

Writing Accomplishment Statements for Your Resume

Your future employers want to know how you can help them with their immediate needs. One very strong way to demonstrate to them that you will succeed in the job is to show what you have accomplished in the past. Your resume should not simply list your job duties but should bring your accomplishments to life in a way that will convince hiring managers you can not only do the job but succeed at it.

Accomplishment statements are the results, achievements and successes from your past work experience. They highlight your qualifications and emphasize your specific skills and potential to help prospective employers succeed. Ideally, you will have two or three accomplishment statements per job title listed on your resume.

There are three elements of an accomplishment statement: **Problem, Action and Result (PAR).**

P= Problem, challenge or situation that existed

A=Action you took to address the problem

R=Result or Outcome of your efforts or action

TIP: For consistency, identify several **PARs** for each your work experiences.

TIP: Begin your accomplishment statements with an action verb.

TIP: Refer to the job description to include words important to the hiring manager.

Differentiating between Duties or Responsibilities and Accomplishments¹:

Duties or responsibilities are items that are listed on the job description. They are the tasks that satisfy the minimum job requirements. Accomplishments are specific examples of what you actually did, the impact you made, the results of your efforts. For example:

Duties and Responsibilities From Job Description	Accomplishment Statements on Your Resume
Responsible for sales in Northeast region.	Managed a team of three account executives and two inside sales representatives producing \$6M in new revenue in less than 12 months.
Prepare financial reports.	Designed, developed and distributed customized monthly budget results which provided timely and accurate data for management analysis.
Supervise staff.	Hired, trained, supervised and evaluated two staff in compliance with company policies and procedures.
Assist with coordination of conferences.	Negotiated with meeting facilities and monitored expenses to reduce conference costs by 20%.

¹Babson MBA Center for Career Development. "Writing Accomplishment Statements." based off material by Aspire!

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Accomplishment statements are high-impact demonstrations of your potential benefit by accentuating your past results. Below are examples of the Problem, Action and Results that can be shaped into an accomplishment statement. Notice that the statements begin with the result or benefit to your employer.

TIP: Dollar and percent signs representing quantifiable results are always beneficial.

TIP: Statements follow the formula of action verb > what you did > result.

Position: Customer Service Representative

Problem: Company was experiencing many customer complaints (20+) on a monthly basis; their primary complaint was that the software was hard to install and that the installation instructions were difficult to understand.

Action: Collaborated with R&D to develop a more user-friendly installation package. Established a "hot line" to handle these complaints. Purchased and implemented software to track customer complaints and resolution.

Results: Decrease in customer complaints from 20 to less than five complaints per month.

Potential Accomplishment Statement: Decreased customer complaints by 75% monthly by initiating the design of a new user-friendly installation package. Recommended and implemented a new customer hotline and software application, resulting in increased customer satisfaction and more timely resolution of complaints.

Position: Training Specialist

Problem: Customer satisfaction rates were lower than management wanted to see. New inside sales associates were slow in learning and using the data intake system. Experienced sales associates had to pick up the slack for the new employees, creating low morale.

Action: Created a training protocol for new sales employees.

Results: Customer satisfaction went up 20% with lowered wait times. Employee morale increased.

Potential Accomplishment Statement: Created and implemented new training protocol, increasing customer satisfaction rate 20% by providing more effective training for 15+ new employees in a six month period and lifting employee morale.

Position: Special Events Manager

Problem: Budgets for all departments were cut by 10%. Senior management looked to department managers for cost savings and efficiencies.

Action: Worked with event locations and vendors to find cost savings without sacrificing quality.

Results: The average costs for each annual event decreased 10-15%.

Potential Accomplishment Statement: Negotiated contracts with meeting locations and vendors, resulting in a 10-15% decrease in costs per annual, company-wide event.

Write Your Own Accomplishment Statements

Now it's your turn.

Write your own accomplishment statements below.

Position: _____

What was the **Problem** or challenge? _____

What **Action** did you take to solve the problem? _____

What were the **Results** or outcomes of your efforts? _____

Accomplishment Statement: _____

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