



**National
Careers
Service**

Helping you take
the next step

CV Creation Guide

The National Careers Service provides free impartial careers information, advice, and guidance to adults.

What is a CV?

A CV, Resume, or Curriculum Vitae is a document that outlines a person's professional and educational background. It is commonly used when applying for jobs and can include information on a person's work experience, education, skills, and achievements. A CV belongs to each individual person and they can decide what information to include. This is completely opposite to completing an employer application form, where the employer decides what information they require. Whilst there is good practice and guidelines for CVs, there are no formal rules. This document will help you decide what to include in your CV and how to manage it in the future.

Why is a CV important?

A CV is an important tool for job seekers as it allows them to showcase their skills, attributes, qualifications and experience to potential employers. A well-written and well-formatted CV can help an individual to stand out from other applicants and to increase their chances of being hired.

Target audience

This guide is aimed at people who are looking to apply to work vacancies and need to create or update a CV. It is intended for people at all levels of experience, from those who are just starting out in their careers to those who have been working for many years.

How will I know if a CV is effective?

The CV's purpose is for the employer to view a person as a potential candidate for a work position. They are likely to invite an individual to an interview of some kind as the next stage, so if you are being invited to interviews from job applications using your CV, then this is a good indication that the CV you have used is effective.

A guide for Planning Your CV

Determine the purpose of your CV

Before you start writing your CV, it's important to understand the purpose of the document. A CV is a document that outlines your skills, attributes, achievements, education, experience and qualifications. It's typically used when applying for jobs, internships, or other professional opportunities.

It's important to tailor your CV to the specific job or industry you're applying for, as well as the company you're applying to. This will help to show how your skills and qualifications align with the requirements of the position. This may mean that you create different versions of your CV for different types of work you want to apply for, for example customer service CV, delivery driver CV, warehouse supervisor CV.

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Identify your key skills and qualifications

Once you know the purpose of your CV, it's time to focus on the content. Your CV should highlight your most relevant skills and qualifications. This could include your education, relevant work experience, and any specialised skills or certificates you have.

Take some time to think about what you want to convey to a potential employer and what are your best attributes that you want to showcase.

Tailor your CV to the job and company

Once you've done your research and fully reviewed the key skills, experience and requirements from the job vacancy, it's time to tailor your CV to the job and company you're applying to. This means adjusting the content of your CV to highlight the skills and qualifications that are most relevant to the position.

For example, if the job posting emphasises certain skills or qualifications, make sure to include those in your CV.

Make sure to proofread and edit your CV multiple times to make sure that it's clear, concise, and free of any errors. Employers often use artificial intelligence (AI) to scan CVs to look for specific keywords or matches for specific experience, to help sift through large volumes of CVs received. This allows them to initially identify CVs that have the best match to their requirements (see below section on ATS).

In summary, tailoring your CV to the job and company you're applying to is important to help you stand out from other applicants and increase your chances of getting an interview. By determining the purpose of your CV, identifying your key skills and qualifications, researching the job and company, and tailoring your CV accordingly, you can create a document that effectively communicates your strengths and qualifications to potential employers.

Formatting Your CV

Choose a layout and format that is professional and easy to read. Unless you are looking to find work in a sector such as creative arts and design, avoid using overly creative or flashy designs, as these can be distracting and take away from the content of your CV. Stick to clean and simple formats, such as a traditional, reverse-chronological layout (i.e. listing your most recent experience, training and qualifications first).

Use a clear and readable font, such as Arial, Times New Roman, or Calibri. Make sure the font size is consistent throughout the CV and use bold or italics to make important information stand out. Avoid using more than 2-3 different fonts, as this can make your CV look cluttered.

Keep your CV to a reasonable length, ideally one to two pages, unless the industry you wish to work in specifically requires full information regarding previous experience, like academia and education. This will make it easier for the reader to quickly scan through the document and focus on the most important information. Use concise language and eliminate any unnecessary information.

