter for skills and experience that are used in the description. This will help the employer see that your abilities match the job requirements.

**Don't repeat** what is on your resume. Instead give specifics of your relevant experiences that match the requirements and show how you can benefit the company.

**First impressions.** Often your cover letter is the first contact you have with an employer. Be sure it is free of typos and grammatical errors. Be sure that your letter is not a generic template but has been written specifically for the position you are applying for. Make references to the company and to the job to show that you have taken the time to research them, this will show serious interest on your part.

**Less is more.** Your cover letter should be focused and to the point. Do not go over one page. Do not include personal information, salary requirements (unless requested by employer), or questions about benefits, vacation, sick time, schedule, etc.

# Cover Letter

[Date]

Ms. Rhonda West  
Customer Service Manager  
Acme Inc.  
123 Corporate Blvd.  
Sometown, CO 50802

Re: Customer Service Representative Opening (Ref. ID: CS300-Denver)

Dear Ms. West:

I was excited to see your opening for a customer service rep, and I hope to be invited for an interview.

My background includes serving as a customer service associate within both call-center and retail environments. Most recently, I worked on the customer service desk for Discount-Mart, where my responsibilities included handling customer merchandise returns, issuing refunds/store credits, flagging damaged merchandise for shipment back to vendors and providing back-up cashiering during busy periods.

Previously, I worked within two high-volume customer-support call centers for a major telecommunications carrier and a satellite television services provider. In these positions, I demonstrated the ability to resolve a variety of issues and complaints (such as billing, disputes, service interruptions or cutoffs, repair technician delays/no-shows and equipment malfunctions). I consistently met my call volume goals, handling an average of 56 to 60 calls per day.

In addition to this experience, I gained considerable customer service skills during my part-time employment as a waitress and restaurant hostess while in high school.

I also bring to the table strong computer proficiencies in MS Word, MS Excel and CRM database applications and a year of college (business major). Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the customer service, communications and problem-solving skills you are seeking. Feel free to call me at 555-555-5555 (home) or 555-555-5500 (cell) to arrange an interview. Thank you for your time – I look forward to learning more about this opportunity.

Sincerely,

Sue Ling

Enclosure: Resume



# The 30 Second Elevator Speech

An elevator speech is a clear, brief message or “commercial” about you. It communicates who you are, what you’re looking for and how you can benefit a company or organization. It’s typically about 30 seconds, the time it takes people to ride from the top to the bottom of a building in an elevator. (The idea behind having an elevator speech is that you are prepared to share this information with anyone, at any time, even in an elevator.) At a career fair, you can use your speech to introduce yourself to employers. It is important to have your speech memorized and practiced. Rehearse your 30 second elevator speech with a friend or in front of a mirror. The important thing is to practice it OUT LOUD. You want it to sound natural. Get comfortable with what you have to say so you can breeze through it when the time comes.

This elevator speech is:

- absolutely no longer than 25 to 30 seconds
- or - in words - approximately 80 to 90 words
- or - in sentences - 8 to 10 sentences

## A SAMPLE ELEVATOR SPEECH OUTLINE

These 10 speech topics will help to write a carefully planned and prepared presentation that grabs attention and says a lot in a few words. This format suggestion helps you to avoid creating a sales pitch. Use each idea to write one short powerful sentence.

### ABOUT YOU

1. Smile to your counterpart, and open with a statement or question that grabs attention: a hook that prompts your listener to ask questions.
2. Tell who you are: describe you and your company.
3. Tell what you do and show enthusiasm.

### WHAT DO YOU OFFER

4. Tell what problems have solved or contributions you have made.
5. Offer a vivid example.
6. Tell why you are interested in your listener.

### WHAT ARE THE BENEFITS

7. Tell what very special service, product or solutions you can offer him or her.
8. What are the advantages of working with you? In what do you differ from competitive companies?

### HOW DO YOU DO IT

9. Give a concrete example or tell a short story, show your uniqueness and provide illustrations on how you work.

## CALL FOR ACTION

10. What is the most wanted response after your elevator speech? Do you want a business card, a referral or an appointment for a presentation after your elevator speech?

## OTHER BUSINESS QUESTIONS

These are other points, questions and business subjects you could ask yourself:

- Who is your target?
- How large is your market volume?
- How do you make profits?
- What are the background, major milestones and achievements of your team?
- Who are your competitors, how do they solve a problem? What is your strength and advantage compared to them? What is your Unique Selling Proposition? Are there special patents or technology? Do you have a special approach in client management? And so on.

## CHECKLIST FOR FINE-TUNING

STEP 1: First write down all what comes up in your mind.

