



## RESUME: ACCOMPLISHMENT STATEMENTS

Use the questions on this worksheet to help you create accomplishment statements for your resume. Rather than just stating “what you did,” give the reader a sense of what value you brought to the organization. The purpose of these stories is to highlight your skills/abilities/experience RELEVANT to the job and communicate your experience in a succinct and informative bullet point form.

**TIPS:**

- SAR Model: Situation, Action, Result
- Start accomplishments statements with an **ACTION** verb
- **Quantify** accomplishments by using **measurable details** to demonstrate productivity (**\$, %, Time, Frequency**)

Describe a <b>SITUATION</b> you have encountered.	What <b>ACTION</b> did you take?	What was the <b>RESULT</b> of your action?	Write an accomplishment statement.
<i>Example: As a Junior Accounting intern I was tasked with observing a successful transfer of multiple receivable products including wire transfers and factored accounts. I found financial discrepancies on a weekly basis.</i>	<i>Example: I monitored the balance of client and company accounts and analyzed and compiled daily receivable reports for Accounting leadership teams to review.</i>	<i>Example: I was able to contribute to the monitoring of company expenses in order to accurately budget, generate money, and increase approval response rate by 15%.</i>	<i>Example: Monitored and analyzed company expenses reports by catching financing breaks and discrepancies increasing revenue and approval response rate by 15%.</i>



## INTERVIEW: ACCOMPLISHMENT STATEMENTS

*Answer interview questions in a story format using the SAR Model!*

**Situation/Task:** First describe the situation or task involved in the example you're using for your answer. What happened and/or what were the issues that came up?

**Action:** Here's where you can give details about your thinking process, why you decided to respond the way you did, and how you executed your plan. What did you do? And how did you do it – what skills and marketable assets did you use?

**Result:** This is the most commonly missed part of answering a behavioral interview question. Give detail and clearly explain the results and outcome of the situation. What was the timeframe and/or quantifiable results of your actions?

### CUSTOMER SERVICE EXAMPLE

**Situation:**

As a lead shift supervisor @ ABC Company, we were very short staffed during lunch hour. Customers were getting frustrated with the long wait times as we were short staffed. So what I did was...

**Action or Solution:**

I took initiative by confirming our check-in system was working efficiently and provided detailed updates to our customers and offered them water while waiting. As a result...

**Result:**

We served over 50 satisfied customers and received high customer satisfaction ratings.

### WORKSHEET

**Situation:**

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**Action:**

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**Result:**

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**Accomplishment:** *based on the above Situation, Action, and Result*

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