

# Writing accomplishment statements

Accomplishment statements communicate to the reader what you have accomplished, the skills that you developed and the outcome of any projects or tasks that you were responsible for. Accomplishment statements include the following:

## Action Verb + Project + Result

### Resume statement before accomplishment statements:

Followed up with customers.

### Resume statement after accomplishment statements:

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

## Examples

Action verb	Project/ task	Result/ 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 bike-a-thon which raised over \$700,000 for the American Heart Association with over 1,000 employee participations.
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 and delivered a proposal for a mock training program 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 effective communication skills to ensure customer satisfaction.

## Practice creating your accomplishment statements below

Select an  
action verb

Describe the  
project/ task

Explain the result/ outcome

Create your  
accomplishment statement

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