

Action Verbs in Action:

Sample Resume Bullet Points that Kick Off with Powerful Verbs

http://www.quintcareers.com/action_verb_samples.html

See also: http://www.quintcareers.com/jobseeker_glossary.html

"A" Action Verbs in Action

- **Accelerated** time-to-market for embedded software by 25 percent through use of appropriate software quality tools, improved debugging methods, and timely personnel training.
- **Accomplished** shift from Large Quantity Generator status to Small Quantity Generator Status.
- **Accounted** for more than 25 percent of company's revenues.
- **Achieved** profitability in highly competitive industry and significant growth of services in all market categories against 8 direct competitors.
- **Acted** as co-facilitator for work group and partnered with facilitator to help coordinate group's work.
- **Added** four new customers, a new industry, and more than \$1 million in revenue.
- **Address** deeply rooted, beneath-the-surface systemic causes of organizational problems/conflicts that plague instead of merely tackling known symptoms.
- **Administer** \$2 million in contracts with City of Orlando to operate Visitors Bureau and Economic Development Programs.
- **Advised** management regarding accounting processes, findings, and financial performance.
- **Aligned** and **trained** management staff to focus on attaining world class service levels through quality feedback to staff utilizing Witness Monitoring System, top-level training programs and targeted interviewing/hiring specifications.
- **Applied** global experiences and localized process to create relevance to Japan, which involved learning entire process and identifying high leverage points in Japan context.
- **Architected** operational and financial business cases for outsourcing. Assessed effectiveness of 16,000-employee Symantec's global payroll operations (APAC and EMEA).
- **Assumed** and **maintained** P&L responsibility for administrative departments, including Human Resources, HRIS, MIS, Training and Development, Safety, Security, Internal Audit, Benefits and Compensation, Legal, Insurance, Travel, and Internal Investigations.
- **Assured** programmatic and budgetary compliance of programs according to funding objectives.
- **Attracted** 33 new corporate memberships over 12 months after corporate membership campaign design and implementation.
- **Audited** corporate client reports of portfolio holdings and transactions on accounts containing equities, fixed income, and derivatives.
- **Authored** paper for publication in New Jersey Association of School Business Officials magazine on implications of Sarbanes-Oxley Act to New Jersey School Districts.
- **Avoided** \$700,000 annual cost through negotiation of multiyear master lease agreement with U.S. Government.
- **Awarded** U.S. patent for developing solution to common industry problem related to calibration; solution resulted in lower maintenance cost for customers.

"B" Action Verbs in Action

- **Benchmarked** specifications for systems implementation.
- **Bolstered** productivity and **saved** company approximately \$10 million through playing key role in restructuring company; reengineered all financial processes and related systems; **redesigned** all related jobs, resulting in enriched staff development; reduced headcount from 1,500 to 1,000.
- **Boosted** sales from \$450,000 to \$2.6 million.
- **Broadened** target audience to include corporate travel managers, meeting planners and consumers.
- **Brokered** US Treasury and European fixed-income cash, futures, and options, calculated risk, and executed trades on multiple trading platforms.
- **Brought** strong management discipline and Asian-market expertise to role as board director who assumes operational oversight in absence of COO.
- **Built** and **implemented** employee-owned development matrix for all management and call-center staff; selected, trained, and tested employee base to support continued educational and career objectives.

