

Writing Accomplishment Statements

Learning to write accomplishment statements takes your resume from being a list of tasks, duties, or responsibilities to a demonstration of how you performed those tasks, duties, and responsibilities. Hiring Managers and Recruiters already know what the required duties are and simply matching them in your resume is not enough to get noticed. Qualify your statements by demonstrating “how” you performed your tasks and quantify your accomplishments to demonstrate value to the employer.

Ask yourself the following questions to brainstorm accomplishments from your previous or current experience. Think about what sets you apart and how can you relay this information as a candidate who can demonstrate their value in a clear and confident manner.

In each job, think about what things did you do to set yourself apart.

- Did you take on extra duties? What were they?
- Did you do each job better than others could have done? What made you better?
- What character traits made you successful? How did they contribute to your successes?
- What did you do to make each job your own? How did this benefit the company?
- Did you take the initiative? How and what was the benefit to you and/or the employer?
- How did you go above and beyond what was asked of you in your job description?
- Were you promoted? What special things did you do to receive the promotion?
- Did you leave your employers better off than before you worked for them? How was it better?
- Did you win any awards, such as Employee of the Month or Sales Leader? What were they?
- Did you increase sales? How and by how much?
- Did you reduce costs? How and by how much?
- Did you train and/or supervise staff? How many people?
- Did you generate new customers and/or increase customer retention? How and by how much?
- Did you implement efficiencies in your position? What were they and how did increase efficiency?
- Did you receive praise from your boss? What was it?
- Are there positive quotes you can use from former employers (e.g. performance evaluations, LinkedIn recommendations)?
- Have you received any complimentary memos or letters from previous employers or customers?
- What are you most proud of in each job?

When answering the above questions, quantify your results with numbers (#, \$, %). Employers love numbers as an easy way to understand your past achievements.

Refer to the tip sheet *Questions to Trigger Accomplishment Statements* for more information.

Tip Sheet: ACCOMPLISHMENT STATEMENTS

Example: Turn A Task, Duty or Responsibility into an Accomplishment Statement

Task, duty, responsibility	Task, duty, responsibility	Task, duty, responsibility
Planned an event	Planned annual charity event	Organized a sold-out annual charity event for 300 people raising \$25,000 for a local non-profit organization.
Trained team members	Trained team members to operate new software	Conducted annual software training to 5 team and served as subject matter expert for the Customer Relationship Management (CRM) system.
Answered phones	Operated multi line phone system	Received up to 25 incoming calls on a multi-line phone system and forwarded to appropriate team members ensuring that all callers were greeted in a friendly and efficient manner.
Saved company money	Saved company money by finding ways to cut costs	Implemented new payroll and tax accounting systems resulting in a savings of \$10,000 in personnel costs over two years.
Customer service	Greeted customers	Welcomed customers in a friendly manner and provided clear directions or assistance in locating product items.

Create an accomplishment statement inventory to use when targeting a specific job. Use your inventory list to include information that is relevant to the position and remove statements which make you "different" qualified. Creating a clear vision of "how" you would perform the duties or tasks helps the Hiring Manager or Recruiter see you as a valuable candidate and worthy of an interview.

A good formula to use when constructing your accomplishment statements is as follows:

Action Verb + What You Did = Result (quantitative -#, %, \$ and/or qualitative)

Refer to the tips sheet on *Power Verbs for Resumes* for action verbs to start your accomplishment statements. Ensure your statements are varied, targeted, and clearly communicated.