STEP 2: Then cut the jargon and details. Make strong short and powerful sentences. Eliminate unnecessary words.

STEP 3: Connect the phrases to each other. Your elevator address has to flow natural and smoothly. Don't rush.

STEP 4: Memorize key points and practice.

STEP 5: Have you really answered the key question of your listener: What's In It For Me?

STEP 6: Create different versions for different business situations of your elevator speech. Note them on professional business cards.

What information might you include in your elevator speech for a career fair? Consider sharing your name, year in school, major skills and career goals. Include personal information only if it is relevant to the work for which you are applying. Here are some examples to help you get started developing your 30 second elevator speech.

### Examples:

Hi, my name is Samantha Atcheson, and I am a senior Environmental Sciences major. I'm looking for a position that will allow me to use my research and analysis skills. Over the past few years, I've been strengthening these skills through my work with a local watershed council on conservation strategies to support water quality and habitats. Eventually, I'd like develop education programs on water conservation awareness. I read that your organization is involved in water quality projects. Can you tell me how someone with my experience may fit into your organization?

Nice to meet you, I'm Alex Biondo. I'm currently a senior and am studying Computer and Information Science. I hope to become a computer programmer when I graduate. I've had a couple of internships where I worked on several program applications with a project team. I enjoy developing computer applications for simple business solutions. The position you have listed in UO-JobLink seems like it would be a perfect fit for someone with my skills. I'd like to hear more about the type of project teams in your organ.

Hi, my name is Brad. I am currently a sophomore student attending XYZ University in Wallapalooza, Maparaza. In college I plan on majoring in business, specifically in the area of finance. This summer I did an internship with the Groundhog Hedge Fund Group and I hope to work in my college's credit union when I return to school this fall. Ever since I can remember I have always had an interest in numbers and I feel certain that this is something I want to do in my future career. Next summer I'm hoping to get another internship learning more about how the international financial market operates. I also want a career working with people since I enjoy assisting others with their finances and I had a blast this year preparing a presentation as a team with a group of other students for my business management introductory course."

**Here's how it could be adapted for a job-seeker:**

- Who am I? (introduce yourself) -- No change
- What business am I in? -- What field or industry am I in?
- What group of people do I service? (be specific -- do you have a niche?) -- What position am I in? In what capacity do I serve?
- What is my USP (Unique Selling Proposition)? What makes me different from the competition? -  
- No change
- What benefits do my customers derive from my services? -- What benefits can employers derive from skills, based on my proven accomplishments?
- Similarly, in a job-hunting situation, the listener's tacit question may be "Why should I (or any employer) hire you?"

## Qualities and Skills for Resumes

(some possibilities / not including technical-job knowledge skills)  
Always read the job description. What do you have that the employer seeks?

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accurate	initiative
adaptable	innovative
administrative skills	interpersonal skills
analytical	judgment skills
arbitration	leadership skills
articulate	management skills
attentive to detail	mediation skills
bilingual or multilingual (list languages)	MS Office skills
budgeting skills	multi-tasking skills
business development skills	negotiating skills
business management skills	organized
change management skills	patient
caring	persistent
coaching skills	persuasive
collaborative	planning skills
communication skills	proactive
compassionate	problem solver
computer skills	process (or workflow) management skills
conflict resolution skills	public speaking
conscientious	punctual
coordination skills	quality focused
creative thinker	quick learner
critical thinking skills	relationship management
customer focused	reliable
data driven	resourceful
decision making skills	responsible
dedicated	results-oriented
delegation skills	risk taking
dependable	safety conscious
determined	sales skills
diplomatic	self-motivated
diversity awareness	self-sufficient
effective listener	service oriented
empathetic	strategic thinker
energetic	supervisory skills
engaging	supportive
enthusiastic	teaching / training skills
entrepreneurial	team building skills
ethical	teamwork skills
experienced	thrive under stress
facilitation skills	time management skills
financial skills	work well under pressure
flexible	writing skills
goal oriented	versatile
high level of energy	visionary
influencing skills	

## Action Verbs

It is important to use **strong action verbs to highlight your skills and experience** in your resume and cover letters. Use the list below to vary your choice of verbs so you don't become repetitive.

