ACCOMPLISHMENT STATEMENTS

Creating the accomplishment statements for your resume is one of the most difficult and important elements of your resume. It is best to put your accomplishment statements in bullet format to make them easy to read. If you struggle with deciding how much or what type of information to include in each bullet, ask yourself the following questions when creating your bullets:

- **What did I do?** Did you organize information, did you publicize an event, did you recruit people?
- **Why did I do it?** Was the purpose to raise money for charity, promote awareness about a cause, or create unity on campus?
- **How did I do it?** Did you use special programs like Photoshop to create those flyers? Did you personally invite new students to join your organization? Did you develop a new, more efficient way to plan a program?
- **How was the organization improved, or what was my impact?** Did you increase attendance to events? Did you get recognized as a result of your efforts?

Make sure to quantify whenever possible as you list your accomplishments by including numbers, percentages, and dollars. Remember: Anyone can do the "what." It is harder to write about the "why," the "how," and the impact. Doing so effectively will make your resume stand out.

Sample Effective Experience Statements

Demonstrated communication skills by interacting with customers at the front desk
ACTION VERB / SKILL SET / TASK DEMONSTRATING SKILL
Good. *Includes the three elements needed to describe the knowledge, skill, or ability*

Communicated effectively with more than 30 customers daily, demonstrating strong interpersonal communication skills
ACTION VERB / ADVERB / TASK DEMONSTRATING SKILL (including quantity and frequency) / ADJECTIVE / SKILL SET
Better. *Gives potential employers a description of* ***what*** *you did,* ***how*** *you did it, and the depth of your experience*

EXERCISE 2: MY EXPERIENCE STATEMENTS

Each bullet point may contain three important elements: an action verb, skill, and tasks that evidence the skill. When applicable, include an adjective or adverb, quantify the impact, and underline the accomplishment.

In the space below, write your own bullet statements.

Action Verb / Skill / Task or accomplishment

Action Verb / Skill / Task or accomplishment

Action Verb / Skill / Task or accomplishment

Action Verb / Skill / Task or accomplishment

Action Verb / Skill / Task or accomplishment

Action Verb / Skill / Task or accomplishment

Action Verb / Skill / Task or accomplishment

QUICK TIP

Invest the time to improve your bulleted statements. Here are a few examples:

BEFORE	AFTER
Led new marketing campaign for homecoming weekend	▪ Created and led a month-long social media campaign to promote an alumni and current student event that attracted 585 attendees and resulted in 20% growth in school donations
Communicated with customers daily	▪ Closed sales 92% of the time by interacting with clients face-to-face to identify the best products based on their needs
Provided customer service at Verizon	▪ Effectively advised customers on services by maintaining a high level of knowledge of current products, contracts, and sales promotions ▪ Drove revenue by communicating and demonstrating benefits of products and special offers to customers ▪ Awarded Employee of the Month in April 20XX for strong customer service skills and being a great team player

10-MINUTE CHALLENGES

These are suggestions for brief activities to advance your career readiness when you don't have a lot of time or feel overwhelmed. You can create a daily routine by completing at least one challenge. Try any of these activities for 10 minutes a day and keep going if you have extra minutes to spare.

1. Scan three job descriptions for six to eight keywords
2. Use the T-chart exercise for analyzing one position description
3. Schedule a meeting with your career advisor at go.gmu.edu/careers-appointment
4. Use drop-in hours for a quick resume review. See details at go.gmu.edu/careers-appointment
5. Update a bulleted statement in the Experience section of your resume