

Writing your CV – Using the Correct Language

How you say something is just as important as what you say. The same is true when writing a CV.

- Be professional, positive and enthusiastic in your CV.
- Use Action words with an impact that will convey your ability to achieve.

Management Skills Administered Analysed Assigned Chaired Consolidated Contracted Coordinated Delegated Developed Directed Evaluated Executed Organised Oversaw Planned Prioritised Produced Recommended Reorganised Reviewed Supervised	Financial Allocated Analysed Administered Appraised Audited Balanced Budgeted Calculated Estimated Forecasted Netted Projected Qualified Reconciled Reduced	Technical Assembled Built Calculated Computed Designed Devised Engineered Fabricated Maintained Operated Overhauled Programmed Remodelled Repair Solved Trained Upgraded	Research Analysed Collected Compared Conducted Criticised Detected Determined Diagnosed Evaluated Examined Experimented Formulated Gathered Inspected Invented Measured Searched Tested	Teaching Communicated Adapted Advised Clarified Coached Coordinated Developed Enabled Encouraged Evaluated Explained Facilitated Guided Informed Initiated Instructed Persuaded Set Goal Stimulated
Communication Addressed Arbitrated Arranged Authored Co-authored Collaborated Corresponded Developed Directed Drafted Enlisted Formulated Influenced Interpreted Lecturer Mediated Moderated Motivated Negotiated Promoted	Clerical/Attention To Detail Administered Approved Systematised Arranged Catalogued Classified Collected Compiled Dispatched Executed Generated Implemented Inspected Monitored Operated Organised Prepared Processed Purchased	Helping/Caring Advocated Assessed Assisted Clarified Coached Counselling Demonstrated Diagnosed Educated Expedited Facilitated Familiarised Guided Referred Rehabilitated Represented	Creative Shaped Acted Conceptualised Created Designed Developed Directed Established Fashioned Founded Illustrated Integrated Introduced Invented Originated Performed Planned Revitalised	YOUR ACTION Words

“CV LANGUAGE” - PROJECT/Course Work

INTERNATIONAL DEVELOPMENT & FOOD POLICY

Research Projects:

Local Food Marketing:

- Researched current consumer trends and statistics with regard to food purchasing choices
- Worked as part of a large team to design questionnaires, using qualitative and quantitative questions.
- Conducted face-to-face interviews with students.
- Analysed data using SPSS statistical package.
- Produced a 6,000 word individual Report, identifying key factors which influence students’ food purchasing choices.
- Identified how this study could be used for

Facilitators’ Handbook

- Developed a “Train-the-Trainer” Manual for Workshops which would involve children aged 10-14 in sub-Saharan Africa who are the heads of their own households.
- Explored stigma attached to HIV/AIDS and the psychological effects it has on the children of those effected
- Created a Manual for teachers on basic handling and caring of people with HIV/AIDs and also methods of prevention.

Speech & Language Therapy:

Fourth Year Research Project (5,000 words)

“The positive effects of vocal musical performance on speech impediments – a speech and language therapy perspective”

Extensive Literature review: two semi- structured interviews and a Focus Group. Findings will be assessed using thematic analysis and presented in a Qualitative Research Paper:

Occupational Therapy:

Fourth Year Research Project (5,000 words)

“The role of Assistance Dogs for children with autism - an occupational therapy perspective”.

Extensive Literature review: two semi- structured interviews and a Focus Group. Findings will be assessed using thematic analysis and presented in a Qualitative Research Paper:

Applied Ecology

Final Year Project:

“Morphological comparisons of salmon fry from selected rivers”

- Undertook independent research on salmon morph metrics
- Acquired electro-fishing techniques
- Liaised closely with members of the Central Fisheries Board
- Developed image analysis and processing skills using Image software
- Presented my results to colleagues which enhanced my presentation and communication skills

B.Commerce

Projects: (Teams of 4)

Operations Management: Developed a strategy to run a simulated Factory online. Compiled a tactical plan and produced a final summary

Market Research Title: *"The Impact of Re-Introducing 3rd Level Fees"*.

