



RESULTS & ACCOMPLISHMENTS

Think you don't have any relevant accomplishments? Think again.

Remember – the goal of your resume is to help an employer see that you have the skills and expertise required to excel in the role to which you are applying.

Results and accomplishments that are included on your resume don't have to be of 'epic' proportions to be included.

Each accomplishment statement enables an employer to get a sense of the size, scope, and feel of each of your past experiences (eg. jobs, volunteering, etc.)

Think about:

- What was your role?
- What did you do? How did you do it?
- What was the result?

LET'S START WITH ACTION VERBS

Start each accomplishment statement with an ACTION VERB – the list provided may be a helpful tool in crafting your resume.

Where possible, try to quantify each statement. Again, this helps an employer in getting a true picture of your experience.

Here is an example of how using an ACTION VERB and quantifying can take a statement on your resume from good to great –

- Responsible for quality customer service

ADD AN ACTION VERB

- Provided quality customer service

NOW QUANTIFY

- Provided quality service to 50 – 75 customers per day in a fast paced call centre environment; maintained a consistent satisfaction rating of 4.5/5.



ACTION VERBS

Management	Communication	Research	Technical
Administered	Addressed	Analyzed	Adapted
Analyzed	Arbitrated	Clarified	Applied
Assigned	Arranged	Collected	Assembled
Attained	Authored	Compared	Built
Chaired	Collaborated	Conducted	Calculated
Coordinated	Corresponded	Critiqued	Computed
Delegated	Developed	Detected	Constructed
Developed	Directed	Determined	Converted
Directed	Drafted	Diagnosed	Debugged
Evaluated	Edited	Valuated	Designed
Improved	Enlisted	Examined	Determined
Increased	Formulated	Experimented	Developed
Initiated	Influenced	Explored	Engineered
Integrated	Interpreted	Extracted	Fabricated
Organized	Lectured	Formulated	Fortified
Oversaw	Mediated	Gathered	Installed
Planned	Moderated	Inspected	Maintained
Prioritized	Negotiated	Interviewed	Operated
Produced	Persuaded	Invented	Overhauled
Recommended	Promoted	Investigated	Printed
Reviewed	Publicized	Located	Programmed
Scheduled	Reconciled	Measured	Rectified
Supervised	Recruited	Organized	Regulated
Teaching/Helping	Financial	Creative	Clerical
Adapted	Administered	Acted	Approved
Advised	Adjusted	Conceptualized	Arranged
Assessed	Allocated	Created	Catalogued
Clarified	Analyzed	Customized	Classified
Coached	Appraised	Designed	Collected
Communicated	Assessed	Developed	Compiled
Coordinated	Audited	Directed	Dispatched
Counseled	Balanced	Established	Generated
Demonstrated	Budgeted	Fashioned	Implemented
Educated	Calculated	Founded	Inspected
Enabled	Computed	Illustrated	Monitored
Encouraged	Conserved	Initiated	Operated
Evaluated	Corrected	Integrated	Organized
Explained	Determined	Introduced	Prepared
Facilitated	Developed	Invented	Processed
Guided	Estimated	Performed	Purchased
Informed	Forecasted	Planned	Recorded
Instructed	Managed	Shaped	Retrieved
Trained			Screened



TIPS FOR DESCRIBING YOUR RESULTS AND ACCOMPLISHMENTS

Stumped for potential accomplishments/results?

Here are a few examples that might help in getting you started:

- Increased efficiency
- Established/ enhanced customer relations
- Developed, designed, tested and applied
- Provided new resource
- Received an award
- Boosted sales
- Reduced waste
- Improved morale
- Created something new
- Revealed your ability to be a team player
- Contributed to the growth and development of a project
- Met deadlines
- Saved time
- Streamlined operations
- Provided better controls
- Improved working conditions
- Earned community recognition
- Saved money
- Demonstrated your leadership ability
- Expanded the customer base
- Received great feedback from boss/customer
- Solved problems
- Improved performance

This resource on "Action Verbs" is provided by Career Connections, which is a career awareness program coordinated by the Insurance Institute of Canada on behalf of the property & casualty insurance industry. Our website and these resources are provided to help you find a career in insurance. There is more information, including career videos, career profiles and more resources, available at: www.career-connections.info.