### Communication

Addressed	Contacted	Enlisted	Interviewed	Observed	Reported
Acted	Consulted	Edited	Interpreted	Obtained	Referred
Advertised	Conveyed	Explained	Involved	Outlined	Resolved
Amplified	Convinced	Expressed	Joined	Participated	Responded
Arbitrated	Corresponded	Forged	Lectured	Persuaded	Reviewed
Arranged	Counseled	Formulated	Led	Presented	Solicited
Articulated	Created	Helped	Listened	Promoted	Specified
Authored	Debated	Identified	Marketed	Proposed	Spoke
Clarified	Defined	Incorporated	Mediated	Publicized	Suggested
Collaborated	Developed	Influenced	Moderated	Published	Summarized
Communicated	Directed	Informed	Motivated	Read	Supported
Composed	Discussed	Instructed	Negotiated	Reconciled	Translated
Condensed	Drafted	Interacted	Networked	Recruited	Wrote

### Creative

Acted	Developed	Formulated	Marketed	Published	Solidified
Adapted	Devised	Founded	Modeled	Recorded	Solved
Combined	Diagramed	Generated	Modernized	Redesigned	Spearheaded
Composed	Directed	Illustrated	Modified	Remodeled	Started
Conceived	Displayed	Initiated	Originated	Renovated	Stimulated
Conceptualized	Drafted	Innovated	Painted	Replaced	Strategized
Condensed	Drew	Instituted	Performed	Revamped	Streamlined
Conducted	Entertained	Integrated	Photographed	Revised	Transformed
Created	Established	Introduced	Pioneered	Revitalized	Validated
Customized	Executed	Invented	Planned	Shaped	Visualized
Designed	Fashioned	Launched	Played	Sketched	Wrote

### Data / Financial

Adjusted	Closed	Financed	Planned	Reduced	Solved
Administered	Compiled	Forecasted	Prepared	Refined	Sought
Allocated	Compounded	Grossed	Procured	Remedied	Strengthened
Analyzed	Computed	Increased	Profited	Researched	Submitted
Appraised	Conserved	Managed	Programmed	Reserved	Substantiated
Assessed	Converted	Marketed	Projected	Retrieved	Supplemented
Audited	Corrected	Maximized	Purchased	Satisfied	Sustained
Balanced	Decreased	Measured	Quantified	Scrutinized	Tabulated
Bought	Determined	Minimized	Raised	Secured	Tailored
Budgeted	Developed	Monitored	Rated	Settled	Totaled
Calculated	Earned	Multiplied	Reconciled	Sold	Transferred
Capitalized	Estimated	Netted	Recorded	Solicited	Yielded

### Management / Leadership

Accounted for	Changed	Developed	Guided	Navigated	Recruited
Achieved	Charted	Directed	Handled	Organized	Reorganized
Acquired	Commissioned	Eliminated	Headed	Originated	Replaced
Administered	Condensed	Emphasized	Hired	Overhauled	Restored
Advanced	Considered	Employed	Hosted	Oversaw	Restructured
Analyzed	Consolidated	Enforced	Improved	Performed	Reviewed
Anticipated	Contracted	Enhanced	Incorporated	Planned	Saved
Appointed	Controlled	Established	Increased	Predicted	Scheduled
Approved	Converted	Evaluated	Initiated	Presided	Secured
Assigned	Coordinated	Executed	Inspected	Prioritized	Selected

Attained	Corrected	Expanded	Instituted	Produced	Streamlined
Authorized	Decided	Finalized	Led	Proposed	Strengthened
Awarded	Decreased	Formulated	Maintained	Qualified	Supervised
Centralized	Delegated	Founded	Managed	Recognized	Tailored
Certified	Designated	Generated	Merged	Recommended	Terminated
Chaired	Determined	Grew	Motivated	Regulated	Updated

### Organizational

Accomplished	Classified	Established	Lobbied	Provided	Settled
Achieved	Collaborated	Executed	Logged	Recorded	Simplified
Acquired	Collected	Expedited	Maintained	Rectified	Specialized
Administered	Compiled	Extracted	Monitored	Registered	Standardized
Adopted	Completed	Facilitated	Obtained	Reorganized	Streamlined
Advanced	Confirmed	Filed	Ordered	Reserved	Submitted
Allocated	Consolidated	Formalized	Operated	Responded	Suggested
Approved	Coordinated	Generated	Organized	Revamped	Systematized
Arranged	Corrected	Identified	Prepared	Revised	Tabulated
Catalogued	Corresponded	Implemented	Prioritized	Routed	Tracked
Categorized	Designated	Incorporated	Processed	Scheduled	Updated
Centralized	Designed	Inspected	Procured	Screened	Validated
Chartered	Distributed	Integrated	Proved	Secured	Verified

### Problem Solving

Alleviated	Customized	Extracted	Investigated	Remodeled	Revived
Analyzed	Debugged	Finalized	Modified	Repaired	Resolved
Augmented	Deciphered	Foresaw	Monitored	Researched	Satisfied
Brainstormed	Detected	Formulated	Procured	Restored	Solved
Collaborated	Developed	Found	Recommended	Retrieved	Streamlined
Conceived	Diagnosed	Generated	Rectified	Revamped	Supplemented
Conceptualized	Elevated	Implemented	Reduced	Reviewed	Synthesized
Created	Engineered	Improved	Remedied	Revitalized	Theorized