- Devised a questionnaire and interviewed a Senior Lecturer and Student's Union Representative.
- Analysed data using SPSS (statistical package): compared it to existing data.
- Prepared a 2,000 word written Report.
- Presented to class and lecturers. Grade Achieved: 1H

MBS Information Systems for Business Performance

Enterprise Business Intelligence Title: *"Design Dashboard of Information"* (Team)

- Designed a dashboard of information for a DIY wholesale company to help management make informed decisions
- Outlined the critical KPIs (Key Performance Indicators) based on information provided and the nature of the business
- Used MS Access to run queries and reports, then used MS Excel in order to generate pivot tables and graphs
- Produced a graphical representation of what proposed dashboard would look like as well as a detailed report justifying decisions made and processes undertaken

Application Modelling & Design Title: *"Client Configuration Tracking System"* (Individual)

- Analysed the case study thoroughly and drew up a list of requirements for the system based on the problems that the company were experiencing while also addressing the client's needs
- Conducted a SWOT analysis based on information.
- Generated the Use Case Diagrams and Entity Relationship Diagrams based on the requirements that had been set out initially and the SWOT analysis
- Outlined a proposed solution for the problems that were being experienced at the company including new processes that could be implemented.

Business Information Systems

JAVA

- Developed a shop floor management support system that included writing and reading to text files.
- The application was created using **JGrasp**, where all the GUI's were hard coded.
- The application supplied the user with a manager and employee login and performed functions which included updating inventory, adding new product and a search for numerous fields.

Technology and Internet Development

- Developed and created a personal website using HTML and included elements of JavaScript and PHP.
- The website included a live feed to Tumblr, documented my hobbies and interests as well as featuring an online shopping cart.

VB 10

- Developed a fully functional app with database connectivity, which allows the user to read, delete and add records to the database.
- Project included an ATM app that included a customer login that was read from the database, allowing the user to withdraw, lodge and check their balance from the database.

Sports Studies

Fourth Year Research Project: (2,500 Words)

Title: *"Female Student's Participation in Physical Activity in second level schools"*

- Investigated first year second level female students' participation in physical activity which involved researching literature reviews and reports on physical activity in adolescence written by WHO (*World Health Organisation*) and the HSE (*Health Service Executive*)
- Designed questionnaires, surveyed students, analysed results and wrote report.

CV LANGUAGE– *Work Experience*

Below are SAMPLE bullet points for student CVs highlighting the diversity of tasks dealt with in typical work experience. These should be used to give you ideas when preparing your CV.

Speech and Language Therapy

Student Speech and Language Therapist

- Worked with children ranging from 1-16 years of age presenting with speech and language delays or disorders.
- Worked as part of multi-disciplinary team of Speech and Language Therapists, Occupational Therapists, Psychologists and Teachers.
- Obtained relevant case history from parents/caregivers including clients' medical status, education, vocation, socioeconomic, cultural and linguistic backgrounds
- Administered standardised assessments (e.g. CELF-preschool, CELF-4, goldman-fristoe)
- Undertook group therapy sessions for preverbal skills and first word language development for 3 children with Down syndrome. Ensured individualized plan of care tailored to patient's needs.
- Assisted with client discharge planning and provided parents with strategies and

Law

Researcher: Child Law Clinic

- Worked on legal cases and law reform activities in the area of Child Law.
- Enhanced practical skills such as legal research, writing and strategy.
- Identified legal issues in cases presented on the facts and presented binding and persuasive legal authority on these issues.
- Contributed to the drafting of comprehensive and coherent responses to queries submitted to the clinic.
- Carried out in-depth research of law and policy dealing with regard to certain issues and the remedies available for breach of rights at both national and international level.
- Provided critical analysis of how the law deals with a number of family law issues and the need for reform both nationally and internationally.

Second Level Teaching

- Taught Irish to three first year groups (All of mixed abilities)
- Taught History to two first year groups and one Second Year Group (All of mixed abilities)
- Facilitated the learning of each student including several students with Special Educational Needs such as: visual impairment, dyslexia, and autism.

- Used a variety of resources in lessons including web-based, flash cards, role play, group work etc.
- Planned lessons and classes in detail, incorporating several techniques and strategies to suit different learning styles and capabilities.
- Organised hands on projects including History Comparative Projects and Class Newspapers which facilitated inclusion and multiculturalism.
- Measured student progress with the use of self made assessments to formulate a profile of each student. This aided my preparation of lesson plans and also my reports for parent/teacher meetings.
- Used a variety of instructional tools to encourage active student involvement.

Pharmacy

- Worked in a team of 3 pharmacists, 2 technicians and 4 support staff.
- Responsible for monitoring and safe disposal of out of date stock.
- Dealt with queries from customers and advised on "O.T.C." medicines.
- Involved in the Prescription Dispensing Process including the compounding of extemporaneous products and the use of the controlled Drugs Register
- Attended out of store training days extending knowledge on cardiovascular, diabetes, respiratory ailments, family health, drug misuse mental health and calculations.
- Organised Promotion Day – *Change One thing* with a focus of a health BMI and blood pressure monitoring which resulted in a prize for the store.
- Served customers, operated cash registers and handled large sums of money.
- Dealt with deliveries from Wholesales and checked off invoices received.

