

# Resume Accomplishments

## Background Information

Employers are looking for people with your skill sets. Your job, as job a seeker, is to make it easy for them to find you and to understand your value.

Accomplishments included on your resume should be presented confidently and assertively. A resume is not the place for humility or confessions. It is your personal promotional document, expected by prospective employers to state your strengths and illustrate your contributions to previous employers.

Emphasize accomplishments rather than responsibilities. Responsibilities are the duties assigned to you and can be developed from a job description for your position. Accomplishments are what you personally achieved with that responsibility.

Accomplishments can be developed utilizing the Problem-Action-Result technique, however in editing the accomplishment to make it a resume accomplishment statement normally only the action and result are stated – the problem is inferred from the action/result.

## Three-Element Accomplishments

Powerful accomplishment statements include three elements:

1. Active, action verbs.
2. What you personally did.
3. Benefit to the employer of what you did.

**Action verbs** include words such as “Increased, Led, Developed, Reduced, Created,” etc. These verbs make a greater, more memorable impact on the reader than words such as, “Responsible for, Assigned to,” etc. Active verbs (e.g., Earned recognition) also leave a stronger impression than passive verbs (e.g., Recognized for).

**Personal actions** emphasize what you contributed to achieving the benefit. Be sure not to understate your part.

**Benefits to employers** are, for example, increasing revenue, increasing customer satisfaction, increasing efficiency and reducing costs. When appropriate, quantify the benefits.

## Accomplishments vs. Responsibilities

Responsibilities are the duties assigned to you and can probably be developed from reading a job description for your position. Accomplishments are what you personally achieved with that responsibility.

## Memory Joggers

1. Did you implement a new procedure or system?
2. Did you solve a major problem for your section, department or division?
3. Did you save the company money?
4. Did you identify and/or implement a better or more efficient way of doing a procedure?
5. Did you train anyone?
6. Did you develop or do something for the first time at your company?
7. Did you do a job with fewer people or in a shorter time?
8. Did you receive any special recognition or awards?
9. Did you participate in any recent company sponsored training?
10. Were you involved in any special projects?
11. Did you suggest or “roll out” any new products or programs for your company?
12. Did you exceed your goals or objectives?
13. Did you increase market share?
14. Did you develop new business or enlarge a market?
15. Did you reduce errors?
16. Did your job performance exceed past performance?
17. Did you improve employee performance?
18. Did you have a reputation for handling certain difficult problems, situations or people?

*(additional memory joggers can be found in the Career Transition Manual)*

## ACCOMPLISHMENT DEVELOPMENT ACTION WORDS

Highlight the words that describe the things you did in your past positions.

In the past, when I worked with IDEAS, I have		In the past, when I worked with DATA, I have		In the past when I worked with PEOPLE, I have		In the past when I worked with THINGS, I have	
Analyzed	Learned	Administered	Organized	Administered	Performed	Arranged	Installed
Arranged	Lectured	Analyzed	Planned	Advised	Persuaded	Assembled	Introduced
Assessed	Listened	Arranged	Presented	Assisted	Presented	Balanced	Invented
Audited	Mediated	Assembled	Processed	Coached	Produced	Bargained	Made
Calculated	Observed	Assessed	Promoted	Communicated	Protected	Built	Modernized
Classified	Originated	Authored	Programmed	Conducted	Provided	Centralized	Opened
Compiled	Perceived	Balanced	Proved	Consulted	Reconciled	Conceived	Operated
Composed	Predicted	Budgeted	Provided	Counseled	Recruited	Conserved	Organized
Conceptualized	Presented	Calculated	Publicized	Decided	Reduced	Consolidated	Originated
Decided	Prioritized	Co-authored	Published	Delegated	Represented	Constructed	Pioneered
Detailed	Reasoned	Compiled	Read	Demonstrated	Resolved	Converted	Presented
Developed	Reconciled	Completed	Recorded	Determined	Restructured	Created	Produced
Edited	Researched	Composed	Reconciled	Directed	Scheduled	Cut costs	Purchase
Evaluated	Sold	Computed	Refined	Eliminated	Served	Demonstrated	Reconstructed
Examined	Solved	Condensed	Reorganized	Enforced	Shared	Designed	Redesigned
Explained	Strategized	Converted	Reported	Established	Showed	Determined	Reduced
Expressed	Studied	Coordinated	Researched	Expedited	Staffed	Developed	Repaired
Extracted	Summarized	Corrected	Revised	Facilitated	Supervised	Devised	Restructured
Formulated	Systematized	Defined	Setup	Guided	Taught	Eliminated	Shaped
Focused	Taught	Designed	Simplified	Headed	Tended	Established	Strengthened
Gathered	Trained	Determined	Sorted	Hired	Tested	Expanded	Tended
Generated	Verbalized	Developed	Standardized	Initiated	Trained	Fabricated	Tested
Hypothesized	Visualized	Edited	Streamlined	Instructed	Traveled	Formed	Upgraded
Identified		Evaluated	Systematized	Learned	Unified	Founded	
Improvised		Formulated	Synthesized	Led		Generated	
Influenced		Identified	Tracked	Managed		Guided	
Initiated		Integrated	Updated	Motivated		Handled	
Interpreted		Interpreted	Verified	Negotiated		Improved	
Investigated		Marketed	Wrote	Operated		Innovated	
Judged		Modified		Organized		Inspected	

