

Outcome/Accomplishment – Based Statements

These statements:

- Are written in the bullet points of your experience section
- Showcase the impact you had in a role
- Provide evidence of a skill that the employer is looking for

How do I write one?

- Think about the skill you're trying to provide evidence for, and the experience you want to share with an employer
- Write out this experience with the following three components:
- **Action Word** (related to a skill) + **Scope** (explain the action word/quantify where you can) + **Result / Benefit** (quantity or quality)

Example

Job Requirement	Strong written communication skills to draft e-mails for multiple stakeholders in a timely manner
My Matches	As an Orientation Leader, I wrote e-mails to vendors, staff members, and other student staff, ensuring information was accurate and delivered on time
Action Word	Draft (action word that showcases communication skills relevant to the job)
Scope	multiple e-mails per day to 3 different stakeholders i.e. vendors, staff members and student staff about orientation logistics
Result/Benefit	The right information was shared accurately and timely
Outcome/Accomplishment Based Statement for Resume	Drafted multiple e-mails each day to vendors, staff and student staff to provide details on orientation needs and logistics ensuring accurate information was shared in a timely manner

Different results/benefits in Outcome/Accomplishment – Based Statements

- **Quantify +/- of key measures:** Increased attendance by 25%
- **Qualify:** Resulting in a more organized working environment
- **Recommended:** Recommended new method of... (even better if implemented)
- **Initiated:** Founded and launched a new student club ...
- **Feedback:** Received positive feedback from managers on ability to...
- **Marks and Evals:** Received a grade of A
- **Promotions:** Promoted to store key holder within x months due to...
- **Quotas:** Met or exceeded monthly sales target



Building Outcome Based Statements

Example from your Experience	Action Word (Related to a key skill employer is seeking)	Scope (Explain your action; quantify where you can)	Result / Benefit (Quantity/Quality)

Useful Tools

- Position Requirements Chart for your most relevant examples
- Action words by Skill Category / Job description to decide key action words to use



ACCOMPLISHMENTS AND RESULTS GUIDE

Find your accomplishments by asking yourself:

- What challenge did I overcome?
- When did I solve a problem or improve something?
- When did I go above and beyond the basic expectations?
- How do I know I was good at this?
- What am I proud of?

Looking for Results? Think Like the Employer!

- How do you know you did a good job? (promotion, meet targets, asked to come back?)
- What challenges did you overcome? (productivity under deadlines, language barriers, given little guidance?)
- Positive feedback? (from manager, customers etc.)
- Made recommendations for improvement?
- Problems solved?
- Positive evaluation results? (above average ratings on customer satisfaction surveys, work evaluations, grades?)
- Increase or decrease in important measures? (sales, profits, wasted resources, event attendance, hits on web)
- Qualitative impact (a more cohesive team, improved workflow...)
- And many more...

Examples of Results!

... 20% increase in attendance	...proposed
... accolades for customer service excellence	... promoted
... requested by name by repeat customers	... a raise and increased responsibility
... a grade of A	... reduced waste by 10%
... an invitation to return as a team leader	... met or exceeded quotas
... elected to	... improved
... recommended	... preventing further losses