



LeBow Office of Undergraduate Career Services  
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## WRITING EXCEPTIONAL RESUME ACCOMPLISHMENT STATEMENTS

### Work Experience Section

- Use reverse chronological order.
- Include name or company, city and state, title held and dates of employment – including months.
- Employment can be split into more than one category to allow you to group the experiences most relevant to your job search together. You can use Related Experience and Other Work Experience.
- Describe your position using action verbs.

### Writing Accomplishment Statements

Accomplishment statements illustrate the skills you used or actions you took in your jobs and the results of your “work.”

Think about any **unique contributions** or **special projects** or assignments you worked on, how you effected the position or company, and how you performed as compared to others.

Don't forget to add quantifiers #, % \$, frequency (daily, monthly, etc.)

Avoid using “responsible for” and “duties included.”

Avoid the words assisted, helped, aided. Talk about how you worked as a member of a team or did something with someone else.

### Accomplishments may include:

- Saving time or money (*i.e.*: finishing projects on time/early; projects being under budget)
- Increasing productivity or customer satisfaction
- Reducing costs or complaints
- Improving or streamlining procedures or products
- Eliminating problems (small and large scale)
- Overcoming small and large challenges
- Enhancing performance or quality
- Managing a crisis effectively
- Increased profits
- Increased sales by 15%
- Improved process for delivering messages and responding to customer messages, resulting in increased customer satisfaction (indicated by increase in positive customer response cards)
- Augmented returns on investments
- Improved market penetration
- Improved productivity by
- Lowered costs

- Reduced employee turnover ratios
- Cut new product launch time in half by introducing new method for product approval
- Developed budgets
- Reduced operating expenses
- Negotiated settlements including
- Planned and executed
- Collaborated with ...
- Recruited
- Hired
- Trained
- Increased the frequency of client billing from quarterly to bi-weekly
- Reduced inventory overstock through special in-store promotions and VIP mailings
- Minimized customer complaints
- Enhanced Community relations
- Instituted cost controls
- Set new goals and objectives for
- Devised new strategies for
- Reversed negative cash flow
- Reduced labor costs
- Eliminated budget overspending
- Recovered 15% of uncollectible receivables
- Rewrote staff procedures to eliminate obsolete processes
- Test-marketed
- Discovered
- Invented
- Planned and developed

## Formula for Writing Accomplishment Statements

### Action Verb + Object + Context + Results

- **Action verb:** *managed, planned, exceeded, initiated*
- **Object:** *managed website design project, planned a promotional event, exceeded monthly sales quota*
- **Context:** (describe and quantify) interesting detail: who you did it for, time frame, number of people, size of budget, type of population
- **Results:** the effect of your effort (quantify again when possible) on to implementation, improved sales, increased enrollment

### Analysis of an Accomplishment

- [Managed and reconciled (action verb)] [a cash drawer (object)] [of up to \$3,000 daily (context and quantifiers)], [maintaining accurate end-of-day balance (results)]

### Examples of Accomplishments

- Managed website design project from needs assessment survey to implementation.
- Exceeded every monthly sales quota for shoes, improving sales 15% in six months.
- Initiated effective parenting program resulting in a 20% increase in enrollment.
- Recruited 10 volunteers for Project Santa 2005, raising \$10,000 and buying food and gifts to benefit the families of 100 local children.