Use bullet points and headings to make your CV easy to read. This will help break up large blocks of text and make it easier for the reader to find the information they're looking for. Use headings to separate different sections of your CV, such as "Work Experience" and "Education." Use bullet points to list your accomplishments and responsibilities in each job or educational program.

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Keep it positive. In effect your CV is a marketing document, advertising your skills, experience, and attributes. Try to identify anything that may be read as a negative and rewrite this to make you more appealing.

Remember that your CV is your document, it's personal to you as an individual. Everyone will read it differently and you may receive varying opinions depending on who reads it. Take what guidance you can to form your own judgement on how it should be presented, and the contents of this document are intended to help you decide what to include.

Different industries or fields may have varying requirements for CVs, so it's always a good idea to research and customise accordingly.

Writing the Content of Your CV

Contact Details

This is your personal/professional contact information and should include:

- Full Name.
- Address and Postcode – this can be down to personal choice but if you are posting your CV to recruitment sites like Indeed, it is safer just to put the town/county that you live in.
- Telephone number – telephone numbers and/or mobile number can change. Remember to keep it up to date, answer it when it rings (don't avoid unknown numbers), and if there's a chance someone else will answer it, prepare them so they know to answer it appropriately and take a message.
- Email – where possible we would always recommend having an email account just for job searching. This allows you to sign up to recruitment sites and receive lots of job advertisements without bombarding your personal email inbox. The name you create for you email address is important. Remember to keep it simple, professional, and as close as possible to your name. E.g. instead of bigdaddy45@gmail.com or needajob@btinternet.com use your.name123@gmail.com
- LinkedIn account – the URL to your LinkedIn page can be too long for a CV and made out of random letters and numbers. It is a good idea to edit the URL to your page via your homepage (the Edit your public profile and URL button can be found on the top right hand corner of your homepage) so it is shorter and clearly related to you or your line of work.

Start with a professional summary

This is a brief summary of your professional experience and qualifications, typically at the top of your CV.

It should be written in a way that highlights your most relevant skills and experiences for the job you are applying for.

When short-listing CVs, many employers do not read the whole document first time, but they are likely to read this section as it is first, so you really want to make a good impression here. It's also personal to you so try to avoid common statements that others will use, such as "hardworking" and "work well as an individual or as part of a team". Many other applicants will use such statements so putting these in a different way will make your CV stand out.

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Keep it concise and to the point, and make sure to use keywords that match the job description. (Some examples are provided later in this document).

Highlight your skills and achievements

Include a section that highlights your relevant skills and achievements. By highlighting your skills and achievements before your work experience, it puts the emphasis on your most relevant and transferable skills first, which is what hiring managers are looking for.

Make sure to use keywords that match the job description and make sure to quantify your achievements in terms of numbers, percentages or amounts.

Examples of this could include;

- “Exceeded sales targets by 15% over 6 months by building productive relationships with customers.”
- “Reduced operating costs by 24% over a period of one year through analysis of procurement processes.”
- “Reduced customer complaints by 32% within a 2 month period by facilitating conflict resolution training to a team of 20 call handlers.”

Some further good examples of this can be found here: <https://uk.indeed.com/career-advice>

List specific skills that you have that are relevant to the job, such as programming languages, or tools and equipment you know how to use. (Examples provided later in this document).

Bullet pointing this section helps employers quickly identify if you have the skills they are looking for.

Include your employment history or work experience

List your previous work experience in reverse chronological order, starting with your most recent job or work experience.

Include the job title, company name, dates of employment, and a summary of your responsibilities and achievements in each role.

Trying to remember what responsibilities you had in previous roles can sometimes be challenging, and ideally you want to include tasks that match the position you are applying for. Using a resource such as the [Explore Careers section](#) on the National Careers Service website can be useful for this. Search for previous job roles and a list of “day to day” tasks are listed within each role. Compare these to a search for the role you are applying for, and you may find some that match or identify transferable skills.

