

Planning Your Professional PIVoT – Dr. Elizabeth A. Carter



ACTION ITEM:
**Conduct an audit of
your resume**

Do you use power words to describe your results?

Example: Instead of “duties included,” “responsible for,” “served as” or “actions encompassed,” try¹:

Accelerated	Founded	Developed	Guided	Increased	Produced
Accomplished	Created	Executed	Handled	Initiated	Reached
Analyzed	Constructed	Expanded	Headed	Implemented	Simplified
Assembled	Delivered	Finalized	Improved	Instituted	Volunteered

Do you list tasks, or do you include results that **PIVoT** (**Provide Improvement, Value or Transformation**)?

Sample Tasks	Provide Improvement, Value, or Transformation Samples
<ul style="list-style-type: none">• Answer customers questions• Generate reports• Manage x territory• Lead x project	<ul style="list-style-type: none">• Improvement- making something better²<ul style="list-style-type: none">○ X metric improved by y% from prior year○ Net promoter score improved by x• Value- a) quantifiable size, or b) results and outcomes that positively impact and align to the company’s vision, mission, or objectives³<ul style="list-style-type: none">○ Manage staff of x, \$x of revenue, or % of market share○ Delivered new functionality that saves x which contributes to the company becoming x (best x, etc.)• Transformation- a thorough or dramatic change in form or appearance⁴.<ul style="list-style-type: none">○ Modernized x system from delivering y to z <p>Having trouble finding quantifiable measures? Qualitative measures (i.e. words, emotions) are also appropriate</p>

**Set a deadline to rebuild your resume and begin your path to
reinvention!**

Need help with your PIVoT? Contact Dr. Elizabeth Carter through LinkedIn (www.linkedin.com/in/elizabethcartercpcu) or visit <https://www.eac-appeal.com/pivot.html> for additional resources

Endnotes: ¹- <https://www.indeed.com/career-advice/resumes-cover-letters/action-verbs-to-make-your-resume-stand-out>, March 2020.

^{2,4} – Dictionary.com, ³- modified from Van Tiem, D. M., Moseley, J. L., & Dessinger, J. C. (2012). *Fundamentals of performance improvement: Optimizing results through people, process, and organizations* (3rd ed.). San Francisco, CA: John Wiley & Sons, Inc. and Carter, E. A. (2018). *Perceived value of professional communities of practice: A case study* (Doctoral Dissertation). Capella University