Accomplishment Statements on Your Résumé

An accomplishment statement clearly demonstrates your past ability to contribute to the productivity and/or profitability of the company by citing specific examples. They should be tied to the skills your target job requires. The components of a well written accomplishment follow the **STAR** model:

SITUATION & TASK:

Under what circumstances or conditions you did the work: e.g. within tight timeframes, during departmental move, with no supervision or took on additional responsibilities while maintaining current workload.

ACTION:

How you executed the accomplishment, what you did, and the strengths you used. Be specific and use strong action verbs.

RESULT:

The impact of your actions, including key deliverables, measurable standards, and contributions.

Accomplishment statements lead the reader to the conclusions you want him or her to have about you by highlighting what you have achieved. Employers don't think you are a high achiever because you say you are; they need to see accomplishments demonstrated on your resume:

- "Achieved a customer satisfaction rating of 99.9% by quickly developing a high level of proficiency on new software during a two month internship."

- "Exceeded monthly sales quotas consistently by an average of 15% for the three years by initiating a system of follow up contacts with satisfied customers."

- "Assisted in developing a promotional fund raising campaign that provided contributions exceeding $15,000, three times the previous record."

How to Strengthen an Accomplishment Statement

Weak	"Trained new employees."
Good	"Trained new employees resulting in increased customer satisfaction."
Better	"Trained more than 15 new employees over a six month period resulting in increased customer satisfaction."
Best	"Increased reported customer satisfaction rate by 20% by providing effective training for more than 15 new employees in a six month period."

You may not have enough information to get every statement to the "best" level, but get as close as possible for each one.