In most circumstances, 10 years’ experience being listed is sufficient on a CV. It may be that you gained relevant skills in a role prior to this that can’t be evidenced elsewhere and would be useful to add, so use your judgement on this.

Try to avoid gaps in your employment history. Employers can make assumptions around these so always a good idea to include what was happening during any obvious gaps. Consider if any training, upskilling, travelling, voluntary or unpaid work or family commitments took place.

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List your education and qualifications

List your educational qualifications in reverse chronological order, starting with your most recent degree or diploma. You may have undertaken training in the workplace, whether formally accredited or not, which you may wish to include, particularly if it is relevant to the position you are applying to.

Include the name of the institution (or employer or training organisation), the date you completed, and the qualification you earned.

If you have any relevant certifications or professional licences list them here as well.

You may have too many qualifications to list on your CV. In this case, identify the ones are the most relevant to the role you are applying for and just list these.

Include relevant hobbies and interests

Include a section for hobbies and interests if you have any that could demonstrate skills and qualities that could be relevant to the job.

Be selective about which hobbies and interests to include, and make sure they are relevant to the job. Employers may be interested in activities that you take part in, interests that you are passionate about, hobbies where you have developed skills, volunteering or causes that you support. Try to avoid using generic statements like “socialising” or “spending time with family or friends” as these tell the employer little that is unique to you.

References

Typically, today we do not give references on a CV. Many people add a statement such as ‘Available on request’ though this isn’t necessary as it’s a given in most roles that these will be requested after securing the role. However, some industries do require you to put the names of your referees on your CV. If you are not sure check online and look for example CVs or look at your industries professional body for career advice.

Proofread and edit your CV for errors

Before you submit your CV, proofread it carefully to make sure there are no spelling, grammar, or punctuation errors.

- Ask a friend or family member to read through it as well, to get a fresh perspective.
- Make sure that formatting and layout is consistent throughout.
- Avoid any unnecessary or irrelevant information.
- Confirm the CV is tailored to the specific job that you are applying for.

Finishing Touches

Make it personal

While a CV is a professional document, your personality is something the employer is looking for and getting this across on a CV can be challenging as you try to convey a professional approach. Utilising online personality assessments can be advantageous in this area and really help to identify aspects of yourself that an employer may value.

Some online personality tests available include;

National Careers Service - [Skills Health Check | National Careers Service](#)

National Careers Service - [Discover your skills and careers | National Careers Service](#)

Launch Your Career Buzz Quiz - <https://careerswales.gov.wales/buzzquiz>

16 Personalities - <https://www.16personalities.com/free-personality-test>

Truity (various personality tests) - <https://www.truity.com/>

Save your CV as a PDF

Saving your CV as a PDF before uploading or sending to an employer ensures that it will be compatible with any device or program and will maintain the formatting. It will also prevent anyone making changes to the document other than yourself.

Name your CV file appropriately

Name your CV file in a way that is easy to identify and relevant to the job. For example, "YourName_CV_JobTitle.pdf"

Consider additional materials to include

Depending on the job or company you're applying to, you may want to include additional materials like a cover letter / email, references, or portfolio.

Keep updating your CV

Keep your CV(s) updated with recent experience and achievements, this will help you quickly apply to new opportunities that come along.

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Things that are likely to turn employers off when creating a CV.

