



Achievement Statements

1. Remember a time in your previous work history when you accomplished something beyond your usual job duties. Depending on the job and the skills you want to highlight, this 'accomplishment' could be anything between resolving an issue with an upset customer to achieving one million dollars in sales within one year. *Just remember to make it reflect one of the skills asked for in the job posting.*
2. Briefly write down the accomplishment, highlighting 3 key areas:
 - A. **Problem/Challenge:** Under what circumstances or conditions did you do the work? Was there a tight deadline? Did you have to do it under stress or with no supervision? Did you have to take on an additional project while still maintaining your current workload?
 - B. **Action:** What did you do, and what skills / abilities did you use, to take care of the situation? Be specific here, and use strong action verbs. Try [this link](#) for a list of strong action verbs.
 - C. **Result:** What was the end result? Sometimes you can discover this by imagining what would have happened if the situation wasn't handled as well as you did. Examples of results could be increased revenue / sales, increased customer satisfaction, projects completed successfully (or within/under schedule/budget), increased efficiency, etc.
3. Turn the accomplishment into a short sentence for your resume, starting with the result first, and adding context and scale for more power. How do you do that? Like this:

A simple work duty, such as:

"Trained new employees."

Can be turned into an accomplishment by adding the result of the actions taken...

"Trained new employees resulting in increased customer satisfaction."

... and then made more impressive by adding numbers for context or time...

"Trained more than 15 new employees over a 12 month period resulting in increased customer satisfaction."

... and made even more impressive by measuring the result and putting that result at the beginning of the entire statement:

"Increased customer satisfaction by 25% through effectively training 15+ new employees over 1 year."



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And that's it! The more of these kind of statements you can put for each job in your resume's work history, the more you'll demonstrate to the hiring manager that you're just the kind of person they should call for an interview!

Tip: These are not easy to write, especially if you're not a writer by nature. Just keep looking for ways to make each statement as concise and powerful as possible, and keep practicing!