

## APPENDIX B

### Common Action Verbs by Industry / Function

Use these verbs to replace passive or generic language. Select those that accurately reflect your role, level of responsibility, and impact.

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#### Operations

managed • coordinated • executed • implemented • streamlined • optimized • directed • maintained • monitored • improved • evaluated • aligned • delivered • supported • standardized

#### Leadership

led • directed • guided • influenced • coached • mentored • developed • supervised • aligned • motivated • delegated • facilitated • advised • strengthened • unified

#### Logistics / Supply Chain

coordinated • scheduled • tracked • distributed • routed • dispatched • fulfilled • expedited • managed inventory • balanced • allocated • reconciled • ensured delivery • optimized flow

#### Supervision / Workforce Management

supervised • assigned • monitored • evaluated • trained • coached • developed • enforced • resolved • approved • scheduled • reviewed • documented • ensured compliance

#### Maintenance / Facilities / Technical Support

maintained • repaired • inspected • diagnosed • tested • calibrated • installed • upgraded • troubleshoot • serviced • replaced • ensured functionality • documented

#### Health Care / Human Services

assessed • treated • administered • monitored • documented • supported • coordinated care • educated • counseled • responded • evaluated • implemented plans • ensured safety

#### Finance / Accounting

analyzed • reconciled • forecasted • audited • tracked • reported • allocated • managed budgets • reviewed • verified • ensured compliance • reduced costs • identified variances

#### Administrative / Program Support

coordinated • organized • maintained records • processed • scheduled • prepared • documented • tracked • supported • communicated • compiled • verified • facilitated

#### Customer Service / Public-Facing Roles

assisted • resolved • responded • addressed concerns • communicated • supported • de-escalated • informed • guided • processed requests • ensured satisfaction

#### Information Technology / Systems

developed • implemented • configured • tested • supported • maintained • troubleshoot • secured • integrated • analyzed systems • upgraded • monitored performance

#### Project / Program Management

planned • executed • coordinated • tracked progress • managed timelines • delivered results • aligned stakeholders • mitigated risks • reported status • ensured completion

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### Quick Use Guidance

- Choose verbs and phrases that reflect what you actually did, not what the job description says
- Pair each verb with context + result (not standalone tasks)
- Avoid repetition—vary verbs across bullets while maintaining accuracy
- Prioritize verbs that show decision-making, ownership, and outcomes