



RESUME 101

Step 4: Writing Accomplishment Statements

Good: Answered phone

Better: Answered multi-line telephone

Best: Answered multi-line telephone, screened and forwarded calls, provided information, took messages, and scheduled appointments for five staff members.

ACCOMPLISHMENT STATEMENTS

- Convey to the employer that you are qualified for the position.
- Highlight your strengths and abilities – showcase your professional skill set.
- Make sure the statements are relevant to the job at hand.
- Avoid using generalized statements, such as “Strong communication skills”

WHERE TO BEGIN?

- First, think about the jobs you have held.
 - What were your responsibilities?
 - Describe these in detail
 - Use [O*NET](#) to help you remember (don't copy and paste though!)
 - What specific skills/abilities did you use?
 - Can you quantify your experiences?
- Then, incorporate value into your statements, “how well you did.”



STAR TECHNIQUE

- ★ Examples can come from work, volunteering, course experience, personal interests or hobbies.

Situation and Task:

- Describe the situation or the task that you needed to accomplish.
- Use a specific example; do not be vague or general.
- Give enough detail so that the employer fully understands the context.

Action:

- Logically and concisely take the employer through the steps you took to handle the situation or resolve the problem.

Result:

- Explain the results of your actions:
 - What did you achieve? Quantify results if possible.
 - How did the situation end?
 - What did you learn from the experience?

WHO WOULD YOU HIRE?

Receptionist A:

- Answered phone
- Greeted plant visitors
- Made appointments
- Sorted incoming mail
- Processed checks

Receptionist B:

- Received incoming calls on 3 business lines, determined nature of call, and effectively transferred caller to destination with 99% accuracy.
- Greeted visitors to office and issued visitor passes.
- Arranged future appointments for staff upon request.
- Collected, sorted, and distributed mail and messages to staff members.
- Received payments and recorded receipts for services.

THINGS TO AVOID:

- Poor overall appearance
- Poor grammar, punctuation, and misspelled words
- Rambling – lack of focus
- Self-focused versus employer focused
- Bland, boring text
- Gross exaggeration – bragging
- Aggressive, pushy tone
- Self-deprecation



BORING



HELPFUL RESUME TIPS

- Keep your resume up to date.
- Try different formats.
- Two pages is OK.
- You have your cover letter to explain.



OTHER CONSIDERATIONS

- **DESIGN:** Aim for a professional package so that your resume and cover letter have a consistent format (layout, font types and sizes, stationery).
- **ACCURACY:** Proofread with a magnifying glass and have others review for you too.
 - What's wrong with this skill statement in someone's resume?
 - *Skill: have perfected my attention to detale*

NEED MORE HELP?

Visit

Community Engagement & Career Development Office

100 Payson Smith Hall

Portland Campus

(207) 228.8091

usmcareers@maine.edu

Visit us online: usm.maine.edu/cecd