### Research

Acquired	Compiled	Dissected	Gathered	Led	Published
Analyzed	Computed	Documented	Hypothesized	Linked	Researched
Assessed	Conducted	Estimated	Identified	Located	Reviewed
Calculated	Conceptualized	Evaluated	Inferred	Measured	Searched
Chartered	Critiqued	Examined	Innovated	Minimized	Solved
Cited	Deciphered	Executed	Inspected	Modified	Studied
Clarified	Detected	Experimented	Interpreted	Observed	Summarized
Classified	Determined	Explored	Interviewed	Organized	Surveyed
Co-authored	Diagnosed	Extracted	Invented	Prioritized	Systematized
Collected	Differentiated	Extrapolated	Investigated	Processed	Tested
Compared	Discovered	Formulated	Justified	Projected	Validated

### Results Driven/Initiative

Accelerated	Consolidated	Established	Guaranteed	Modernized	Re-established
Accomplished	Constructed	Exceeded	Improved	Obtained	Reduced
Achieved	Contributed	Excelled	Initiated	Opened	Rejuvenated
Added	Decreased	Expanded	Increased	Orchestrated	Renovated
Advanced	Delivered	Expedited	Integrated	Overcame	Restored
Attained	Demonstrated	Extended	Introduced	Pioneered	Stabilized
Augmented	Diminished	Finalized	Invented	Prevailed	Standardized
Boosted	Earned	Fulfilled	Joined	Produced	Targeted
Built	Eliminated	Gained	Launched	Qualified	Transformed
Combined	Ensured	Generated	Maximized	Realized	Uncovered
Completed	Enlisted	Grew	Minimized	Received	Validated

## Teaching / Helping

Accommodated	Coached	Directed	Guided	Mentored	Served
Accompanied	Collaborated	Eased	Helped	Modified	Set Goals
Adapted	Contributed	Educated	Identified	Motivated	Shaped
Adjusted	Communicated	Elevated	Implemented	Observed	Simulated
Advised	Conducted	Empowered	Incorporated	Organized	Solicited
Advocated	Cooperated	Enabled	Influenced	Partnered	Stimulated
Aided	Coordinated	Encouraged	Informed	Persuaded	Structured
Alleviated	Corrected	Enriched	Initiated	Prepared	Supplied
Applied	Counseled	Evaluated	Inspired	Provided	Supported
Assessed	Critiqued	Expedited	Instilled	Questioned	Taught
Assigned	Cultivated	Explained	Instructed	Referred	Tested
Assisted	Defined	Facilitated	Interacted	Rehabilitated	Trained
Assured	Demonstrated	Familiarized	Integrated	Reinforced	Translated
Bolstered	Designated	Focused	Led	Represented	Tutored
Cared	Developed	Fostered	Listened	Resolved	Valued
Clarified	Diagnosed	Generated	Persuaded	Rewarded	Volunteered

## Teamwork

Accommodated	Augmented	Diversified	Harmonized	Motivated	Shared
Acknowledged	Balanced	Elevated	Ignited	Negotiated	Stimulated
Adapted	Blended	Encouraged	Improvised	Nominated	Supplemented
Adjusted	Buoyed	Energized	Instructed	Organized	Supported
Aided	Collaborated	Engaged	Involved	Participated	Tailored
Altered	Contributed	Enlisted	Joined	Partnered	Teamed
Amended	Cooperated	Forged	Melded	Performed	Unified
Anchored	Coordinated	Fostered	Mediated	Promoted	United
Assisted	Cultivated	Gathered	Merged	Recruited	Volunteered

## Technical

Activated	Customized	Elevated	Inspected	Redesigned	Screened
Adapted	Debugged	Engineered	Installed	Re-engineered	Serviced
Assembled	Deciphered	Enhanced	Maintained	Regulated	Solved
Automated	Delivered	Excelled	Navigated	Rehabilitated	Specialized
Built	Designed	Exercised	Operated	Remodeled	Standardized
Calculated	Detected	Exhibited	Overhauled	Repaired	Studied
Computed	Determined	Fabricated	Pinpointed	Replaced	Supplied
Conserved	Developed	Formed	Programmed	Resolved	Trained
Constructed	Devised	Implemented	Rebuilt	Restored	Upgraded
Converted	Displayed	Improved	Rectified	Retrieved	Utilized