## ACCOMPLISHMENT STATEMENTS

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Resumes that quickly grab and hold the reader’s attention include accomplishments that are written as brief, two-to four-line phrases or “bullet” points. To write an accomplishment statement, use the three -part formula below:

STEP 1	STEP 2	STEP 3
Functional Skill (Action Word)	What you personally did. Who/What/How Many	Why, Reason, Benefit, Outcome, Goal, or Purpose
1. Initiated, designed and implemented	training programs for 2000 employees	which clarified procedures and assisted in increasing consistency
2. Designed	sales process that	increased sales by 20% within six months of assuming six-state territory
3. Eliminated	unnecessary steps	reducing production time by three hours on weekly drilling report, getting essential information to manager by noon instead of 4pm
4. Designed and built	visual basic order entry system for traders, accountants and sap input	reducing order entry time by 80% and error rate by 20%
5. Managed	four alliance and six vendor relationships,	ensuring clear communication and prompt response to individual issues and projects growing average account size from \$45K to \$75K
6. Researched and implemented	engineering division guideline for implementation safety interlocks,	resulting in uniform application of risk management techniques for all projects
7. Participated	as key member of multidisciplinary re-engineering team	that reduced engineering staff hours design and construction by 30%
8. Consolidated	processed engineering, service, maintenance and production control departments	improving production staff support and reducing staff budget by 35% for total savings of more than \$350,000
9. Pioneered and advanced	company’s diversity initiatives,	leading to significant cultural change at plant and plant becoming benchmark site in industry

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## SAMPLE ACCOMPLISHMENT STATEMENTS

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- Analyzed and reported costs for non-operated joint interest properties including, fixed assets, cash advance payment and reimbursement, and monthly profit and loss analysis for operating cost averaging \$2 million per month.
- Researched and resolved \$40 million Alaskan lease payment imbalance.
- Standardize joint interest payment process and authored manual used by 10 accountants significantly improving audit trails. Completed project 15% ahead of deadline.
- Prepared capitalization and depreciation schedules for Fixed Assets, enabling efficient reporting by finance department.
- Coordinated the timely filing of state tax exemption reports with external customers, avoiding penalty and interest assessment of over \$250M.
- Updated and maintained Paradox Database of contractual information on external customers in 45 states for generation of automated invoices.
- Researched and developed settlements package between corporation and competitor, recovering \$100,000 in past due revenue.
- Researched historical accounting information to assist specialists in completion of projects resulting in \$700,000 cost recovery.
- Analyzed, designed and recommended process improvements for Northern Telecom's Accounting Department.
- Developed cost cutting methods to reduce overhead costs by \$60,000 per year.
- Designed job enrichment and job rotation program to motivate Accounts Payable employees.
- Reviewed and recommended work process enhancements to reduce man-hour and improve customer service.
- As joint Interest Auditor, reviewed accounting records of partners to ensure compliance with operating agreements. Identified discrepancies, successfully recovering \$800,000.
- Achieved 95% collection rate on delinquent receivables due to timely and effective communication methods with external customers.
- Participated in focus team that surveyed customer's analyzed data and implemented enhancements to revenue check statement. Increased customer satisfaction, decreased inquiries and reduced workforce by 25%.
- Interviewed, hired, and supervised accounting staff of five, processing 3,300 monthly billings totaling \$22 million.
- Oversaw \$500,000 biannual inventory and related data entry processes, resulting in accurate valuation.
- Developed criteria for monthly reconciliation reports, to reduce manual steps in the process. Ultimate report saved 24 man-hours per month.
- Reconciled prepaid and accrual accounts and wrote new reconciliation procedures. Reduce records from 9,000 to 400, and reduced computer storage and microfiche costs.
- Participated in focus team that surveyed customers, analyzed data and implemented enhancements to revenue check statement. Increased customer satisfaction, decreased inquiries and reduced workforce by 25%.
- Analyzed and developed responses to federal and state auditor inquiries, resulting in savings of \$70,000 and a pending refund of \$10,000.
- Developed control sheets and responses for inquiries by federal auditors in conjunction with an audit involving 48 leases covering a three-year period.