- Typos, spelling and grammatical errors: Careless mistakes can make a bad first impression and may lead to your CV being screened out by AI (see below section on ATS). Make sure you proofread every CV sent to an employer.
- A lack of focus: A CV should be tailored to the specific job or industry. Make sure to highlight the most relevant information and achievements.
- Being too vague: Use concrete examples and numbers to demonstrate your skills and experience.
- Being too long: Keep your CV to a maximum of two pages, with clear headings and easy-to-read formatting (unless you know that a fuller CV is required for your specific sector)
- Not using keywords: Many companies use applicant tracking systems (ATS – see below) to scan CVs for keywords related to the job. Make sure your CV includes relevant keywords and phrases.
- Inappropriate email address or phone number: Use a professional email address and make sure your voicemail message on your phone is appropriate.
- Not including your unpaid work or volunteer experiences. Even if they are not directly relevant to the role you're applying for, they can showcase your character and determination.
- Try to avoid too much repetition and limit the amount of 'I's where possible.
- Exaggerations: While it may be tempting to invent qualifications or experiences, these can often be identified in interviews and cause embarrassment, or worse, lead to dismissal or disciplinary actions at a future point.
- Including additional personal information like your date of birth, nationality, marital status, gender – these are generally not required and put your personal information at greater risk, where uploading to job boards. If an employer requires specific personal information, this can be provided directly to the employer.

Applicant Tracking Systems (ATS)

Applicant tracking systems (ATS) are a form of Artificial Intelligence and are used by many companies to help manage the recruitment process. Applicants should be aware that their CVs and cover letters may be scanned by an ATS before they are reviewed by a human hiring manager. To increase the chances that your application will be selected for further review, you should format your CVs and cover letters in a way that is easily read by an ATS. This may include using keywords from the job listing, avoiding certain formatting elements (such as tables or images), and saving the document in a plain text format (such as .txt or .rtf) or as a PDF. Additionally, providing detailed information about your qualifications, skills, and experience in your CV and cover letter can help you get picked up by the ATS software.

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How to optimize your CV and cover letter for applicant tracking systems

Use keywords from the job listing

Many ATS software use keywords to scan CVs and cover letters. By including relevant keywords in your application materials, you increase the chances that the ATS will recognise your qualifications and experience as a match for the job.

Avoid certain formatting elements

Some ATS software have trouble analysing certain formatting elements, such as tables or images. To avoid having your application filtered out, stick to a simple, easy-to-read format and avoid using any formatting that might cause problems for the ATS.

Sync your CV with your LinkedIn profile.

Many companies and recruiters also use LinkedIn to identify, assess, and engage potential candidates. Therefore, your LinkedIn profile should also match your CV and cover letter and you should ensure that your skills and experience up to date and to the point.

By following these tips, you can help ensure that your CV and cover letter are easily analysed by an ATS, increasing the chances that they will be selected for further review by a human involved in the selection process.

Resources

Personal statement examples

Below are some example personal profiles for various job roles. You can adapt any of these to suit your CV as appropriate. Remember to make sure it fits the vacancy you are applying for.

Example 1: Retail Assistant

Retail Assistant with over 2 years of experience in customer service and sales. Skilled in managing inventory, operating point of sale equipment and visual merchandising. Strong communication and interpersonal skills with a proven ability to exceed sales targets. Demonstrated ability to provide excellent customer service and build customer relationships. Proficient in using computer software for retail operations. Able to work effectively in fast-paced environments and adapt to changing customer needs.

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Example 2: Construction worker

Construction worker with over 5 years of experience in building and site development. Skilled in operating heavy machinery, reading blueprints, and performing general construction labouring. Strong understanding of health and safety regulations and ability to work safely in construction sites. Proven track record of completing projects on time and within budget. Proficient in using tools such as power drills, saws, and hammers. Able to safely lift heavy objects and perform physically demanding tasks. Good teamwork skills and ability to take direction from supervisor.

Example 3: Experienced driver

Experienced driver with over 5 years of safe driving record and clean driving history. Skilled in operating a variety of vehicles, including light commercial vans, 7.5T and LGV Class C vehicles. Familiar with MOT regulations and able to conduct pre-trip and post-trip inspections. Strong geographical knowledge of local roads and highways and able to navigate using maps and GPS. Proven ability to meet delivery schedules and maintain accurate logs. Good communication and customer service skills with ability to handle and document delivery issues. Possess Class C and C1 commercial driver's licence with up-to-date CPC.

