

Accomplishment Statements

All resume formats should highlight accomplishments. Therefore, it is useful at this point in your resume development efforts to focus on writing accomplishment statements. These statements will be included in your resume as well as integrated into your responses to interview questions.

Definition of an accomplishment

- anything you are proud of
- something you made happen
- demonstrates a benefit as a result of what you did
- can be quantified whenever possible

When developing accomplishment statements consider:

- The situation or problem
- The action you took
- The skills you used
- The results

Try completing three or more of the following statements:

- a. I organized.....
- b. I created
- c. I established
- d. I developed
- e. I supervised
- f. I saved

Another way to define an accomplishment would be to say it satisfies one or more of these criteria:

- It achieved more with the same resources.
- It made things simpler or easier.
- It resolved a problem with little or no increase in time, effort, money, or personnel.

Accomplishment statements generally have five things in common:

1. They state what action you took to improve a situation, meet a need, get results.
2. They express how that action benefited the organization:

Cost savings (actual dollars, or percentage of dollars saved.)

Improved efficiencies (time saved, better procedures, reduction in staff.)

Increased revenues (new business development, increased sales or profits.

Improved a process, product, service etc...

3. They state the result of your action in numerical or percentage terms if possible.
4. They begin with an action verb.
5. They are not longer than one to three sentences.

Examples of accomplishment statements:

- Recommendation to purchase new equipment resulted in 43% reduction in employee overtime.
- Achieved 95% on-time deliveries due to preventative maintenance program
 - a. Developed and maintained complicated scheduling calendar for three department supervisors.
 - b. Directed the daily activities of a 13 person maintenance crew at a 26 building, 5 million square foot manufacturing/office campus.
 - c. Supervised five employees including three professionals and two support staff.
 - d. Increased sales by 40% in three-state territory in down-turned economy.
- Nearly doubled staffing company revenue in nine months by increasing sales to new and established clients.
- Developed new invoices for billing clients to ease client frustration and increase the efficiency of billing process.
- Managed departmental and organizational operating and capital budgets up to \$11M, and obtained funding to provide dedicated, state-of-the-art training facilities.
- Recognized as Community Volunteer of the year, 1999 for leadership role in Special Olympics World Games and various community activities.
- Created and managed training curriculum, consisting of 120 hands-on products, systems, customer service, and technical courses, for diverse employee groups supporting highest-revenue customers.
 - Successfully handled multiple projects simultaneously under tight deadlines.
- Motivated, trained and worked effectively with people of other cultures and socio-economic backgrounds.

Note: State what you did (supervised); who (support staff); how many (5 people); where (three-state territory); results (40% increase.)

Before including a statement, ask yourself: “Will this benefit me?” “Does this statement illustrate my competence for performing the abilities required for the kind of work I am applying for?” “Do these statements demonstrate my value and the kind of contribution I can make to the employer”?

A list of Action Words is included in this section. Use these action words to begin your accomplishment statements or to help you identify your accomplishments.

Writing Your Accomplishment Statements

Describe a problem, situation or opportunity you faced (**P**), the action you took (**A**), and the result of the action (**R**) in numerical or percentage terms if possible, including the benefit to the organization.

Accomplishment #1

P = _____

A = _____

R = _____

Benefit: _____

Accomplishment #2

P = _____

A = _____

R = _____

Benefit: _____

Accomplishment #3

P = _____

A = _____

R = _____

Benefit: _____

Accomplishment #4

P = _____

A = _____

R = _____

Benefit: _____

Accomplishment #5

P = _____

A = _____

R = _____

Benefit: _____

Remember to aim for 3-5 accomplishment statements per position.