

Questions to Assist in Writing Achievement Statements

- Problems or difficult situations you were able to resolve
- Challenges/emergency situations you handled successfully.
- What did you create or build?
- Ideas or Concepts you were involved with developing.
- How did you demonstrate leadership in the face of a challenge?
- Situation where you followed instructions and realized a goal.
- Situation where you were able to identify a need and satisfy it.
- Change at the company in which you made active contributions.
- Involvement in programs that increased sales or profits.
- Plans you initiated to reduce costs.
- Situations in which you assisted someone else in realizing his/her objective.
- Suggestions you made that helped save time/or money.
- Award or special commendation you received because of a contribution you made.
- Situation where you were able to perform within standard operating procedures when other circumstances were against you.
- Ideas and suggestions that helped increase the performance of a work group.
- Plans you recommended that were able to increase the efficiency of a team.
- Plans you conceived to enlarge client base.
- Ideas that you contributed that enabled those in charge to maintain better control.
- Plans you developed and/or implemented to improve efficiency and enable the reduction of staff.
- Procedures you were able to automate that significantly contributed to the improvement of the quality of the department's work.

Follow the Problem – Action – Result (PAR) Format:

- Describe the problem you helped to solve or key challenges you overcame
- Describe the actions you took to solve the problem or overcome the challenge
- Describe the results of your efforts (i.e. improved efficiency, greater customer satisfaction, reduced costs)

Sample Achievement Statements:

- Increased productivity 25% as a lead engineer on Toshiba's HMS technical team.
- Reduced theft 53% by instituting 'Spy Shopper' a tight yet discreet security program.
- Enhanced staff morale through a six-month incentive program that also instigated a 10% increase in sales.
- Awarded 'Top Salesperson' three consecutive quarters.

Strong Action Verbs (just a sample):

- Achieved
- Architected
- Awarded
- Built
- Collaborated
- Conceived
- Created
- Designed
- Developed
- Enhanced
- Envisioned
- Established
- Improved
- Increased
- Innovated
- Launched
- Led
- Managed
- Negotiated
- Organized
- Planned
- Reduced
- Spearheaded
- Sponsored