

## Resume Accomplishments in Employment & Involvement

### Quick Tips

- Start with an action verb – its' your resume so the reader knows it's you! No need to begin with "I"
- What's the right action verb?? See ["Action Words for Resumes & Cover Letters"](#)
- Be specific, accomplishment and results oriented when talking about your experiences, so....
  - **Specific** means describe activities or projects **you** worked on and **specific accomplishments you** achieved.
  - **Accomplishments** means activities you completed
  - **Results** means describe the results of your activities – in quantifiable terms!

### So what does that mean??

Instead of writing "Strong written communication skills", maybe you should write "**Designed and wrote cross training procedure ensuring customer coverage during vacations and absences, resulting in 5% fewer dropped calls**".

Instead of writing "Experienced in fielding customer calls", maybe you should write "**Resolved customer questions, complaints, billing inquiries within one call resolution**"

*Ok, so you didn't keep track of number oriented results when you worked with the Biology Club on creating their posters, emailing and "facebook" promoting their clean up event. So maybe write... "Designed posters, and crafted postings twice weekly through student email and Facebook promoting the "Clean-up Alpine 2011" event.*

*Again **Specific Activities, accomplishments and results** work best!*

*Get It??? If you need more help, contact Career Services!*