Example 4: Production operative

Production operative with over 3 years of experience in manufacturing and assembly operations. Skilled in operating machinery, performing basic maintenance, and troubleshooting, as well as following production schedules. Strong attention to detail with ability to maintain quality standards. Familiar with lean manufacturing principles and able to identify and implement process improvements. Demonstrated ability to work effectively in a fast-paced and deadline-driven environment. Proven ability to work well in a team and adapt to changing requirements. Physically able to lift and move materials, and able to stand for long periods of time.

Example 5: Administrative Assistant

Administrative Assistant with over 3 years of experience in providing administrative support in fast-paced office environments. Skilled in using Microsoft Office Suite and able to perform a variety of tasks, including data entry, scheduling, and document preparation. Strong organisational skills with ability to manage multiple tasks and deadlines. Proven ability to communicate effectively with colleagues and clients. Experienced in maintaining accurate and organised records and filing systems. Proven ability to maintain confidentiality and handle sensitive information. Strong attention to detail.

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Example 6: Care Worker

Care Worker with over 2 years of experience providing in-home and community-based care for individuals with a wide range of medical conditions and disabilities. Skilled in providing personal care and assistance with daily living activities, such as bathing, dressing, and grooming. Proven ability to manage medication schedules and provide medication reminders. Strong understanding of infection control and safety protocols. Demonstrated ability to communicate effectively with clients and their families and provide emotional support. Current qualifications include Health & Social Care, First Aid, and Infection Control.

Example 7: Data Inputter

Data Inputter with over 3 years of experience in data entry, data processing, and database management. Skilled in using various data entry software and tools and able to input data quickly and accurately. Strong attention to detail and ability to detect and correct errors. Proven ability to work efficiently and meet tight deadlines. Able to maintain high level of data integrity and confidentiality of sensitive information. Strong organisational skills and ability to prioritise workload. Familiar with data management best practices and able to use Excel for data analysis and data manipulation.

Example 8: Call Centre Worker

Call Centre Worker with over 2 years of experience in customer service and sales. Skilled in handling high volume of inbound and outbound calls, providing exceptional customer service and resolving customer complaints. Proven ability to meet and exceed sales targets. Strong communication and interpersonal skills, including ability to build and maintain customer relationships. Familiar with customer relationship management software and able to navigate computer systems to retrieve customer information. Able to work in fast-paced environment, manage multiple tasks and adapt to changing customer needs. Experience with upselling techniques and proven record of successful upselling.

Example 9: Teaching Assistant

Teaching Assistant with over 3 years of experience working in a classroom setting and supporting teachers in their duties. Skilled in working with children and young people with different learning needs, providing support and guidance to students in academic and personal development. Experience in creating and adapting materials to suit the needs of the students. Strong classroom management skills, ability to create a positive learning environment and engage students in the learning process. Proven ability to work as a team member, providing support and guidance to teachers, and collaborating with other professionals to enhance the learning experience. Strong communication and interpersonal skills and knowledge of safe practices and safeguarding.

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Example 10: Warehouse Assistant

Warehouse Assistant with over 2 years of experience working in a warehouse environment. Skilled in performing a wide range of tasks including receiving and processing incoming stock, picking, and filling orders from stock, and managing, organising and maintaining stock. Experienced in operating warehouse equipment such as forklifts and pallet trucks. Strong attention to detail and ability to maintain accurate stock records. Demonstrated ability to work in a fast-paced environment and meet tight deadlines. Proven ability to work effectively as part of a team, following instructions and procedures as well as actively contributing to team efforts. Able to lift heavy objects and perform physically demanding tasks.