Occupational Therapy

- Worked as part of a multi-disciplinary team of speech therapists, social workers, psychologists, school nurse and classroom teachers.
- Administered standardised assessments used within the schools.
- Worked with pupils in a one-to-one capacity to address their specific areas of difficulty including education and psychosocial issues.
- Developed a programme, based on a sensory integration framework, uniquely tailored to address sensory and behavioral difficulties.
- Practiced "dressing skills" with pupils and devised home-based programmes, illustrating the "Backward Chaining Method".
- Attended pupils' Individual Education Plan meetings (IEP). Liaised with members of multi-disciplinary team and family members with regard to progress of pupil.
- Observed wheelchair assessments and liaised with medical company.
- Participated in an extracurricular Art Exhibition at St. John's.

“Other” Work Titles

Family Farm

- Overall responsibility for running of Family Farm 3 days a week during the summer months.
- Responsible for maintenance of the electric fence network, inspection, repairs, monitoring and repairing faults. (this is required to prevent animals breaking out onto public areas).
- General farm duties such as: feeding animals, maintenance of farm infrastructure cleaning etc.
- Order supplies of animal feed, fertilizer, fuel etc. for farm. Complete paperwork when goods are delivered.
- Responsible for animal welfare; ensure injections are up to date. Also make contact with vets when necessary.
- Complete appropriate documentation required by the Department of Agriculture in relation to the pesticides and vaccinations used.

Sales Assistant – Retail

- Stocking and replenishing shelves
- Dealing with customer queries and issues / Ensuring a consistent level of customer service at all times.
- Advising/ persuading customers on purchases/ answering customer queries/ directing customers to the location of a product./ Greeting customers/Discussing the type and quantity of products customers wish to buy/ Offering advice to customers and assisting with product selection;
- Utilising specialist product knowledge to maximise sales
- Maintaining an attractive display of goods on shelves/ ensuring that goods are correctly priced/ Keeping the shelves stocked at appropriate levels/ Price, stack and display items for sale/ Keeping the store tidy and attractive/ Preparing promotional displays to maximise sales/ Displaying new stock
- Achieving monthly store targets/ Meeting and exceeding sales goals through on the floor customer interaction/ Meeting and exceeding commission targets.
- Handling money and completing transactions/ Packing customers purchases
- Handling returns and exchanges

Cash Register - Retail

- Greeting customers and answering any queries they may have
- Weighing fruit and veg/ scanning products to identify prices
- Collecting payment and giving change/ processing loyalty cards and discounts/processing credit vouchers and gift tokens.
- Packing purchases
- Cashing-up at the end of each shift

Checkout Supervisor

- Assisting staff in completing difficult sales.
- Dealing with returns and exchanges.
- Rectifying any errors e.g. voiding items.
- Planning work schedules and rotas and assigning employees to specific duties

Stockroom Assistant

- Processing stock ensuring minimum wastage
- Maintaining stock levels for supplying shops / Keeping the Store Manager informed of stock availability / Organising stored stock / Managing stock flow between storage areas and the shop floor
- Receiving stock , unpacking it and organizing the stockroom/ Inspecting inventory that has been delivered/ raising the relevant paperwork, unloading goods and moving them to the correct location.
- Filling orders by identifying stock item description, pulling items, adding codes number to stock requisition form, taking count of inventory and signing the requisition/ Receiving deliveries, ensuring the correct quantity and quality has been received.
- Conducting monthly physical inventory and annual inventory count.
- Packing and labelling items to be returned.
- Ensuring the storeroom area is clean and tidy.

Estate Agent

- Meeting clients who are planning to sell their property
- Calculating the value of the property / determining a property's market value
- Writing brochure and advertising copy and suggesting the most effective way of marketing the property.
- Taking photographs of properties
- Suggesting improvements to owners that will maximise the value of their property
- Arranging viewings/ pointing out features that may be of particular interest to clients/ Answering questions during viewings and promoting the properties best features
- Negotiating property sales / Handling negotiations between buyers and sellers.
- Liaising with the solicitor for the property seller and purchaser
- Collecting deposit cheques.

Waiter/Waitress:

- Ensuring guests receive professional and efficient service.
- Greeting guests/ and taking food and drink orders
- Using knowledge of the menu to answer guest questions/ Answering questions about food including their ingredients, preparation and accompanying items/ Advising guests on menu choices depending on their dietary requirements/allergies.
- Maximising sales through up selling initiatives.
- Suggestively selling the menu to suit customers circumstances and needs.

