

Discover Your Accomplishments

Questions to Ask Yourself

Augsburg College

Strommen Career and Internship Center

Anderson Hall, Room 23
612.330.1148
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<http://cswl.pbworks.com/>

Identifying your skills is crucial in the job search. It's your way to explain to an employer how you can help them. One way to discover your skills is to describe your accomplishments from the past. For each job you've held, answer as many of the following questions as you can:

1. How, why and to what extent did your employer, colleagues, or classmates trust you?
2. How did you perform this job or assignment in a unique way?
3. What did you do that someone else in the position might not have done?
4. What problems did you solve?
5. Are there any problems you solved that previously stumped other people?
6. What did you accomplish that nobody expected or asked of you?
7. What did your manager or supervisor especially count on you for?
8. Did you develop any new system or processes that were successfully implemented?
9. What did you create, design, make, or fix that gave you a strong sense of satisfaction?
10. What did you do that you feel very proud of?
11. What did you do that set you apart from others doing the same job?
12. In what ways did the company, team, or student group benefit from your performance?
13. What do you think your coworkers, managers and customers miss about you?
14. What praise did you get from them while you were there?
15. What would your coworkers (or classmates) say if they were to brag about you?
16. What do you learn so well, that you could teach it to others?
17. What did you like most about this job, internship, or student activity?
18. What did you like least?
19. What awards, recognitions, or positive feedback did you receive for the work you did?
20. Were you honored by those you worked with? What award did you receive?
21. What strengths or skills are highlighted in letters of reference? What would be?
22. What are your greatest strengths? When have you demonstrated those strengths?
23. What characteristics, skills, or strengths are highlighted in performance reviews?













Creating Accomplishment Statements

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Describing your previous experience on your resume is often a difficult task. Most will simply describe their duties or responsibilities, however, describing your accomplishments within those responsibilities is much more effective in marketing your skills to employers. To effectively build resume statements that highlight your accomplishments, you can use the following tool to not only describe what you did but also the results of your work. Keep these few points in mind:

- Begin by brainstorming the different things you did (i.e. jobs, internships, class projects, volunteer activities, student organizations, etc.). Then brainstorm how it affected your organization or project work. Use action words to begin your descriptions and verbs to describe the results.
- Build your descriptions using "I did this" and "this is what happened". Your resume statements should describe BOTH aspects.
- Use the following model to brainstorm the results of your work and your accomplishments.

I did this:		And this is what happened		
Task/Duty		Result		Outcome
1. Developed educational programs for residence hall		Increased		Awareness of effects of alcohol use
2. Created database of customer information		Improved Reduced Increased		Usability of system Duplicated entries Efficiency
3. Managed customer complaints		Improved Reduced		Customer satisfaction Customer complaints
4. Researched effects of various weight training exercises		Improved Decreased		Speed and agility of athletes Injuries during season
5. Assisted students and faculty with technology		Reduced Improved		Student complaints Customer service for faculty
6. Assisted customers with purchasing clothing		Increased Reduced		Return customers Returns and exchanges

Examples of final descriptions:

1. Developed educational programs for up to 300 residence hall community members on the effects of alcohol on community. Contributed to a significant reduction in alcohol related incidents for second semester.
2. Utilized Microsoft ACCESS to create a database of customer contact information that reduced the number of duplicated entries by 80%.
3. Managed customer complaints in a professional manner in order to improve customer satisfaction, which led to a significant increase in positive comments on customer surveys.
4. Researched various weight training exercises to reduce severity and number of injuries during varsity soccer season. Utilized research results to create weight training schedule that reduced serious injuries by 25%.
5. Trouble shot various technology related issues in student computer



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Brainstorm your tasks/duties for each job and circle the appropriate words in the three lists to begin creating accomplishment statements. You may also use words not listed.

Task/Duty List A	Result List B	Outcome List C
Initiated	Increased	Efficiency
Advised	Expanded	Consistency
Assisted	Doubled	Safety
Taught	Tripled	Speed
Performed	Decreased	Quality
Aided	Reduced	Productivity
Demonstrated	Saved	Clarity/Readability
Provided	Avoided	Accuracy
Served	Eliminated	Sales/Repeat Business
Wrote	Streamlined	Revenue/Profit
Resolved	Exceeded	Costs/Expenses
Created	Accelerated	Bottom Line
Led	Expedited	Customer Base
Collaborated	Created	Brand Awareness
Established	Generated	Referrals
Completed	Produced	Negotiations
Developed	Ensured	Product
Managed	Impacted	Returns
Coordinated	Informed	Production Time
Analyzed	Clarified	Inventory
Utilized	Contributed	Deadlines
Collaborated	Enabled	Budget
	Encouraged	Learning
	Motivated	New Ideas
	Resolved	Creativity
	Integrated	Customers
	Influenced	Customer Satisfaction
	Persuaded	Motivation
	Achieved	Participation
	Improved	Service
	Upgraded	Relationships
	Organized	Satisfaction
	Maintained	Communication
	Consolidated	Coworkers



















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BRAINSTORM results and accomplishments in your work experience.

I did this: Choose from List A	That resulted in: Choose from List B	This was the outcome: Choose from List C
		
		
		
		
		
		
		
		
		
		

Final Descriptions: