RÉSUMÉ

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Arcadia University
Office of Career Education
Knight Hall, Suite 133
215-572-2939
careerhelp@arcadia.edu
www.arcadia.edu/oce

Accomplishment Statements

Accomplishment statements are the short statements in resumes that typically appear below each position held by the resume writer. They are commonly bulleted, incomplete statements. A strong accomplishment statement should be brief, specific, and results oriented. Begin each statement with an action verb. Use quantitative or qualitative measures wherever possible.

In general, consider an activity to be an accomplishment if any of the following occurred:

- Your performance exceeded past performance.
- Things were made easier, simpler, or were done more quickly.
- Equal results were achieved with fewer resources and/or in less time.
- Something new was achieved.
- A task or duty was performed well on a consistent basis.

Types of accomplishments:

- Planned and/or promoted a program.
- Created and implemented various incentives/awards to increase attendance at specific events.
- Participated in service or volunteer activities that resulted in community improvements.
- Reduced costs or processing errors resulting in increased quality, sales, etc.

Job Duties vs. Accomplishment Statements

Duty:

- Monitor assembly line and production process.

Accomplishment:

- Initiated advanced assembly procedures to increase production by 10% and reducing turn around time from 5 to 4 days.

Duty:

- Coordinate various activities for the organization.

Accomplishment:

- Planned and coordinated three student-led professional development programs during each semester.

Duty:

- Train new employees.

Accomplishment:

- Developed training and evaluation program to facilitate orientation of 3 to 5 new employees each month.

Duty:

- Perform customer service and cashier duties when assigned.

Accomplishment:

- Resolved customer complaints in a timely and professional manner.
- Processed $3000 to $4000 worth of transactions during each 8-hour shift.

Writing Process

Writing accomplishment statements can be a challenge! The process is quite different from the majority of writing you are expected to produce in college. Fortunately, there are some techniques that can work well to help you out.

Realize that you are trying to provide enough DETAIL in your statements to give the reader an understanding of your accomplishments and the skills you used to achieve them. By detail, we mean the basic questions answered in a good newspaper article:

- Who?
- What?
- When?
- Where?
- Why?
- How?

Try to answer two of these questions in each accomplishment statement. You may be able answer more than two but you still want to keep it short and to the point.

To write an effective accomplishment statement:

First – Identify the skill you want to demonstrate within the accomplishment statement.

Second – Select a strong action verb that you feel immediately highlights that skill.

Finally – Answer two of the questions outlined above.

Following this process can help you write excellent accomplishment statements. Remember that the skill itself is expressed through the verb so there is no need to list it overtly on the resume. The example and table below can help you get started with this process:

SKILL	ACTION VERB	QUESTION 1	QUESTION 2
Teamwork	*Collaborated*	*(Who?) Four classmates*	*(Why?) To research violations of international law and to deliver an in-class presentation on the subject.*

Finished version:

- *Collaborated with four classmates to conduct in-depth research on international law and to present findings to entire class.*