HOW TO WRITE JOB ACCOMPLISHMENTS

"Yes Virginia, you do have accomplishments on your job"!

In today's employment climate there can be as many as 50 to 300 and more resumes for one job position. Employers do not have the time or the interest in reading your life's manuscript in a resume. They want to know, "What can you do for me"? And, they want to know it quickly from your resume. You only have a few seconds to keep their attention before they move to the next resume in the stack.

One of the best ways to get their attention, provided you have the skills and education they are looking for, is to show accomplishments in the jobs you have held. Even in fast food positions there should be accomplishments. So, slow down and make the time to think about what you accomplished on those jobs. We are providing techniques that take you step by step in documenting your accomplishments.

C.A.R.

I know, you're probably thinking about that new car once you get a job, but let's get the interview and then land the job first. CAR refers to the technique you will use to document your accomplishments. It stands for **Challenge – Action – Results** and is the formula for creating your job accomplishments. Let's look at a few examples to see how this works.

Example 1 – Fast Food Position

Challenge: The Fat Burger Company – The restaurant is located near several office buildings and the lunch hour rush is very hectic. Customers waiting to order their meals can sometimes extend 14 people deep and many would leave due to the wait time. The challenge is to get the wait line down to 7 people.

Action: Suggested to management that two people work each register during this peak time. One person would run the register and the other person would walk the line and take orders in advance. Orders were brought to the register and the customer only needed to pay when their turn came.

Results: The peak time rush wait was reduced by 60% to only 6 customers waiting on average. The number of customers processed and served increased resulting in significant revenue for the store.

Once you have your CAR you can create your accomplishment bullet point that reads like this:

- **Reduced peak time customer wait by 60% resulting in significant increase in store revenue.**

Example 2 - Cashier

Challenge: While working for a major retailer as cashier several cash drawers were not balanced and reconciled with sales for a set time period.

Action: Recommended a minor adjustment to other cashier's schedules which allowed more coverage during cash balancing time.

Results: Total payments received were reconciled with total sales resulting in 99% accuracy for the period and improved store sales.

Your accomplishment bullet would read:

- **Produced 99% accuracy for all cash balancing daily resulting in improved store sales.**

Example 3 – Business Administration

Challenge: Department needed to reduce paper waste of printed reports not used by customers.

Action: Created a survey document to distribute to all customers surveying what reports are used and what reports are not used. I turned off unused reports in software system leaving only reports needed by customers.

Results: Company saved $25,000 per year in paper cost due to not printing reports no longer being used. Report output was reduced by 40%.

Your accomplishment bullet point would read:

- **Reduced total report output by 40% with a paper savings of $25,000 per year for the company.**

Example 4 - Warehouse Worker

Challenge: Major retail store received weekly delivery of digital televisions of various brands and sizes. Once the truck was unloaded the brands were organized by sizes on the inventory shelves. This did not always make it easy to find the right model when order pulling.

Action: Suggested to manager that we rearrange the inventory shelves and stock televisions by brand, size, and model number. Personally reorganized the shelves and pallets of televisions.

Results: When orders came in from the sales floor it was easier to go to the shelves and find the brand and size in the same location. The order pulling and delivery time was reduced by 15 minutes per order. The customer wait time was reduced by 50%.

Your accomplishment bullet would read:

- **Reorganized inventory shelves by television brand, size, and model number reducing order pulling and delivery time by 15 minutes per order. Customer wait time was improved by 50% as a result.**

Example 5 – Information Technology Technical Support

Challenge: Install 110 new computers for department within 60 day project commitment. The PC's need Windows XP, Microsoft Office 2007, and Lotus Groupware Client installed on all computers. Our department had a staff of 3 Technical Specialists to complete the project.

Action: Recommended the purchase of Symantec Ghost software for PC deployment and created a master disk image to clone all PC's before delivery to workstations. Cloned computers from master disk image after removing from packaging.

Results: We were able to deliver PC's to customers with all necessary software installed. Project was completed in 30 days instead of the 60 day commitment. Our department's customer satisfaction rating improved by 30%.

Your accomplishment bullet would read:

- **Cloned 110 PC's with Windows XP Professional, Microsoft Office 2007, and Lotus Groupware Client using Symantec Ghost software for project deployment. Completed project within 30 days instead of 60 days required. Customer satisfaction level improved by 30% for department.**