

# Action Words

Accelerate	Collect	Double	Formalize	Lecture	Pinpoint	Reinforce	Supervise
Achieve	Compare	Draft	Formulate	Liaise	Pioneer	Rejuvenate	Supply
Acquire	Compel	Drive	Found	License	Plan	Render	Support
Adapt	Compile	Earn	Further	Listen	Position	Reorganize	Surpass
Address	Complete	Edit	Gain	Locate	Predict	Repair	Survey
Administer	Compose	Educate	Generate	Maintain	Prepare	Report	Synthesize
Advance	Compute	Effect	Govern	Manage	Prescribe	Reposition	Tabulate
Advise	Conceive	Elect	Graduate	Manipulate	Present	Represent	Target
Advocate	Conclude	Eliminate	Guide	Map	Preside	Research	Teach
Allocate	Conduct	Emphasize	Halt	Market	Prioritize	Resolve	Terminate
Analyze	Conserve	Empower	Head	Master	Process	Respond	Test
Answered	Construct	Enable	Hire	Measure	Procure	Restore	Thwart
Apply	Consult	Enact	Honor	Mediate	Produce	Restructure	Train
Appoint	Continue	Encourage	Identify	Mentor	Program	Retrieve	Transcribe
Arbitrate	Contract	Endure	Illustrate	Model	Progress	Review	Transfer
Architect	Contribute	Energize	Imagine	Modify	Project	Revise	Transform
Arrange	Convert	Enforce	Implement	Mold	Promote	Revitalize	Transition
Ascertain	Coordinate	Engineer	Import	Monitor	Proofread	Route	Translate
Assemble	Correct	Enhance	Improve	Motivate	Propose	Satisfy	Unify
Assess	Counsel	Enlarge	Improvise	Navigate	Prospect	Save	Unite
Assist	Craft	Enlist	Increase	Negotiate	Provide	Schedule	Update
Assure	Create	Ensure	Influence	Nominate	Publicize	Screen	Upgrade
Attain	Critique	Establish	Inform	Normalize	Purchase	Secure	Use
Audit	Decrease	Estimate	Initiate	Observe	Qualify	Select	Utilize
Augmented	Define	Evaluate	Innovate	Obtain	Question	Sell	Validate
Author	Delegate	Examine	Inspect	Offer	Raise	Separate	Verbalize
Authorize	Deliver	Exceed	Inspire	Officiate	Rate	Serve	Verify
Balance	Deploy	Excel	Install	Operate	Realign	Set goals	
Brief	Design	Execute	Instill	Orchestrate	Realize	Simplify	
Budget	Detect	Exhibit	Institute	Organize	Rebuild	Sold	
Build	Determine	Expand	Instruct	Orient	Recapture	Solidify	
Calculate	Develop	Expedite	Integrate	Originate	Receive	Speak	
Capture	Devise	Experiment	Intensify	Outsource	Recognize	Specify	
Catalog	Diagnose	Export	Interface	Overcome	Reconcile	Sponsor	
Catalogue	Direct	Facilitate	Interpret	Overhaul	Recruit	Start	
Chair	Discover	Fashion	Interview	Package	Rectify	Stimulate	
Champion	Dispense	Finalize	Introduce	Participate	Redesign	Streamline	
Chart	Display	Finance	Investigate	Perceive	Reduce	Strengthen	
Clarify	Distribute	Follow up	Judge	Perfect	Reengineer	Structure	
Classify	Diversify	Forecast	Justify	Perform	Refer	Succeed	
Close	Divert	Forge	Launch	Persuade	Regain	Suggest	
Collaborate	Document	Form	Lead	Pilot	Regulate	Summarize	

## **Transferable Skills**

Circle at least 10 that apply to you. Only circle skills that you have a reasonable amount of experience performing. Add others to the list if necessary.

advise people	gather information	plan
analyze data	guide/lead people	prepare materials
arrange functions	handle complaints	process materials
assemble products/parts	handle equipment	protect property
assess situations	handle materials	public relations
audit records	handle money	raise money
budget records	help people	record data
build	implement	reduce costs
buy products/services	inspect products	repair
calculate numbers	interpret data	report information
collect money	interview people	research
communicate	inventory	resolve problems
compare data	learn quickly	sell
compile statistics	lift (heavy)	service customers
conduct meetings	lift (moderate)	service equipment
coordinate activities	listen	set goals/objectives
correspond with others	make/create	set up equipment
decision making	manage people	socialize
demonstrate	manual dexterity	supervise
develop	meet the public	take instructions
direct others	monitor progress	train/teach
draft	motivate others	troubleshoot
entertain	move materials	type
evaluate	observe	use tools
explain	operate equipment	weigh
file records	order goods/supplies	work quickly
find information	organize people	write procedures
fix	organize tasks	write reports
follow directions	perform routine work	

Select your three strongest **TRANSFERABLE SKILLS**.

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## Chronological Résumé

The chronological format is considered by many employment professionals and hiring authorities to be the résumé format of choice because it demonstrates continuous and upward career growth. It does this by emphasizing employment history. A chronological format lists the positions held in a progressive sequence, beginning with the most recent and working back. The one feature that distinguishes the chronological format from the others is that under each job listing, you communicate your: 1) responsibilities, 2) skills needed to do the job, and, most importantly, 3) specific achievements. The focus is on time, job continuity, growth and advancement, and accomplishments.