Key skills

Administration / Office based

- Communication skills
- Organisation and time management
- Attention to detail
- Technical skills (such as proficiency in Microsoft Office)
- Flexibility and adaptability
- Problem solving and decision making
- Customer service
- Discretion and confidentiality
- Teamwork and collaboration
- Self-motivation and the ability to work independently

Agricultural

- Knowledge of farming techniques and equipment
- Experience with crop and livestock management
- Familiarity with agricultural regulations and laws
- Strong physical stamina and ability to work in various weather conditions
- Experience with soil preparation, planting, and harvesting
- Understanding of animal behaviour and husbandry
- Experience with irrigation and water management
- Knowledge of pest and disease control
- Familiarity with agricultural machinery and equipment
- Strong communication and organizational skills

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Hospitality

- Excellent customer service skills
- Strong communication and interpersonal skills
- Knowledge of food and beverage service
- Experience with point of sale (POS) systems
- Strong organisational and time management skills
- Familiarity with hotel and/or restaurant operations
- Ability to work well under pressure in a fast-paced environment
- Strong attention to detail and ability to multitask
- Experience with reservations and room management
- Knowledge of relevant health and safety regulations

Health and Care

- Strong communication and interpersonal skills
- Empathy and compassion towards patients
- Experience with care planning and delivery
- Knowledge of health and safety regulations and infection control
- Strong organisational and time management skills
- Understanding of different cultural and social backgrounds
- Ability to work well under pressure and in challenging situations
- Strong attention to detail and ability to multitask
- Understanding of relevant legislation and regulations (such as GDPR)
- Ability to work well as part of a team

Construction

- Knowledge of building materials, construction methods, and safety regulations
- Experience with carpentry, electrical, plumbing, and HVAC systems
- Strong problem-solving skills and ability to think critically
- Strong communication and interpersonal skills
- Strong attention to detail and ability to multitask
- Experience with project management and coordination
- Experience with blueprints, schematics, and building regulations

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Construction (Continued)

- Strong leadership skills and ability to work well in a team.
- Physical stamina and ability to work in various weather conditions
- Familiarity with construction equipment and machinery

Production and Manufacturing

- Knowledge of production processes and equipment
- Strong problem-solving skills and ability to think critically
- Strong communication and interpersonal skills
- Strong attention to detail and ability to multitask
- Experience with quality control and inspection
- Experience with stock management and supply chain logistics
- Strong organisational and time management skills
- Familiarity with safety regulations and industry standards
- Experience with project management and coordination
- Experience with lean manufacturing or other process improvement techniques

Customer service

- Strong communication and interpersonal skills
- Strong problem-solving skills and ability to think critically
- Strong attention to detail and ability to multitask
- Strong organizational and time management skills
- Empathy and compassion towards customers
- Experience with customer service software and tools
- Ability to work well under pressure and in challenging situations
- Experience with conflict resolution and de-escalation techniques
- Knowledge of relevant industry and product knowledge
- Flexibility and adaptability to different situations

Driving

- Possession of a valid driver's licence and good driving record
- Strong knowledge of traffic laws and regulations

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Driving (Continued)

- Strong spatial awareness and ability to navigate unfamiliar areas
- Good physical condition and ability to sit for long periods of time
- Good vision and hearing
- Good driving skills and ability to operate a vehicle safely
- Strong time management skills and ability to plan routes
- Strong communication and interpersonal skills
- Ability to work well under pressure and in challenging situations
- Familiarity with GPS and other navigation technology

Sales

- Strong communication and interpersonal skills
- Strong problem-solving skills and ability to think critically
- Strong attention to detail and ability to multitask
- Strong organisational and time management skills
- Experience with sales techniques and strategies
- Knowledge of relevant industry and product knowledge
- Strong ability to build and maintain relationships with clients
- Experience with CRM software and tools
- Strong negotiation and closing skills
- Self-motivation and ability to work independently

Action Words

When creating a CV, it's very easy to use the same phrases such as 'I was responsible for'. These statements can impact the effectiveness that your CV has and dilute your achievements. Action words help to avoid these clichés and help to illustrate how actively you were involved.