"C" Action Verbs in Action

- **Captured** 57 percent of North American-served market.
- **Chair** corporate-wide Software Configuration Review Board.
- **Championed** development of software simulation and modeling methods to assist marketing in determining customer's "voice" -- procedure is now SOP.
- **Changed** paradigm for district's copy center in collaboration with Management Information Systems and transformed it from district-subsidized operation to one that has produced hundreds of thousands of dollars in positive cash flow for the last two years.
- **Cited** as "best producer" by Director of Development, who said, "He always manages to strike a comfortable balance between encouraging and facilitating creative people like me and looking out for the needs of the company."
- **Clarified** and **confirmed** database specifications of end-users and offered additional suggestions or alternatives.
- **Closed** \$15 million contract negotiation that accounted for 45 percent of company orders in 2009; generated more than 50 percent of total company revenue.
- **Co-facilitated** two sets of monthly meetings, one with full group of 18 provider representatives plus county representatives, and a second with key representatives from larger group.
- **Coached** partners on internal company dynamics and steps for developing business and marketing plans so they could learn to write their own.
- **Codified** rating system to concentrate rehabilitation impacts.
- **Collaborate** with hospital and regional medical center in-house legal departments on regulatory compliance cases.
- **Combined** technical and management skills while mentoring group members as they resolved complex technical issues and provided expert technical advice to management for business decisions.
- **Commanded** contingency operations and established safety programs at three austere flying locales supporting UN operations; supervised 200+ personnel at each site and earned Outstanding Unit Safety Award.
- **Commended** at project's end and identified as invaluable contributor who provides "insight, clarity and definition."
- **Communicated** consistently and proactively with team members via phone and e-mail between meetings, coordinated meeting notes, and helped team members with individual work plans.
- **Completed** successful name change and followed up by developing new branding platform, logo, and tagline that accurately captures and identities organization's personality, values, and objectives and will articulate its mission and package it for savvy, heavily pitched funding audience.
- **Conceived** and **led** initiative that saved \$1 billion annually in industry settlement costs and eradicated costly customer error by eliminating manual customer input.
- **Conducted** two all-customer surveys; reported results to internal partners with issue, cause, and resolution outline to significantly impact internal and external customer satisfaction.
- **Consolidated** marketing-services organization in 45 days.
- **Constructed** and **presented** sales forecasts and competitive analyses.
- **Consult** with business and community leaders to respond to diversity concerns and issues.
- **Contributed** to annual giving campaign's success, exceeding \$450K goal by \$100K through increased marketing and e-giving technology implemented on website and through printed materials.
- **Convinced** management to re-formulate existing local brand, refine its brand position, as well as redesign its graphics and packaging to align with its updated positioning, resulting in significant volume increase and long-term brand growth.
- **Coordinate** all facets of the program, including curriculum development, teaching, training, volunteer management, staff recruiting, and grant writing.
- **Counseled** three clients; conducted informational interviews with customers and staff members for VP of Environmental Health and Safety and provided feedback, resulting in defining new work processes to increase customer satisfaction and employee job satisfaction; collaborated with Art Museum Director's team during major transition and change, resulting in on-time new museum opening with intact and cordial team; conducted workshops on Change Leadership.
- **Crafted** decision memos at request of Prime Minister of Bangladesh and US President; laid foundation that influenced Congress to approve unprecedented buy-back of \$400M aircraft program from Thailand.

- **Created** organizational design and built effective teams; structured and led new Information Management Division, including Business Response Team, Quality Assurance Group, and Application Services Team.
- **Cultivate** strong relationships with city, volunteers, and key constituents.

