

## Identifying Accomplishments

Employers assume that applicants who have gone “above and beyond” inside and outside of the classroom will be strong performers in their workplaces. Because of this, it is very important to describe your accomplishments, both on your resume and in person, in order to effectively market yourself. This tip sheet includes assessment questions that will make it easier for you to identify the types of accomplishments that are good to showcase on a resume.

## Sample Statements

The following resume statements illustrate good use of detail:

- Promoted from seasonal worker to an assistant manager
- Received Employee of the Month award 4 times for exceptional performance
- Organized charity event to raise \$1500 for the local Salvation Army
- Trained over 15 employees over one year at current position
- Specifically assigned to aid disgruntled customers because of my patience and empathy
- Created new catering tracking sheets to avoid product waste and reduce order processing time.
- Demonstrated problem solving skills daily by addressing customer issues and finding effective solutions
- Advertised events for charity through social media and pamphlets resulting in over \$1,000 in donations

## Identifying Your Accomplishments

Read through the following questions and think about your own employment experiences as well as work that you have done for student organizations, community groups, or for other entities. Highlight questions that relate to something you’ve accomplished. Then, include a short description of your accomplishment.

1. Do your supervisors assign you certain tasks because you are better at them than your other co-workers? Explain:
2. Have you been asked to train co-workers? How many and under what circumstances?
3. Have you received any recognitions, bonuses, or awards and why did you receive them?
4. Have you been able to save an organization time, money, or resources? How?

## Tip: Questioning Yourself

Asking yourself questions can help identify important accomplishments. Ask yourself:

- What am I most proud of?
- What are my strongest skills?
- What do my former employers likely miss about me?

5. Have you exceeded any goals? Which goals and by how much?
6. When have you taken on responsibilities beyond those in your job description? What were the results?
7. Have you ever simplified a procedure that made the job easier or more cost-effective? Explain.
8. How have you increased customer satisfaction?
9. What projects have you led? What were the results?
10. Have you ever been made responsible for handling money or confidential material beyond those responsibilities outlined in your job description? What were the circumstances?
11. Have your peers ever chosen you to represent them? What was the outcome?
12. Have you been involved in organizing community projects? What role did you play and what was the outcome?
13. Take this space to list and explain other accomplishments that stand out to you and are similar to the needs of the employer that you are targeting.

## Describing Your Accomplishments

Once you have identified accomplishments, the next step is to develop the phrasing needed to make the accomplishments stand out on your resume. As you work on the phrasing, you are encouraged to incorporate strong verbs and reference transferable skills. Adopting this strategy will help you to relate basic experiences, such as a job in retail or the food services industry, to a professionally-oriented internship or entry-level employment.

A transferable skill is a skill that can be applied to almost any work setting. Strong verbs are verbs that are dynamic and convey a specific message. Here are examples of both:

Transferable Skills:	Strong Verbs:		
• Teamwork	• Organized	• Marketed	• Ensured
• Adaptability/Flexibility	• Trained	• Supplied	• Critiqued
• Customer Focus	• Created	• Promoted	• Approved
• Leadership	• Analyzed	• Advised	• Streamlined
• Creative Thinking	• Mediated	• Conducted	• Planned
• Problem Solving	• Resolved	• Diagnosed	• Produced
• Decision Making	• Advertised	• Utilized	• Developed
• Working with Tools and Technology	• Supported	• Designed	• Balanced
• Business Fundamentals	• Assisted	• Implemented	• Collaborated
• Planning and Organizing	• Tabulated	• Evaluated	• Supervised

Refer to the sample statements on page 1 to see how transferable skills and strong verbs can be effectively incorporated into a resume. For more information, check out our tip sheets on Action Verbs and Core Workplace Skills. These tip sheets can be found on our website at <http://asccareerservices.osu.edu/guides>.

The final step to writing accomplishment oriented statements for your resume is to apply writing formulas. One such formula is called, PAR. Following the formula (P=problem or focal point, A=action taken, R=result) will make it easier for you to include all the key information needed – while still creating concise statements - for the employer to evaluate your potential to succeed in their workplace. Examples of PAR statements include:

- Developed (A) new filing system (P) that improved processing time for issuing invoices (R)
- Transformed a disorganized supply room (A), basing the new layout around the most frequently used items (P). Recognized by supervisor and co-workers for organizational skills (R)

It may be hard to account for how your work benefited an organization, so don't feel like you need to use this technique for every resume bullet that you write. You should strive to include at least two PAR statements on your resume, though.