- Clearing tables and plates, glassware etc efficiently and professionally/ Resetting tables.
- Preparing bills and processing transactions.
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Restaurant Host/Hostess:

- Greeting guest upon entering the restaurant/ maintaining a waiting list.
- Escorting guests to their table
- Answering telephone, answering guest questions and taking reservations
- Accommodating guests needs with booster seats, high chairs etc.
- Ensuring the reception area and all menus are clean.
- Revisiting tables after the food has been served to ensure guest satisfaction.

Bartender:

- Mixing drinks for cocktails/ Preparing drinks.
- Serving food and drink to guests.
- Guiding guests in selecting food and beverage items.
- Advising guests on drink selection.

Promotions/Product Demonstrators:

- Responsible for creating public interest in products/companies.
- Demonstrating products to customers and answering questions.
- Attracting an audience by distributing samples, running competitions etc./ Distributing product samples/ coupons to persuade people to buy products/ Arranging displays to attract the attention of potential customers
- Greeting and catching the attention of possible customers.
- Wearing costumes in busy public places to attract attention to advertise products or services
- Involved in
- Sampling campaigns
- Product demonstrations Traffic-point leafleting and sampling at Product Launches
- Running interactive events such as basketballs shots and aid in the process of including crowd building and registration. Interact with the consumers, to make the event as fun as possible

Telesales

- Making a minimum of XXXcalls per day, Making a minimum of XX customer contacts per week, each with a clear and measurable objective
- Contacting potential customers both cold calling and via leads/ Making outbound sales calls to xxx/ Arranging appointments for a field team of consultants / Making appointments for sales representatives to call

- Generating leads
- Meeting and exceeding targets: New and existing business growth, revenue and gross profit / Maintaining and increasing sales /
- Selling the product/service to potential customers
- Closing sales in order to meet and exceed sales targets
- Recording details of interested customers in order to follow up
- Following up calls with a letter or further calls
- Updating the database.

Bank Clerk

- Greeting customers in a friendly and efficient manner
- Accepting and processing transactions for customers.
- Taking deposits for client accounts, cashing cheques, processing withdrawals, receiving loan payments, issuing money orders, cashier checks, and travellers cheques/ Handling a range of transactions, such as cashing cheques, accepting deposits and loan payments, and processing withdrawals./ Accepting payment for customers' utility bills./ Cashing cheques and paying out money after verifying signatures and customer balances/ Identifying payees and verifying signatures / Open accounts for new customers / Count outgoing and incoming cash / Ensuring the customer's forms are completed correctly/ Assisting clients with standard enquiries regarding the status of their accounts./ Issuing receipts / Recording all payments made to and from accounts
- Identifying fraudulent transactions, forgeries, and counterfeit bills according to established procedures.
- Balancing the cash drawer daily.
- Identifying customer needs and cross selling the bank's products and services.
- Informing customers about foreign currency regulations and computing exchange value and transaction fee for currency exchange.

Call Centre Operators:

- Maintaining contact with customers by telephone, email, and post, in order to sell goods/ services, or provide information and advice/ Answering incoming calls and assisting customers with enquiries/ Creating further interest in the company's services by encouraging customers to use all services and products offered / Generating leads
- Taking accurate details of the caller's query / Logging customer details
- Provide the caller with appropriate information or advice
- Scheduling appointments with customers
- Dealing with customer orders for goods
- Processing payment
- Dealing with enquiries and complaints
- Updating and maintaining the database
- Updating the databases with changes and status of each customer or prospective customer

- Completing administration duties, including faxing, filling out paperwork and liaising with other departments

Coach

- Preparing lesson plans/ Planning training programmes/ Teaching players the rules of the sport/ Planning fitness programmes / Organising practice sessions/ Supervising practice sessions
- Arranging entries into competitions
- Encouraging participants / Teaching players techniques to improve existing skills
- Selecting players for teams/ Identifying and encouraging talented players.
- Planning game strategy
- Perform an after game analysis of performance
- Undertaking administrative duties such as booking venues, organising tours and budgeting

Lifeguard:

- Supervising swimmers to prevent accidents and ensure they follow safety regulations / Assuring the safety of swimmers/ Observing swimmers/
- Rescuing swimmers who are in distress; administers first aid and artificial respiration, if necessary
- Maintaining written records of chemical levels in the pool/ Ensuring the pool area is safe and rule and regulations are adhered to
- Cleaning, disinfecting, and maintaining the pool, pool decks, overflow gutter, shower rooms and other pool facility areas