"D" Action Verbs in Action

- **Decreased** inbound volume into help-desk support systems by more than 20 percent by expanding and refining Comerica University program to encompass client base as well as internal associates, delivering Certified Equity Edge Expert program that trained clients to utilize online tools.
- **Define** world area budgeting, forecasting, revenue, and profitability objectives.
- **Delighted** management and employees by redesigning job descriptions, using a "Vision for Success" statement to illustrate successful job performance.
- **Delivered** annual revenue of \$1.5B annually across Europe/Middle East/Africa, accounting for 20 percent more revenue and profit than comparable operation in North America delivered.
- **Delivered** presentations to American community on travel opportunities in Western and Eastern Europe, Africa, Asia, and North America.
- **Demonstrated** product-knowledge growth and enhanced external customer contact through constant communication with some of the financial world's most demanding and knowledgeable people – hedge fund managers, traders, and operations personnel.
- **Deploy** excellent political skills and contacts to testify to New Jersey Education Finance Program task force and legislative committees about public education in New Jersey.
- **Designed** E-Plan and managed software development, adaptation, and interface with regional and national hospital-provider market-share leaders.
- **Determine** annual unit and gross-profit plans by implementing sales and marketing strategies and analyzing trends and results.
- **Developed** 5-10 year strategies and plans, identified and exploited new business opportunities to achieve objectives.
- **Devised** strategic marketing and sales plans to improve revenues, market share, and profitability.
- **Discovered** and **identified** significant differences among team's provider organizations, as well as types of clients each served, types of services provided, organization size, and varying funding levels that threatened interference with focus on work plan.
- **Dissuaded** venture capitalists from canceling \$25-million investment client needed for upcoming payroll.
- **Doubled** annual subscription revenue in both 1997 and 1998, to \$4M/year in 23-country Eastern European market; refined sales strategy, negotiated new rate cards in selected markets, and appointed and established in-country business coordinator to provide more effective, localized sales approach.
- **Drafted** and **responded** to motions; prepared and responded to discovery related to a complex litigation case set for trial.
- **Drew** from project experience and co-authored three-part series of articles, on marketing for consultants, which was published in online organizational-development magazine.

"E" Action Verbs in Action

- **Earned** Boys & Girls Club of the USA's Association of Boys & Girls Club Professionals Award of Excellence in Leadership, Award of Excellence in Innovation, and Award of Excellence in Program Development.
- **Educate** employees and the public about how School District earns its money; speak frequently at local service clubs and professional conferences, serve as guest lecturer for classes at local universities, and appear as TV/radio guest.
- **Emphasize** excellent customer service internally and externally; created new ways of communicating with customers that helped increase enrollment for various programs by 75 percent over past two years.
- **Enabled** company to sustain itself through industry downtimes by developing preplanned marketing initiatives and clear marketing strategy that can be updated as company goals

- **Encouraged** upward mobility of females and minorities in professional Boys & Girls Club positions across upstate New York and secured training funds to provide them leadership development opportunities and job-related training.
- **Engineered** \$US 50 million annual technology spend; obtained technology savings/expense reductions of \$US 4.5 million, including \$US 0.7 million in technology employee and consultant staff reductions.
- **Enhanced** processes, procedures and controls, as well as MIS development, throughout Accounting and Finance Division.
- **Enlisted** internal staff, including marketing, operations, and systems developers, to QA-test system without increasing staffing costs.
- **Ensure** that entire School District focuses on maximizing use of resources -- not how to spend the budget but rather on programs that will best meet student needs and improve student achievement, as well as enhance operating effectiveness and efficiency.
- **Entered** into successful barter deals that included extensive activity with government bodies in Malaysia, Brunei, and Thailand, exchanging for rice, sugar, and wheat for the Philippines.
- **Escalated** critical issues and implemented strategies for their timely resolution.
- **Established** \$1.4M annual revenue hotel business in region, representing 23 percent of all revenue from this market segment in Europe/Middle East/Africa.
- **Evaluated** processes and implemented changes improving production and effectiveness as well as fiscal accounting procedures.
- **Examined** markets and backtested trading theories using technical analysis of charts.
- **Exceeded** plans for growth, achieving revenue of \$100 million within two years while maintaining high profitability levels.
- **Excelled** during more than 10 years as leader in Boys & Girls Club of the USA's preeminent system of recruitment, training, and career education that develops mission-focused leaders for Boys & Girls Club movement.
- **Executed** turnaround via non-cash acquisition of local equity, converting to wholly foreign owned; prepared thorough acquisition management analysis; neutralized and improved hostile shareholder relationships.
- **Expanded** strategic alliance and public-relations activities.
- **Extended** business field to China and Japan.

