Showcasing Your Results and Accomplishments

Why Accomplishments Matter

Many job seekers assume they don't have accomplishments worth including on a resume. The reality is that you have most likely achieved results in every job, volunteer role, internship, practicum, or extracurricular activity you've been involved in.

Today's employers want more than a list of responsibilities. They want evidence that you can make an impact. Your accomplishment statements help employers understand:

- The scope of your responsibilities
- The complexity of your work
- The value you brought to the organization
- The skills you used
- The results you achieved

Even small improvements, contributions, or successes can demonstrate valuable workplace skills.

The Accomplishment Formula

Strong accomplishment statements typically answer three questions:

1. What was your role?

What were you responsible for?

2. What actions did you take?

What specific skills, tools, or approaches did you use?

3. What was the result?

What changed because of your efforts? Did you improve efficiency, solve a problem, increase customer satisfaction, reduce costs, support a team, or help achieve a goal?

A simple formula to follow:

Action Verb + Task + Result

Start with Strong Action Verbs

Every accomplishment statement should begin with an action verb.

Action verbs create stronger, more engaging statements and help hiring managers quickly identify your skills and contributions.

Weak Example

Responsible for quality customer service.

Better Example

Provided quality customer service.

Best Example

Provided exceptional customer service to 50-75 clients daily in a fast-paced call centre environment while maintaining a customer satisfaction rating of 4.5/5.

Quantify Whenever Possible

Numbers make your accomplishments more credible and impactful. Before submitting your resume, review every bullet point and ask yourself:

"Can I add a number, percentage, dollar value, timeframe, volume, or measurable result?"

If the answer is yes, do it. This tells a story, demonstrates impact, and helps employers visualize your contribution to their organization. Consider adding:

- Number of customers served
- Claims processed
- Policies managed
- Team size
- Revenue generated
- Budget managed
- Projects completed
- Time saved
- Cost reductions
- Customer satisfaction ratings
- Training participants
- Productivity improvements

Examples:

- Processed 75+ insurance claims monthly while maintaining 98% documentation accuracy.
- Supported a portfolio of 200 property insurance clients and achieved a 95% client retention rate.
- Trained and onboarded 12 new team members, reducing average ramp-up time by 20%.
- Resolved 40+ customer inquiries daily while consistently exceeding service-level standards.

Using AI to Identify Accomplishments

AI tools can help you brainstorm accomplishments, but they should never replace your personal experience and judgment.

Consider using AI to:

- Generate accomplishment ideas
- Suggest stronger action verbs
- Identify transferable skills
- Improve wording and readability
- Create multiple versions of a bullet point

Always verify that the information is accurate, the numbers and metrics are real, your examples reflect your actual experience and the language sounds authentic to you. Remember that

employers hire people, not AI-generated resumes. Your resume should reflect your unique experience and achievements.

High-Impact Action Verbs

Choose action verbs that best reflect your experience and demonstrate results.

Leadership & Management

Administered	Implemented	Planned
Coordinated	Improved	Prioritized
Delegated	Increased	Recommended
Developed	Initiated	Restructured
Directed	Led	Scheduled
Evaluated	Managed	Supervised
Established	Organized	
Executed	Oversaw	

Communication & Relationship Building

Addressed	Edited	Promoted
Advocated	Facilitated	Publicized
Collaborated	Influenced	Reconciled
Communicated	Interpreted	Recruited
Corresponded	Mediated	Represented
Delivered	Negotiated	Resolved
Drafted	Presented	

Research & Analysis

Analyzed	Determined	Investigated
Assessed	Diagnosed	Measured
Audited	Evaluated	Monitored
Clarified	Examined	Reported
Collected	Forecasted	Researched
Compared	Gathered	Reviewed
Conducted	Inspected	

Technology & Digital Skills

Automated
Built
Configured
Designed
Developed
Enhanced
Implemented
Integrated
Maintained
Migrated
Optimized
Programmed
Streamlined
Tested
Troubleshot
Updated
Utilized
Validated

Customer Service & Insurance Operations

Advised
Assisted
Consulted
Delivered
Educated
Facilitated
Guided
Informed
Resolved
Responded
Retained
Serviced
Supported
Trained
Verified

Financial & Risk Management

Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Controlled
Estimated
Forecasted
Managed
Monitored
Reduced
Reconciled
Tracked
Validate