Writing Accomplishment Statements on Resumes

- Tell how you benefited the company or share the results of your work
- If you can, tell HOW MANY, HOW MUCH, or HOW OFTEN
- Tell a story about your soft/professionalism skills too!
- Always start your statements with action verbs (use correct tense – past vs. present)

To help you write accomplishment statements, ask yourself: "WHY was I performing this particular task?" or "How did my work benefit the team or company?" (think results!)

Use APR (Action + Problem/Project + Result) to write your accomplishment statements
Think of a project you completed or problem you solved in class, at a job, or in a volunteer/club experience. Choose an action verb that describes your approach. Then describe the results you achieved, quantifying results when possible.

<u>Here's an example using APR:</u>

Coordinated +
three fundraising events for local shelters +
which raised more than $8,000 (20% over goal) and greatly improved community awareness.

<u>Before/After Examples with results listed first:</u>

> **Your resume states:**
> - *Provided IT support on general technical issues to employees.*
>
> **Change it to express how you benefited the company and include HOW MANY:**
> - *Safeguarded company operations by providing technical support to 100 employees at 9 different locations.*

> **Your resume states:**
> - *Responsible for providing customer service to clients.*
>
> **Change it to explain the benefit and HOW OFTEN:**
> - *Ensured customer satisfaction at a high-volume location, effectively providing service to an average of 100 customers per day.*

> **Your resume states:**
> - *Implemented new invoicing method*
>
> **Change it to express how you benefited the company and quantify HOW MUCH:**
> - *Reduced department costs by $20k per year by implementing new invoicing method.*
>   or
> - *Implemented new invoicing method that reduced department costs by $20k per year*