"F" Action Verbs in Action

- **Facilitated** Board of Directors and managed technical, marketing, operational, and financial teams.
- **Focused** company's resources on middleware product line connecting devices to the Internet without a PC.
- **Followed up** Susquehanna Corporation corporate survey with focus groups to define specific challenges this geography was facing; facilitated senior leadership in crafting and implementing specific actions to address employee concerns; collaborated with Sales VP to clarify roles, define key competencies and performance standards, and create development paths so sales team could achieve standards.
- **Formulated** basic strategy, prepared proposals for company products and services and provided business leadership to program management.
- **Founded** consulting practice focusing on healthcare clientele requirements and delivering comprehensive management and business-development solutions to healthcare providers, suppliers, and group purchasing organizations.
- **Functioned** in senior-management role at for-profit subsidiary of regional integrated delivery network conglomerate with operations in four states and revenue from eight for-profit firms exceeding \$40 million.

"G" Action Verbs in Action

- **Gained** international experience with manufacturing license, distributor and representative agreements with customers in Southeast Asia and South America.
- **Gathered** extensive competitive data, audited competitors' Web sites and positioning, conducted client interviews, clearly and concisely identified target market, developed flexible and cost-

conscious marketing plan that employed various alternative resources, such as public-radio sponsorship, to reach target market.

- **Gave** IBM competitive advantage by designing customer experience metrics to measure satisfaction, enabling IBM to become only company in the industry that could provide could Reduced expenses by \$2 million yearly by relocating IT department to Houston and reducing headcount by 20; restructured department so that only three employees were required to maintain support for regional division; earned Outstanding Management Award for completing project ahead of schedule and transferring company's systems seamlessly.
- **Generated** 35 percent increase in annual subscription revenue to \$27M in 1998, exceeding budgeted 25 percent growth by \$2M.
- **Guided** learning modules for faculty development and enhanced learning environments, including New Faculty Seminars, Learning Impacts of Instructional Technology, Creative Teaching, Classroom Assessment Techniques, and Managing and Assessing Group Projects.

"H" Action Verbs in Action

- **Hired, trained, and supported** Account Executives in six related Midwest industries; hired and trained more than half of existing sales force.
- **Honored** with company special recognition award for outstanding performance for Reactor Center project; earned second outstanding performance award for partnering pilot program forming alliances with three internal and external organizations to maximize efficiencies, resulting in 25 percent increased productivity and subsequent rollout to all US operations.

"I" Action Verbs in Action

- **Identified** and implemented \$100 million+ in expense savings.
- **Implemented** IT cost-allocation model resulting in equitable redistribution of IT costs back through corporation and clearer understanding of departmental technology expenses.
- **Improved** cash flow from a negative \$13 million to positive cash flow by restructuring company.
- **Initiated** capital funding in conjunction with investment bankers and venture capitalists.
- **Instituted** project-management policies and procedures to create PMO model to control projects, resulting in standardized system to define, categorize, and track projects.
- **Integrated** new Business Analyst team into organization, resulting in improved interaction between IT and its customers and alignment of IT initiatives with departmental goals.
- **Interacted** with CEOs and top executives from various medical equipment, networking, software, and semiconductor companies.
- **Interpreted** policy and applied federal and state laws to various employee-relations issues.
- **Interviewed** lay and expert witnesses.
- **Introduced** new Problem Management process focused on defect resolution using severity codes.
- **Invented** and **headed** development of all core technologies, including ion implantation equipment, semiconductor process applications, and use of proprietary doping materials and chemicals.
- **Investigated** allegations of discrimination, sexual harassment, and unfair employment practices.
- **Invited** to serve three-year term on community-development committee.
- **Isolated** and **reduced** waste streams within facility.

"J" Action Verbs in Action

- **Juggled** multiple projects on tight deadlines covering numerous diverse areas.

