



RESUME WORKSHEET

Achievement Statements

To build an effective resume that gets noticed by employers using achievement statements is critical.

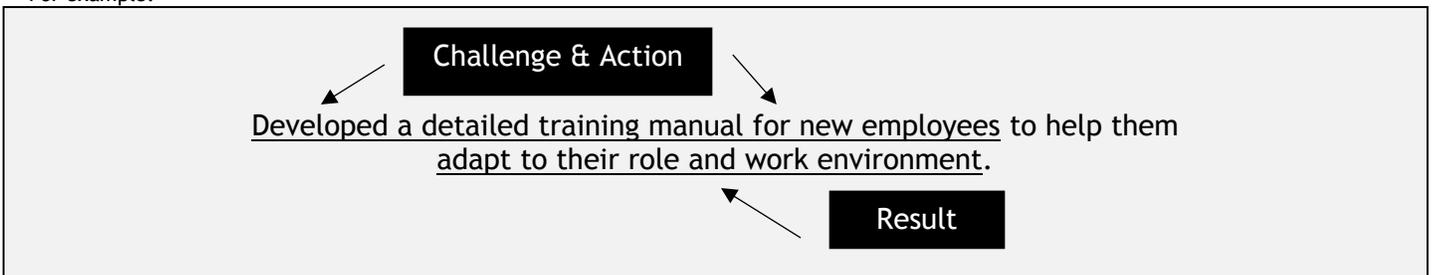
An effective achievement statement includes three (3) components:

1. **Challenge:** What did you do? Begin with a past or present tense action verb.
2. **Action:** What steps did you take to meet the challenge?
3. **Result:** What was the result/impact of your action(s)?

When possible it is most effective to begin your bullet point with the result.

Tip: When thinking about your key accomplishments for your resume, ask yourself the following: What did you do, how did you do it and what was the impact/result? Write down your answers. Start with the result when building your point for your actual resume. This process will help in your interview preparation as well.

For example:



Sample Achievement Statements:

- Project managed a team of 5 staff to develop and launch a monthly department newsletter to keep customers informed of upcoming events, success stories and important information
- Assisted with the creation of marketing materials to promote upcoming recruitment events and generate interest from the community
- Provided front line service to customers ensuring all questions and inquiries were handled in a timely manner
- Created a positive work environment by communicating with team members and management in an effective manner and resolving conflicts independently to complete projects on time
- Increased company sales by 10% by providing a high level of customer service skills and demonstrating extensive knowledge of merchandise to clients
- Developed strong leadership skills by mentoring new employees and facilitating employee training workshops
- Organized and created schedules for 20 student volunteers which ensured appropriate shift coverage and avoided scheduling conflicts
- Initiated and launched a campus-wide campaign for the Niagara Food Bank, collecting and delivering 2000 pounds of non-perishable goods to local families
- Developed a computerized database which saved 4 hours per week from previous method resulting in increased office efficiency

Develop your own achievement statements using the CAR method to build a strong resume.



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<p>Challenge: What was your task?</p> <p>Staff changes were ongoing as our employee base was comprised mostly of students from a local university. Training was difficult to accomplish when working around student schedules and store volume. Customer complaints were high and employee satisfaction was affected.</p>	<p>Action: What was involved in completing your task?</p> <p>I evaluated staffing requirements based on past experiences. I sought out experienced employees to help with training. Each employee was assigned an area of specialization and tasked with a group of new employees. New employees were grouped together in teams to provide support to one another, and I established a quick 15-minute meeting at the beginning of each shift to update everyone before they went on shift.</p>	<p>Result: What was the outcome of your actions?</p> <p>Customer complaints were reduced by 12%, employee satisfaction increased and that impacted positively on employee retention.</p>	<p>CAR Statement</p> <p>Reduced customer complaints by 12% and increased employee retention by evaluating staff training and creating specialized teams to establish a supportive working environment.</p>
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