

Writing Accomplishment Statements

When creating your resume, it's important to include accomplishment statements anytime you are describing your experiences. Accomplishment statements communicate to the reader that you have achieved results and that you have developed transferable skills and career competencies necessary to be career and internship ready. Accomplishment statements should include the following: action verb, project, positive outcome. When applicable, provide numbers to quantify the outcome.

Typical non-descriptive resume statement:

Followed up with customers

Improved accomplishment-based resume statement:

Initiated discussion of new product information during routine follow-up calls with customers resulting in 20 additional sales a month

Examples

Action verb	Project	Evidence/Outcomes	Accomplishment statement
Reorganized & maintained	+ 600 technical files for the organization	+ Reducing the file search time by an average of three hours weekly	= Reorganized and maintained 600 technical files for the organization, reducing the file search time by an average of three hours weekly
Organized	+ Company-sponsored bike-a-thon	+ Raised over \$100,000 for the American Heart Association with over 1,000 employees participating	= Organized company-sponsored bike-a-thon which raised over \$700,000 for the American Heart Association with over 1,000 employees participating
Created	+ Proposal for "mock" training program	+ Delivered the proposed hiring and training improvements in a written report and formal presentation to a class of 78 peers	= Created a proposal for a "mock" training program and delivered the proposed hiring and training improvements in a written report and formal presentation to a class of 78 peers
Communicated	+ Offer menu suggestions and promote daily specials	+ Up-sale of menu items	= Communicate effectively with guests to offer menu suggestions and promote daily specials oftentimes resulting in an up-sale of menu items
	+	+	=
	+	+	=

Here is some space to practice

Resume Action Verbs



Matching your skills to what the employer is looking for is the best way to catch their attention. Use these action verbs to help you describe your educational and employment experiences. Ensure that you identify words that best match your background and the job description.

Communication/Interpersonal Skills

addressed	conveyed	enlisted	judged	participated	responded
advertised	convinced	explained	led	persuaded	sold
arbitrated	corroperded	expressed	lectured	presented	solicited
arranged	created	formulated	listened	promoted	specified
articulated	debated	furnished	manipulated	proposed	spoke
authored	defined	helped	marketed	publicized	suggested
clarified	developed	identified	mediated	read	summarized
collaborated	directed	incorporated	moderated	reasoned	synthesized
communicated	discussed	influenced	motivated	reconciled	translated
composed	dispatched	interacted	merged	recruited	traveled
condensed	distinguished	interpreted	negotiated	referred	wrote
conferred	drafted	interviewed	observed	reinforced	
consulted	edited	involved	obtained	reported	
contracted	elicited	joined	outlined	resolved	

Creative Skills

adapted	developed	formulated	integrated	perceived	solidified
began	devised	founded	introduced	performed	solved
combined	directed	generated	invented	photographed	synthesized
composed	displayed	illustrated	launched	planned	visualized
conceptualized	drew	imagined	memorized	published	wrote
condensed	entertained	imported	modeled	revised	
created	established	initiated	modified	revitalized	
customized	explored	innovated	originated	shaped	
designed	fashioned	instituted	painting	shared	

Management/Leadership Skills

accentuated	controlled	established	initiated	performed	salvaged
administered	converted	evaluated	inspected	planned	saved
advanced	coordinated	executed	instituted	presided	scheduled
analyzed	cut	expanded	led	prioritized	secured
appointed	decided	generated	managed	produced	selected
approved	delegated	handled	merged	recommended	streamlined
assigned	developed	headed	moderated	recovered	strengthened
attained	directed	hired	motivated	recruited	supervised
chaired	doubled	hosted	navigated	reorganized	terminated
considered	eliminated	implemented	organized	replaced	troubleshoot
consolidated	emphasized	improved	originated	restored	
contained	enforced	incorporated	overhauled	restructured	
contracted	enhanced	increased	oversaw	reviewed	

Manual Skills

assembled	controlled	handled	performed	retooled	worked
bound	drilled	lifted	set-up	shipped	
bent	drove	moved	pulled	skilled	
built	fed	operated	punched	tended	

Data/Financial Skills

administered	audited	corrected	extracted	prepared	researched
adjusted	balanced	decreased	forecasted	programmed	retrieved
allocated	budgeted	detailed	managed	projected	solved
analyzed	calculated	determined	marketed	qualified	trimmed
appraised	computed	developed	measured	reconciled	yielded
assessed	conserved	estimated	planned	reduced	

Helping Skills

adapted	attended	diagnosed	guided	perceived	safeguarded
adjusted	cared	directed	helped	prevented	serviced
advised	clarified	educated	integrated	provided	simplified
advocated	coached	encouraged	insured	referred	spoke
aided	collaborated	ensured	intervened	rehabilitated	supplied
answered	contributed	expedited	led	related	supported
arranged	cooperated	facilitated	listened	rendered	volunteered
assessed	counseled	familiarized	mentored	resolved	
assisted	demonstrated	furthered			

Organizational/Detailed Skills

accomplished	compared	executed	monitored	registered	standardized
achieved	compiled	facilitated	obtained	reserved	submitted
approved	completed	filed	operated	responded	supplied
arranged	configured	generated	ordered	retained	systematized
catalogued	corrected	implemented	organized	retrieved	tabulated
charted	corresponded	incorporated	prepared	recorded	updated
classified	dispatched	inspected	processed	reviewed	validated
coded	distributed	judged	provided	routed	verified
collated	diversified	logged	purchased	scheduled	
collected	enforced	maintained	recorded	screened	

Research Skills

analyzed	contributed	experimented	interviewed	partnered	supported
assisted	cooperated	explored	invented	perceived	surveyed
benchmarked	critiqued	extracted	investigated	published	synthesized
branded	decided	extrapolated	linked	recognized	teamwork
catalogued	detected	facilitated	located	researched	tested
clarified	determined	field formulated	measured	reviewed	wrote
collaborated	diagnosed	gathered	mediated	searched	
collected	differentiated	hypothesized	motivated	scanned	
compiled	documented	indocrinated	observed	studied	
compared	evaluated	inspected	organized	solved	
conducted	examined	interpreted	participated	summarized	

Teaching Skills

adapted	communicated	educated	focused	instructed	taught
adopted	conducted	empowered	guided	invented	tested
advised	coordinated	encouraged	individualized	motivated	trained
benchmarked	counseled	enlightened	influenced	persuaded	transmitted
briefed	critiqued	evaluated	informed	shaped	tutored
clarified	decided	explained	initiated	simulated	valued
coached	developed	facilitated	instilled	stimulated	

Technical Skills

adapted	conserved	engineered	printed	remodeled	studied
applied	constructed	fabricated	programmed	repaired	upgraded
assembled	converted	fortified	rebuilt	replaced	utilized
automated	debugged	installed	rectified	restored	
built	designed	maintained	re-designed	solved	
calculated	determined	operated	re-engineered	specialized	
computed	developed	overhauled	regulated	standardized	

NACE Career Competencies Icons

These icons represent the eight career competencies that students should have experience with in order to be career ready at graduation. Look for these symbols next to the skills on this handout that highlight these career competencies.



Career Management



Leadership



Global/Intercultural Fluency



Digital Technology



Critical Thinking/Problem Solving



Oral/Written Communication



Professionalism/Work Ethic



Teamwork/Collaboration