"L" Action Verbs in Action

- **Launched** pan-European UBT and Cartoon Central into 542,000 cabled households, generating \$2.2M in annual revenue and establishing Cartoon Central as region's No. 2 children's channel.
- **Learned** strategies and market terminology during simulated trading sessions with senior traders.
- **Led** company-wide strategic team developed to redefine and align services and responsibilities of customer care and distribution operations groups; planned, developed, and implemented action-

oriented meetings with 31 nationwide distribution centers; developed issue, cause, and resolutions for identified opportunities and implemented plans to affect changes to both customer-care and distribution operations.

- **Leverage** clients' competencies by providing a common vision and creating an energetic, inspired, and honest atmosphere.
- **Liaised** with vendors and manufacturing department to ensure high-quality, yet low-cost, production methods.
- **Lowered** customer tool cost \$500,000 annually through implementing process changes.

"M" Action Verbs in Action

- **Maintained** supportive, neutral posture and encouraged continuing collaboration and problem-solving strategies.
- **Managed** successful launch of 3 Danish and Swedish customized entertainment networks.
- **Met** goals ahead of schedule and assisted in strategic direction of product and business development.
- **Minimized** wasteful spending and ensured consistency among schools by partnering with Facilities Division and Purchasing Departments to develop standardized furniture and equipment package for all new schools.
- **Modeled** constructive group-member behavior to inspire team members to become active, constructive participants.
- **Monitored** staff and program effectiveness to ensure residents received quality service at limited costs and free of liability by collaborating with board of directors to establish and implement policies and long-term plans.
- **Motivated** 40-manager team; developed "zone concept" -- implemented company-wide within a year -- by dividing large team into smaller zones to focus on needs of those markets.

"N" Action Verbs in Action

- **Negotiated** multi-million dollar aircraft upgrade proposals for company products and services supporting United Kingdom AH-64 Apache fleet.

"O" Action Verbs in Action

- **Obtained** factual information concerning employee/management inquiries and/or complaints.
- **Opened** channels of communication and encouraged team members to take active role in team development and accessing resources.
- **Orchestrated** decrease in sales expenses by 20 percent while increasing sales productivity by expanding alliance partner network; increased hardware revenue by 9 percent to \$4B.
- **Organized** workforce and service flow for entire resort.
- **Oriented** and **trained** new top-management team in product-line unique sales points and product sales strategies.
- **Outperformed** peers in constructing online reports with Albuters and Infocast.
- **Overcame** internal obstacles and ensured buy-in by product managers in new diamond technologies.
- **Oversee** market development, financial management, and operational management.
- **Own, operate, and function** as Senior Organization Consultant for international consulting/educating/training company specializing in improving individual and organizational performance.

"P" Action Verbs in Action

- **Participated** in developing and implementing unique computerized claims system.
- **Partnered** with team leaders to design strategy to address conflicting priorities in separate forum, ensuring that conflicts identified would be followed up with team, resulting in sharper focus on priorities at hand, gradual ease of tensions, and increased team-member cooperation.
- **Performed** legal research and drafted legal memoranda regarding employment law, personal injury, contract disputes, trademark law, and environmental law issues.