For example, instead of:

'I was responsible for managing a team of six people that were tasked with providing administration support to senior leaders.'

Consider:


"I headed up a team, consisting of six individuals, that collaborated to provide essential administration support to senior leaders."

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Action words that might convey a good impression of your ability and activities;*

Accelerated	Calculated	Convinced	Edited
Accomplished	Cared for	Co-opted	Effected
Acquired	Categorised	Co-ordinated	Eliminated
Achieved	Centralised	Corrected	Enabled
Acquainted	Charted	Corresponded	Enacted
Activated	Checked	Counselled	Encouraged
Adapted	Co-ordinated	Created	Enforced
Addressed	Coached	Criticised	Engaged
Administered	Collaborated	Cultivated	Enlarged
Advised	Collated	Customised	Ensured
Amended	Collected	Decentralised	Established
Amplified	Combined	Decreased	Estimated
Analysed	Commanded	Decided	Evaluated
Anticipated	Communicated	Defined	Examined
Applied	Compiled	Delegated	Executed
Appraised	Completed	Delivered	Expanded
Approved	Composed	Demonstrated	Expedited
Arbitrated	Compounded	Designed	Explained
Arranged	Computed	Detected	Explored
Assembled	Conceived	Determined	Extracted
Assessed	Concluded	Developed	Facilitated
Assimilated	Condensed	Devised	Familiarised
Assisted	Conducted	Diagnosed	Forecasted
Attained	Confirmed	Directed	Formed
Audited	Consolidated	Discharged	Formulated
Augmented	Consulted	Discovered	Founded
Authorised	Constructed	Dispensed	Gained
Averted	Contracted	Disposed	Generated
Balanced	Contributed	Disproved	Guided
Bought	Converted	Distributed	Handled
Budgeted	Conveyed	Diversified	Helped
Built	Controlled	Documented	Identified

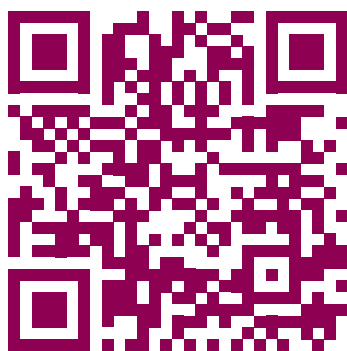
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Imparted	Liaised	Processed	Reviewed
Implemented	Maintained	Procured	Revised
Improvised	Managed	Produced	Revitalised
Improved	Measured	Programmed	Revived
Inaugurated	Mediated	Progressed	Saved
Incorporated	Merged	Promoted	Scheduled
Increased	Minimised	Prompted	Selected
Indicated	Modernised	Proposed	Served
Influenced	Modified	Protected	Set up
Initiated	Monitored	Proved	Staffed
Inspected	Motivated	Published	Standardised
Inspired	Negotiated	Purchased	Shaped
Installed	Networked	Quantified	Simplified
Instigated	Observed	Questioned	Sold
Instituted	Obtained	Ran (e.g., an event)	Solved
Instructed	Operated	Realised	Specified
Insured	Organised	Recommended	Standardised
Integrated	Originated	Reconvened	Stimulated
Interacted	Oversaw	Recorded	Streamlined
Interpreted	Passed	Recruited	Strengthened
Intervened	Performed	Redesigned	Structured
Interviewed	Persevered	Reduced	Studied
Introduced	Persuaded	Referred	Succeeded
Invented	Pioneered	Regulated	Suggested
Invested	Planned	Renegotiated	Superseded
Investigated	Positioned	Researched	Supervised
Involved	Predicted	Reorganised	Supported
Judged	Prepared	Reported	Surpassed
Launched	Prescribed	Represented	Trained
Lectured	Presented	Resolved	Utilised
Led	Prevented	Responsible for	Won
Learned	Prioritised	Resurrected	

*Source - Career & Skills Development Service - <http://www.city.ac.uk/careers>

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