## SAMPLE ACCOMPLISHMENT STATEMENTS

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- Analyzed retroactive billings and refund request resulting in a refund of \$35,000.
- Prepared 4,000 invoices for payment monthly, exceeding department average with 98% accuracy.
- Prepared accounts payable voucher for 100 accounts, ensuring 90% accurate billing.
- Analyzed over 30 travel expense reports for payment, ensuring expenditures were in agreement with company policy. Through expert tracking saved the company over \$6,000 annually for three years.
- Standardized joint interest payment process and authored manual used by 10 accountants, significantly improving audit trails. Completed project 15% ahead of deadline.
- As Joint Interest Auditors, reviewed accounting records of partners to ensure compliance with operating agreements. Identified discrepancies, successfully recovering \$800,000.
- Developed criteria for manual steps in the monthly reconciliation report process, reducing and saving 24 man-hours per month.
- Identified liability account with faulty reconciliation procedures; reclassified \$200,000 to capital accounts. Initiated complex reconciliation process involving two cost centers, and approximately 30 suppliers, contracts, and partners.
- Saved 90% reporting time by developing Nomad database as part of team effort.
- Led effort to reduce outstanding receivables, resulting in reduction of over \$1MM.
- Led project team that researched, developed and published guidelines for clearing reconciliation balances; significantly improving integrity of financial reports.
- Structured, priced, and marketed corporate finance offerings including \$35MM common stock offering and \$22MM initial public offering; contributed highest revenue in 1985 for public offerings.
- Initiated innovative approach to royalty disbursement and successfully negotiated implementation. New accounting methods resulted in \$52,800 annual savings.
- Spearheaded five member team and received special recognition and award for meeting all deadlines during volatile period when staff was cut by 50%. All decision-making had to be carried out with minimal supervision.
- Developed and implemented automated process using Lotus 1-2-3 to reconcile all escrow accounts, thereby reducing manpower by 50% and clerical errors by 95%.
- Processed 4,000 invoices for payment monthly, exceeding department average with 98% accuracy.
- Consistently paid over 3,000 monthly vendor invoices in time to take advantage of vendor discounts.
- Batched bills, reducing batch cycle time by 50% and eliminating 1-2 day back log.
- Audited accounts payable vouchers monthly for 20 accountants. Identified tax and coding errors and initiated action for corrections on a monthly basis.
- Evaluated and administered accounts payable invoices for payment within 15 days of receipt to avoid interest penalty.
- Prepared accounts payable voucher for 100 accounts, ensuring 98% accurate billing.
- Checked over 50 vendor invoices daily for accuracy, resulting in timely billing.
- Computerized complete account payables system, for a saving of 80 labor-hours per week.
- Initiated both collection and payments as part of reconciliation of receivables and payable accounts, collection refunds of over \$250,000.

## SAMPLE ACCOMPLISHMENT STATEMENTS

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- Actively participated on Quality Improvement Committee for developing new accounts payable strategies and procedures. Resulting changes adopted as current standard procedure.
- Managed all monthly accounting entries to general ledger for four affiliated companies in two states in accurate and timely manner, ensuring appropriate state reporting.
- Identified costly oversight in new computerized accounts payable system and proposed simple solution. Received departmental recognition award and company monetary award.
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