- **Planned** for and **co-facilitated** monthly meetings of 20+-member group, assisted client in initial steps to develop outcome measures, and helped create outline for policies and procedures manual.
- **Played** key role in business development, branding, planning, marketing, and Web design.
- **Practice** health-care law, representing academic medical center.
- **Prepared** experts and witnesses in fast-paced legal environment of firm dealing with construction defect, personal injury, and employment law.
- **Presented** program to Boeing senior staff and company president, CEO, and founders.
- **Preside** over all board meetings and perform executive-director functions.
- **Priced** options deals using Derivatech and Bloomberg; calculated delta and vega hedges.
- **Prioritized** annual must-do projects, introducing new products and programs, managing group's product life-cycle efforts in optimizing inventory of standard and non-stock standard SKUs, market segmentation, and professional development for staff employees.
- **Procured** funding through private grant to continue counseling program.
- **Produced** business results and market-share growth, as measured by unit case volume sold in this region where business size is almost 50 percent of the entire Japan business.
- **Project-managed** automated work centers, an \$18M, state-of-the-art automated manufacturing facility for clinical trials manufacturing and R&D.
- **Promoted** appropriate integration of evaluation system with other systems throughout Division, including performance contracting, continuous quality improvement, and management information system.
- **Promoted** regularly throughout tenure at company.
- **Propelled** company to met forecasted numbers and achieve 20 percent growth year over year in an industry where average growth was 10 percent by developing three-year strategic business plan to support growth and by partnering with other executives to identify opportunities and implement business strategies.
- **Provided** ongoing support in both business and marketing strategies.
- **Purchased** online assets of Z-Web, as part of group, acquiring two portals and built new

"Q" Action Verbs in Action

- **Qualified** new accounts and grew revenue within territory.
- **Quoted** current bid/ask and market interests for FX OTC options by telephone and Reuters.

"R" Action Verbs in Action

- **Ranked** in top 1 percent of 300 officers; won Army Maintenance Effectiveness Award.
- **Re-engineered** process management to improve overall productivity and operational cost efficiency by relocating plant and revising plant layout; reinforced cost-reduction program.
- **Realized** \$80 million in cost savings by implementing suggestion system.
- **Rebuilt** Websites and set up new Web services producing more than \$50,000/month.
- **Recommended** and **prepared** project proposals to optimize business and production needs, thus facilitating corporate and divisional strategy.
- **Recruited** to fill Director position as a result of outstanding job performance and timely delivery of initiatives while providing consulting services; implemented processes, standards and quality controls that increased organization's operational maturity; planned and managed \$2M annual budget.
- **Recruited** executives to establish 1st distribution sales office.
- **Redesigned** HR business processes, leveraging manager self-service via PeopleSoft.
- **Reduced** machine inventory from \$8 million to \$2 million; created policies around use of trials and collaborated with Sales VP/Director to implement these policies.
- **Refined** salary systems for all levels of employees with compensation programs that included stock options, 401(k), commissions, stock savings plans, bonus plans, and executive SERP plans.
- **Reinforced** sales process implementation, focusing on step-by-step sales process, opportunity management, territory management, account management, sales strategy/target account selling, and development of business partner network.
- **Reorganized** cooperating broker program and registration process to maximize profitability.

- **Represent** clients regarding employment-related issues that typically arise in hospital and medical center settings.
- **Researched** and **implemented** CRM system.
- **Restructured** process management and network marketing of retail stations.
- **Reviewed** and **restructured** health-benefit program without reducing benefits to employees; reduced cost from more than \$2 million for 225 employees to just over \$1.5 million for 600+ employees while improving claims payments and ability to introduce several wellness programs.
- **Revised** European-designed products for introduction into US market.
- **Revitalized** events and programs to reflect new organizational image; infused programming with latest technology and hottest speakers.
- **Revolutionized** customers' trade capturing processing for reducing intra-day trade risk; spearheaded real-time trade managing system on aggressive deadline schedule and collaborated with cross-functional teams, including system developers, marketing, QA, end-users, to determine system flow and implementation.
- **Rolled out** program in two months.

