

### Questions to Trigger Accomplishments Statements

Coming up with statements to explain skills can often be a difficult task for any job seeker. "I don't want to sound like I am bragging," is a common statement spoken when putting together one's own resume. Instead of thinking of it as bragging, remember that an employer has a list of tasks they require someone to do and if every applicant could do it the same way, they wouldn't need to go through the application process. They could just simply hire someone. Creating accomplishment statements requires putting in some hard work and sets you apart as someone who is willing to go the extra mile. By taking the time to generate an inventory of accomplishment statements, you will make it much easier to communicate your value to a potential employer by giving them examples of "how" you will perform on the job. Your past performance helps them predict your future performance.

The following sections contain questions to help trigger memories or events from past experiences. Record your accomplishment statements on your Master Resume or create an accomplishment statement inventory sheet. When writing your resume, these statements will help you to demonstrate your skills that match each job posting and are relevant to employer. Refer to the tip sheet *Writing Accomplishment Statements* for more guidance if needed.

#### General:

- How long have you spent within any field or industry? – list them all. E.g. "Twelve years' experience within the fashion industry"
- Were you promoted in any of your roles? If so, in what years and to which roles?
- Was extra authority awarded to you after a period of time within a certain role? If so, what extra duties or responsibilities were you given and after how long? (*This is not necessary if there were changes to job title or salary – which would be mentioned as a promotion.*)
- Have you ever been asked to take part in, or lead trainee management courses or management development programs?
- Were you asked to get involved in any special projects outside your job description? Or did you every volunteer for such? What was the result?

#### Administration, Customer Service and Accounts

- Did you assist in reducing customer complaints?
- Did you set up or improve any systems and/or processes?
- Was there a quantifiable difference in the company or business unit when you first joined the business or project and when you complete the project or left the business?
- Did you take any administrative or paperwork based documents and convert them into an IT based or digital system?

## Tip Sheet: TRIGGERING ACCOMPLISHMENT STATEMENTS

### Building, Construction, Electrical, and Plumbing

- Were there major projects you worked on or completed? How much did the project cost? What were the timelines for completion? Did they get completed on time?
- Did you lead projects? How many people did you lead?

### Computers

- What systems, software, and hardware experience do you have?
- Have you been responsible for creating, updating, or monitoring social media sites for a company?
- What software have you developed? Mobile apps? Systems software?
- What code have you written?
- What software are you an expert in using or teaching?
- Have you developed any start-ups? If so, what were they and did they achieve your goals and/or success?
- What did you do digitally that positively affected any business you were doing?
- Were you involved in any special computer related projects that were outside of your job description?

### Events or Conference Planning or Logistical Management

- Have you organized any events or conferences? If so, how large were they – both people attending and total budget (if possible).
- Where and when was the event(s) held?
- Have you been involved in any major relocation projects?
- Have you had responsibility with regards to any major suppliers? If so, who?

### Education

- Did you win any awards for study or attendance?
- Did you have any high grades? If so, what were the subjects and grades?
- Did you receive any scholarships? What were they and what lead you to gain these?
- Did you lead any group projects? What was the project, how many members did you lead and what was the outcome or grade?
- Did you have a workplace practicum or placement? Where and what did you do?

## Tip Sheet: TRIGGERING ACCOMPLISHMENT STATEMENTS

### Memberships

- Have you been a representative on any committees (e.g. Health and Safety)? Were there any special responsibilities associated with this?
- Do you belong or did you belong to any national associations or local professional groups?

### Mechanical

- Have you had any experience on any kinds of machinery/equipment? What types? How many years?
- What computerized automatic control systems, such as HVAC, are you familiar with?
- Have you ever serviced, maintained, or repaired transportation devices (airplanes, farm equipment, automobile, machine, bikes, etc.)?

### Positive Feedback

- Have you ever received written commendations or letters of praise from clients, customers, or management?
- Can you think of any occasions where you gave excellent customer service? If so, how did you know that customer was satisfied? How did the company benefit?
- Did you receive any awards within your company or industry?

### Published or Presented Work

- Have you had any articles, papers or features published in magazines, journals, or books? If so, what publications and when?
- Have you written any books or blog posts?
- Have you presented any topics at conferences or completed any public speaking? If so, what subjects have you talked about and how large was the audience?

### Responsibility

- Have you ever been responsible for the purchase of any goods or services in some job (e.g. Air gravel, PC acquisition, company equipment, etc.)?
- Have you ever had any budget responsibility? If so, to what level/amount?
- Have you ever been responsible for any staff supervision? If so, in what capacity and how many staff were you responsible for?
- Were you responsible for any official or unofficial training? If so, what type, for whom, and how many people have you trained?
- Were you responsible for any official or unofficial coaching or mentoring of staff?

## Tip Sheet: TRIGGERING ACCOMPLISHMENT STATEMENTS

### Sales or Account Management

- Have you ever consistently exceeded your set budget in that role? If so, by what % or \$ value?
- Have you exceeded your set budget or sales target weekly, monthly, quarterly, or annually? If so, by what percent or dollar value?
- What level were you, compared to other sales professionals in your company? (e.g. "number 2 out of 20 on the sales team")
- Have you ever increased market share for your company? If so, by what percent or dollar value?
- Have you ever brought in major clients to your company?
- What major clients are/were you responsible for managing and selling to?
- Did you ever manage to generate repeat business or increase current business? If so, by what percent or dollar value?
- Have you won any internal or external sales awards?
- Did you develop any new successful promotional or marketing ideas that increased sales?

### Volunteer, Community and Unpaid Work

- Have you completed any voluntary or unpaid work? If so, what organization or company? What was the role you served and the work you completed?
- Did you work while you were studying? If so, did you receive any achievements in that role?
- Were you involved in any committees or serve on any boards, etc.?