Swimming Instructor:

- Conducting swimming classes at various participant age and skill levels / Preparing lesson plans and conducts swimming lessons for participants based on age and ability levels
- Administering swimming tests to determine skill levels
- Maintaining class participant attendance, activity, and progress records

Public Relations Officer:

- Responsible for publicising events / advertising meetings around the college campus
- Liaising with the media
- Raising the awareness of the club at ragweek and greeting and attracting potential members.
- Manning stands in the main atrium advertising the society.
- Publicising the club in the Students Union Newsletter
- Creating an up to date web page
- Overseeing the upkeep of notice boards

Accountant – Practice

- Clients included sole traders, wholesalers, farmers xxxxxxxx and xxxxx
- Bookkeeping , Preparing financial statements, Preparing VAT returns
- Fixed Asset Registers
- Preparation of files
- Preparation of all summaries, analysis, bank reconciliation
- Dealing with clients in relation to the processing of their accounts and to ensure all necessary information is available
- Preparation of Accounts and audit compliance
- Compliance work in Taxation including VAT, PAYE, Income Tax, Corporation Tax, and ad hoc tax assignments
- Payroll calculations

Tax Assistant:

- Exposure to all areas of tax, including Income Tax, Corporation Tax, Capital Gains Tax, VAT, CAT and Stamp Duty
- Timely and correct filing of Income Tax and Corporation Tax returns
- Liaising with clients and departments to ensure all necessary information available
- Preparing tax computations
- Compliance work in Taxation including VAT, PAYE, Income Tax, Corporation Tax, and tax assignments of across a broad spectrum
- Dealing with clients, the Tax Office and Professional Firms in the delivery of Client Service
- Working under instruction from more senior staff and direct reporting Manager in the team and generally contributing to a teamwork environment in a professional manner and following all reasonable instruction from within the team

Bookkeeping:

- Purchase Ledger – Processing of Purchase Invoices, Credit Notes, Payments
- Sales Ledger – Responsible for producing Sales Invoices,
- Debit Notes, processing receipts
- Bank Account – Processing Payments,
- Receipts (Includes issuing of all payments & Debt collection)
- Monthly Reconciliation's – Debtors, Creditors & Bank
- Nominal Ledger – Processing Posting to Nominal Ledger
- Processing of Month End procedures on all ledgers,
- Ensuring all above has been completed in a timely fashion & printing all month end reports
- Cost Control of all Projects

IT Helpdesk Assistant

- Providing IT support to over xxx members of staff.
- Worked with XX computers and XXX
- Solving various technical difficulties on a daily basis for customers including XXXXX
- Asset tagging all IT related equipment.
- Working with networking team on LAN & WIFI projects.
- Achieving targets such as hardware checks & help desk calls on a daily and monthly basis.
- Worked in a CITRIX environment

Students' Union

Treasurer

- Creating and maintaining the budget/Preparing the society's budget for the Students Union.
- Responsible for controlling the club's finances and budgeting /Ensuring all funds spent by the Society follow Union regulations.
- Providing the Students Union with a statement of accounts.
- Ensuring the Club Executive Team is informed of its financial position throughout the year.
- Organising finance for trips and collecting money paid by club members
- Paying money into the clubs Students' Union bank accounts and maintaining a record of credits and debits made from all club accounts
- Authorising all spending on behalf of the club.

Class Representative:

- Gathering the opinions of the class
- Voicing the opinions of the class at meetings
- Acting as spokesperson for the group in order to ensure constructive dialogue with the College
- Communicating ideas and concerns from the class at meetings
- Acting as a liaison between staff and students
- Informing the class of staff reaction to their opinions
- Acting as a source of information for students

Secretary

- Dealing with the new membership of people to the club and keeping an up-to-date list of all members and their next of kin details / Gathering new members names, student numbers and addresses/ Responsible for keeping an accurate record of all current members of the society
- Organising meetings and taking minutes / Responsible for announcing committee meetings
- Responsible for keeping all documentation of the club/voting and attendance records

- Drawing up the meeting agenda / Preparing a list of apologies and visitors. / Recording motions and amendments. / Recording and distributing minutes from club meetings.
- Presenting a report on the clubs activities since last meeting.
- Maintaining and monitoring the club's paperwork.
- Organising the filing system for membership forms and assist the treasurer in entering new members into the club's database.
- Reserving rooms for meetings
- Advertising meetings in the Student magazine.