"S" Action Verbs in Action

- **Satisfied** clients by building effective professional and personal relationships with key external/internal stakeholders and boosted brand-new Merrill Lynch HR Effectiveness practice by wearing multiple hats -- project manager, budget forecast/actual, and relationship manager -- and by completing all projects on time and on budget.
- **Saved** company \$600,000 in first six months through alliance with another provider.
- **Secured** \$8M during funding freeze to save critical programs; secured 33 percent funding increase.
- **Selected** by Vice President to turn around HMO subsidiary that lost \$11.3 million in 2003 and delivered \$2.4 million profit within 12 months for largest health insurer in Florida with \$4.5 billion in annual revenues and 2.4 million members.
- **Settled** lawsuit (filed before my employment) pertaining to hotel acquisition.
- **Shared** P&L responsibility for five-state market area.
- **Shifted** manual procedures to automated procedures and processes, thus saving company more than \$500K in a six-month period.
- **Sold, designed, and managed** solutions projects with average total margins of 50 percent in one year.
- **Solicited, developed and maintained** large national accounts, such as MGM, Target, Sears, Dillard's, Kohl's, The Limited, Tommy Bahama, Steve Madden, and Venus Swimwear, among others.
- **Solved** problem for South Jersey Hospital Authority, which owed contractors hundreds of thousands in sales taxes on Moorestown Hospital construction but did not have sufficient funds to pay them.
- **Spearheaded** three-year renaming and re-branding process, bringing diverse stakeholders together, delivering multiple presentations, and successfully synthesizing input from various groups.
- **Specialized** in Change Leadership consulting for a client list that included GenonSys, California Division of Wildlife, California Department of Motor Vehicles, Boeing Aircraft Corporation, Napa Valley Hospital, and more.
- **Standardized** advertising to reflect focus-group input and ensure delivery of key messages; produced brand standards manual including print and Web content standards, and logo positioning requirements.
- **Streamline** operations of New Jersey's first Charter School District in collaboration with other members of the Superintendent's Cabinet through eliminating unnecessary bureaucratic procedures.
- **Strengthened** business-unit relationships and ensured timely delivery of quality deliverables.
- **Submitted** application packages and recommendations to principals for employment consideration.
- **Succeeded** in helping client complete plan, remove barriers to collaboration, and stay on track and partner together to fulfill their mission to clients.
- **Supervised** 50 IT professionals with annual operating budget of \$5.3 million and \$2.6 million capital budget for customer base of 2,000+ employees.

- **Support** all US and overseas manufacturing operations, as well as sales and marketing business units, in the areas of US and foreign government import/export trade and customs regulations, risk management analysis, duty-planning preference programs, and policies and procedures.

"T" Action Verbs in Action

- **Taught** Group Work Skills in videoconference course involving Arizona State University and Indiana State College.
- **Tested** management facilitation and project-management support for six business units simultaneously, as well as testing more than 57 applications.
- **Took** ownership of region in entrepreneurial manner and performed without supervision.
- **Tracked** and **collected** data-reporting program financial performance.
- **Trained** trainers in Marketing 101, Marketing Research, and Membership by Design for Boys & Girls Club of the USA professionals.
- **Transferred** Chicago Stock Exchange systems to SIAC in New York and orchestrated business and systems-recovery initiative.
- **Transformed** management information into efficient reporting, greatly improving firm's reporting process.
- **Transitioned** health insurance from expensive district-subsidized, self-funded plan to fully insured plan following year-long School Board deadlock.
- **Traveled** extensively to assist clients and consult experts and local counsel with case analysis, claim management, and case preparation.
- **Troubleshoot** and **repaired** financials that were in disarray following rapid turnover of three executive directors in three years.
- **Turned** around P&L bottom lines of jewelry industry in Japan.

"U" Action Verbs in Action

- **Updated** Employee Handbook; wrote and implemented policies and procedures for smooth business operations.
- **Use** strong presentation skills to speak frequently at events on behalf of School District to tout the Districts' smoothly operating business and support functions to school communities and the public.

"V" Action Verbs in Action

- **Verified** trades and hedges; reconciled daily accounts.
- **Visited** college campuses to screen and interview prospective math, science, and language arts teachers.
- **Volunteered** to take on name-change project for 100+-year-old organization and teamed up with CEO to help move project forward.

"W" Action Verbs in Action

- **Won** Individual Achievement Award of Excellence for performance.
- **Wrote** arbitration briefs and responses to EEOC charges.