

Accomplishment Statement Guide

When writing a resume many jobseekers tend to simply state what their duties and responsibilities are/were at their jobs but tend to forget one important factor: **what value did they bring to their employer?**

Accomplishment statements or "success stories" are written proof of the results, achievements and successes from your work experience that differentiate you from other candidates. These statements are the **heart of your resume** and demonstrate what is unique about you and provides proof of the value you would bring to a prospective employer.

Develop accomplishment statements based on your work experience, campus activities, volunteer experience, athletics, military experience and education.

Your accomplishment statements will also instigate interesting discussion about your strengths during the interview.

When writing an effective accomplishment statement, consider these: **SITUATION, TASK, ACTION, and RESULT (STAR).**

1. **SITUATION or CHALLENGE:** Identify the problem or situation that needed to be improved.
2. **TASK:** Describe the task that you were responsible for--what was your role?
3. **ACTION:** Describe the action you took and what skills you used to resolve the situation.
4. **RESULT:** Describe the result or contribution you made to the situation. Whenever possible, quantify your result with a number.

Always start with an action verb (see page 2)

- Good: Responsible for leading team for classroom assignments
- Stronger: Directed team of 3 classmates to complete assignment on time

Use colorful and unique action words

- Good: Started a new program
- Stronger: Created and implemented a new mentoring program with 80% participation of residents

Avoid wordiness and unnecessary adjectives

- Coordinated 150 housing volunteers for the "Day In Our Shoes" program, which brings admitted students to campus for the day to learn about Scripps
- Provided training and mentoring to first year students through superior planning
- Organized "Teapot Exhibit" for 30 artists presenting interesting work

Attempt to quantify at all times

- Handled \$1,000 in transactions on a weekly basis
- Routed over 100 calls daily to an Annual Giving staff of 10
- Planned 3 campus-wide programs per semester

When different elements are significant to the accomplishment, put them all in one accomplishment

- Developed relationship with a local merchant, which increased food offerings at the student-run Motley Coffeehouse and doubled profits
- Established recycling program in the residence halls which increased environmental awareness and decreased amount of trash by 10%

State first the benefit to the employer and then what you did to accomplish that result

- Good: Developed a marketing strategy that increased student involvement by 15%
- Stronger: Increased student involvement by 15% through a creative marketing strategy

Accomplishment Statement Examples

- Presented training for new campus-wide email system to approximately 30% of the student body
- Instituted residence hall tutoring program that increased average overall GPA from a 2.9 to a 3.3
- Completed an original research project that resulted in a report and presentation to the research scientists
- Managed retail outlet and increased sales volume by 25% in first six months through promotions and marketing
- Began as Sales Associate and was promoted to Assistant Manager after five months

Action Words by Category that describe your “Transferable Skills”

Management Skills

Administered
Analyzed
Assigned
Attained
Chaired
Contracted
Consolidated
Delegated
Developed
Directed
Evaluated
Executed
Improved
Increased
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reviewed
Scheduled
Strengthened
Supervised

Communication Skills

Addressed
Arbitrated
Arranged
Authored
Corresponded
Developed
Directed
Drafted
Edited
Enlisted
Formulated
Interpreted
Lectured
Mediated
Moderated
Motivated
Negotiated
Persuaded
Promoted
Publicized
Reconciled
Recruited
Presented
Translated

Clerical (Detail) Skills

Approved
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Generated
Implemented
Inspected
Operated
Organized
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Systematized
Tabulated
Validated

Research Skills

Clarified
Collected
Critiqued
Diagnosed
Evaluated
Examined
Extracted
Identified
Inspected
Interpreted
Interviewed
Investigated
Organized
Reviewed
Summarized
Surveyed
Systematized

Technical Skills

Assemble
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodeled
Repair
Solved
Trained
Upgraded

Teaching Skills

Adapted
Advised
Clarified
Coached
Communicated
Coordinated
Created/Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Guided
Informed
Initiated
Instructed
Persuaded

Financial Skills

Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Computed
Developed
Forecasted
Managed
Marketed
Planned
Projected
Researched
Planned

Creative Skills

Acted
Conceptualized
Created
Designed
Developed
Directed
Established
Fashioned
Founded
Illustrated
Instituted
Integrated
Introduced
Invented
Originated
Performed
Goal setting

Helping Skills

Assessed
Assisted
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Educated
Encouraged
Expedited
Facilitated
Familiarized
Guided
Referred
Rehabilitated
Represented
Set goals