

Writing accomplishment statements

Accomplishment statements anytime you are describing your experiences. Accomplishment statements communicate to the reader that you have achieved results and that you have developed transferable skills and career competencies necessary to be career and internship ready. Accomplishment statements include the following: action verb, project, positive outcome. When applicable, provide numbers to quantify the outcome.

Typical non-descriptive resume statement:

Followed up with customers.

Improved accomplishment-based resume statement:

Initiated discussion of new product information during routine follow-up calls with customers resulting in 20 additional sales a month.

Examples

Action verb	Project	Evidence/outcome	Accomplishment statement
Reorganized & maintained	+ 600 technical files for the organization	+ Reducing the file search time by an average of three hours weekly	= Reorganized and maintained 600 technical files for the organization, reducing the file search time by an average of three hours weekly.
Organized	+ Company-sponsored bike-a-thon	+ Raised over \$100,000 for the American Heart Association with over 1,000 employees participating	= Organized company-sponsored bike-a-thon which raised over \$700,000 for the American Heart Association with over 1,000 employees participating.
Created	+ Proposal for "mock" training program	+ Delivered the proposed hiring and training improvements in a written report and formal presentation to a class of 78 peers	= Created a proposal for a "mock" training program and delivered the proposed hiring and training improvements in a written report and formal presentation to a class of 78 peers.
Communicated	+ Offer menu suggestions and promote daily specials	+ Up-sale of menu items	= Communicate effectively with guests to offer menu suggestions and promote daily specials oftentimes resulting in an up-sale of menu items
Resolve	+ Customer complaints	+ Ensuring customer satisfaction	= Resolved customer complaints using professionalism and effective communication skills to ensure customer satisfaction.
	+ Here is some space to practice	+	=