

RESUMES 101: CREATING ACCOMPLISHMENT STATEMENTS

ASK YOURSELF: 1. WHAT did I do?

a. What was the task?

b. Start with an *action verb*

c.Ex: Assisted customers...

2.HOW did you do it?

a. How did you complete that tasks?

b.Ex: ...by providing patient and friendly customer service...

3. WHY was that task important?

a. What was the impact of that task?

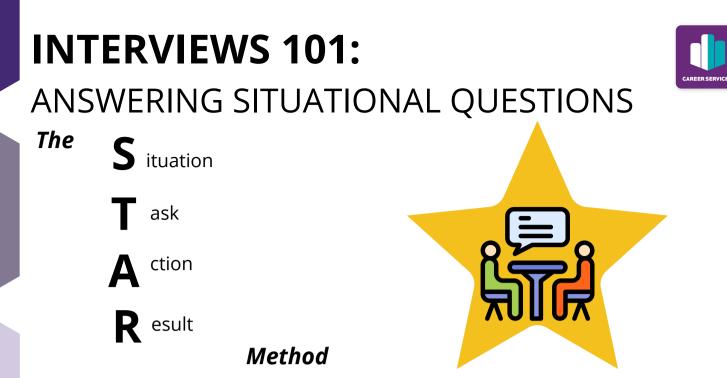
b.Ex: ... ensuring guests left satisfied with their experience and encouraging repeat engagement with the business

<u>Example</u>:

Barista | Starbucks

June 2022 - June 2023

 Assisted customers by providing patient and friendly customer services ensuring guests left satisfied with their experience and encouraging repeat engagaement with the business.



WHEN TO USE:

- 1. Tell me about a time when... (you were part of a team, when things didn't go your way, etc.).
- 2. **OR** any other instance where you can pull from an example... (What's your proudest accomplishment?, How do you manage your time?, etc.)

<u>Breakdown and Application:</u>

- **Situation** Explain the situation so that the interviewer understands the context of your example!
 - *I was assigned to build a prototype for an agricultural robot in class with a group of 4 other students.*
- **Task** Describe the task that you took responsibility for completing.
 - Each of us were asked to take on a role. My role was to be the project manager, ensuring that we were able to source materials and stay on our project timeline.
- Action What actions did you personally take to reach your goal? This is where you can highlight what skills or traits you used to address their question.
 - I noticed that one of our group members was falling behind in their portion of the project. I took it upon myself to have a 1:1 conversation with the student. They then told me that they were struggling with another class and that was taking their attention away from our project. I then connected them to the Tutoring Center so that they could have more support in that class and dedicate more time to our project.
- **Result** Explain the positive result! What did you learn, what was the outcome of the project? How will it apply to your success at this new role?
 - We were able to successfully stick to our project timeline and secured an A+ while receiving campus-wide recognition for our prototype. This experience taught me the importance of project management within a team setting, which I would look forward to applying in this role.