

Accomplishments: Creating Your Specifics

The key to preparing a resume and for interviewing is to know your strengths - skills, knowledge, experience, etc. and to be able to show these through specific accomplishment statements.

Depending on the length of your career, you should be able to develop somewhere between ten to forty (10-40) of these statements. In order to effectively utilize your accomplishment statements, the average individual will need fourteen to seventeen (14-17) accomplishment statements.

Developing accomplishments takes patience and introspection. However, used in a resume and in interviewing, accomplishments can sell you and support your objectives.

To identify specific examples of accomplishments:

Think back through your experience in terms of:

- Identifying problems
- avoiding problems
- solving problems

Create a list of specific problems or issues that you have faced in various jobs. Identify specific accomplishments using the following outline: (SAR - see samples and worksheet following)

(S)ITUATION

- a problem or issue or opportunity
 - What was the situation before I got involved
 - Background information
 - What factors influenced or caused the issue
 - Who was involved
 - How critical was the issue

(A)CTION

- the resolution or solution
 - How did you evaluate the issue
 - What options did you review
 - What did you do about it
 - What was the final resolution
 - What strengths did you utilize to resolve the issue

(R)ESOLUTION

- the positive outcome (what happened as a result of my actions)
 - What was the solution worth to the company
 - Money earned
 - Money saved
 - Time saved
 - Resources expanded or saved
 - Other

To develop the actual accomplishment statements:

- Use an action verb to start the statement (see list of Action Verbs)
- Describe the situation
- Describe a result
- Keep statements to approximately 3 typewritten lines
- Avoid technical jargon and abbreviations unique to a particular job or profession
- Eliminate proprietary data about a former employer
- Review to determine if the accomplishment supports your objective

A good accomplishment statement will show:

- The problem/situation before I got involved
- What I did about it
- This happened as a result of my actions (specify and quantify)

Note: See Resumes for utilizing accomplishments in resumes

See Interviewing for utilizing accomplishments in interviewing

SAMPLE SAR

Situation:

- Company realized major account needed more attention.
- Responsibilities changed 3 yrs. ago when "promoted" (actually more of a lateral move) from regional sales manager to national accounts manager.
- 98% of company's business in my region from this major account.

Action(s):

- Increased sales from major account by doing the following:
 - developed "partnership" vs. client relationship by working closely with buyers
 - initiated follow-up program after orders received to prevent late shipment charges and reduce credit losses
 - worked closer with buyers to get their orders in system so goods were on hand when required for shipment

Results:

- Exceeded quota by 20% each year for 3 years in new position, which was equal to about \$2-3 million in increased revenues.

ACCOMPLISHMENT STATEMENT:

- o Successfully built partnership/sales for company's largest account by working with buyers to identify and meet product/production needs; exceeded quota by 20+% for 3 consecutive years and increased revenues about \$3 million/year.

SAMPLE SAR WITH ACCOMPLISHMENT STATEMENT

SITUATION: Realized production costs were high and looked for ways to reduce them. Sales had dropped: some product lines had been discontinued. Company had 2 sites in the same city, 1 that machined parts and 1 that assembled final product. Each site had unused floor space. Costly and time consuming to maintain 2 facilities and move materials/products between them.

ACTION: Took initiative to conduct feasibility study to see if facilities could be combined. Looked at fixed costs (rent, taxes, etc.), production costs and production schedules. Analysis showed that combining facilities would be cost effective and recommended to management.

RESULT: Consolidated facilities to one which reduced square footage from 520,000 sq. ft. to 250,000 sq. ft. Taxes, utilities and material handling costs dropped...saving \$100,000 annually.

ACCOMPLISHMENT: Initiated and directed a feasibility study of combining 2 manufacturing facilities. Implemented a consolidation from 520,000 sq. ft. to 250,000 sq. ft. and saved an estimated \$100,000 annually from reduced taxes, utilities and material handling costs.

ACCOMPLISHMENT STATEMENTS

SITUATION _____

ACTION _____

RESULT _____

ACCOMPLISHMENT _____

SITUATION _____

ACTION _____

RESULT _____

ACCOMPLISHMENT _____