### *Example*

#### **MATTHEW JONES**

1111 Pine Avenue, Brunswick, Georgia 12345 • Home: 770.222.2222 • Cell: 678.222.2222  
matthew@email.com

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#### **HVAC TECHNICIAN**

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##### *HVAC Controls and Air Distribution • Heating, Air Conditioning, and Refrigeration Systems Maintenance and Safety • Installation and Repair*

Over 6 years experience in installation, repair, and maintenance of HVAC systems. Expertise in estimating, reading blueprints, and leading installation of heating, air conditioning, and refrigeration systems, as well as electrical and mechanical controls. Maintain compliance with all safety rules, policies, and procedures.

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#### **AREAS OF STRENGTH**

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- |                                  |                                      |
|----------------------------------|--------------------------------------|
| ➤ EPA Certified                  | ➤ Electrical Circuits and Schematics |
| ➤ Mechanical/Electrical Aptitude | ➤ Use and Maintenance of HVAC Tools  |
| ➤ Blueprint Reading              | ➤ Diagnostics and Repair             |
| ➤ Safety Procedures              | ➤ Preventive Maintenance             |
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#### **WORK HISTORY**

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ABC HEATING AND COOLING, Brunswick, Georgia

2004 - Present

##### **HVAC Lead Technician (2007 - Present)**

Serve as lead technician directing team of 5 HVAC technicians in installation and maintenance of heating, air conditioning, ventilation, and other mechanical equipment in manufacturing facility. Perform preventive maintenance, troubleshoot breakdowns, and repair HVAC systems and components.

- Train and motivate new team members, ensuring staff are skilled in their service/repair abilities
- Perform product checks and evaluate causes of equipment problems, repairing equipment timely
- Resolve and provide economical solutions to equipment challenges, **resulting in Outstanding Performance Rating for 3 years**

##### **HVAC Technician (2004 - 2007)**

Ensured equipment ran efficiently and effectively by performing preventive maintenance, identified malfunctions, and replaced parts and components.

- Tested equipment to be sure minimum standards were met
- **Met 100% of daily scheduling goals**
- Suggested measures to increase quality and production which were added to company's service manual

MJ WAREHOUSE, Brunswick, Georgia

2001 - 2004

##### **Warehouse Technician**

Hired to work in warehouse; however, was chosen to assist HVAC specialists with maintaining machinery and making repairs to heating, ventilating and air conditioning machines.

- Chosen by company to receive formal HVAC training, obtaining an Air Conditioning, Heating and Refrigeration Certificate
  - Operated forklift as certified forklift operator, ensuring OSHA safety guidelines were met; maintained forklift equipment to ensure proper functioning equipment
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#### **EDUCATION**

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ITT Technical Institute, Brunswick, Georgia

Air Conditioning, Heating and Refrigeration Certificate

## Combination (or Hybrid) Résumé

This format offers the best of all worlds – a quick synopsis of your market value (the functional style), followed by your employment chronology (the chronological format). This powerful presentation first addresses the criteria for a hire – promoting your assets, key credentials, and qualifications, supported by specific highlights of your career that match a potential industry or employer's needs. The employment section follows with precise information pertaining to each job. The employment section directly supports the functional section.

The combination format is very well received by hiring authorities. The combination format actually enhances the chronological format while reducing the potential stigma attached to functional formats. This results when the information contained in the functional section is substantive, rich with relevant material that the reader wants to see, and is later supported by a strong employment section.

### **Example**

#### **MARCUS H. COLEMAN**

5437 East 42<sup>nd</sup> Street ■ New York, New York 10012 ■ Phone (212) 555-5421 ■ MColeman@email.com

#### **MULTI-SITE FOOD & BEVERAGE OPERATIONS MANAGER**

Dynamic 10+ year professional career leading daily operations of fast-paced Food & Beverage Operations within entertainment, hotel, restaurant, and contract food service industries. Strong qualifications in personnel development, team building, and team leadership. Dedicated to continuous improvements in quality, productivity, efficiency, and customer service.

#### **CORE COMPETENCIES**

##### **Operations Management**

- Managed all aspects of operations to include planning, budgeting, expense control, recruitment, staffing, scheduling, procurement, inventory control, menu planning/pricing, facilities management, and customer service/guest relations.
- *Contributed to solid cost reductions and revenue/profit growth.*

##### **Human Resources & Training**

- Directed up to 80+ staff overseeing food preparation and service delivery; planned staff schedules to ensure adequate manpower coverage
- Coordinated employee training and designed/implemented incentives and other motivational programs to enhance customer service competencies.
- *Consistently improved and strengthened customer relations/retention.*

##### **Purchasing, Vendor Relations & Inventory Management**

- Planned, budgeted, and managed all purchasing, inventory, and stock replenishment programs.
- Selected vendors, negotiated terms and conditions, and implemented vendor quality standards.
- *Maintained costs at or under budgeted projections.*

##### **Budgeting & Financial Affairs**

- Administered and managed operating budgets of up to \$300,000 annually.
- Evaluated personnel, supply, and equipment to assist in budget planning and forecasting for multiple operating locations; *managed operations within 97% of budget.*

#### **PROFESSIONAL EXPERIENCE**

**Manager – AT&T World Headquarters**, International Food Management Services (1996 to 1998)

Managed \$750,000 annual contract providing cafeteria and vending services for 1,500 employees at AT&T World Headquarters. Improved menu selection, introduced professional service delivery, and provided operations expertise to enhance client relations.

**Banquet Captain / Maitre'D – Waldorf Astoria Hotel** (1990 to 1995)

Directed special event and banquet affairs for this prestigious hotel. Managed an average of 60 events per month, including the "Mayor's Breakfast", a benefit for over 200 business leaders.

**Assistant Manager – Sands Hotel & Casino** (1983 to 1990)

Directed operations of five locations overseeing 80+ employees serving more than 2,500 clients daily.

#### **EDUCATION**

**B.S. in Fine Arts & Business Management**, Culinary Institute of America