

## Writing accomplishment/ impact statements on a CV

Rather than lists duties and responsibilities choose instead to show what you have contributed and achieved.

Duties refer to what is listed on your job description-*what you were supposed to do*. Accomplishments or impact stories will give specific examples of what you actually did, the value you added and the impact your efforts had and make your CV much more powerful.

No matter what role you worked in, you need to show that you had a positive impact on your team, company or customers.

You can draw these accomplishments statements from work experience or from experiences in: volunteer activities, clubs & societies, hobbies, community involvement, education etc.

Back up your achievements with numbers. When writing your work history, don't just say that you increased membership in a club or society; tell them you increased membership by for example 70% over a six-month period

Here are some examples of how accomplishment/impact statements can be used in various parts of your CV. Review these examples to help identify and describe your own experiences

- Worked 5-6 eight hour evening shifts weekly covering 7 tables, each with a turnover of 3 times per night
- Recognised as top sales assistant for three consecutive months (May 2016-July 2016) which resulted in promotion to Sales Supervisor
- Created and produced a monthly newsletter for the film society which is distributed to 3,000 NCI students.
- Coordinated three fundraising events for 100 minds which raised more than €3,000 (300% over goal) for the ISPCC.
- Led a team of 10 volunteers in planning, preparing, and promoting a charity table quiz which raised €600 for the DSPCA.
- Participated in promoting a number of new recreational events for the Name It Youth Club via social media which increased participation in events by 25%
- Planned and promoted 15 guest speakers on campus as PR executive for the Business Society a 50% increase from the previous year
- Balanced cash drawer nightly with a 100% accuracy rate
- In partnership with 10 classmates and faculty, successfully organized and planned "Green Careers Week," a career information event for students
- Consistently exceed targets, typically by over 20% and won sales person of the month on a number of occasions.
- Only part time member of staff with responsibility for opening and closing the store.
- Selected as an Orientation Leader in 2017 acclimatising 150 first year college students through guided tours of campus and presentations over a 3-day period.
- Innovated blood drive volunteer system, which increased student and faculty participation by 20%.
- Recognized and promoted to Assistant Sales Manager within 1 year for consistently meeting targets, providing strong customer service skills and demonstrating strong product knowledge.
- Selected as the primary agent to handle disgruntled customers. Recognised for ability to calm clients, resolve problems, and follow through. Resulted in strong customer relations
- Manage over 300 emails per day, along with the diaries for 2 executives who have, on average 18 meetings per week.
- Manage bookings for 10 meeting rooms used by 70 people in the building. I also prioritise tasks for 2 directors who both want their work given number one priority.
- Implemented a new system for processing expenses, resulting in a streamlined process that saved me 40 minutes a day
- Organise travel itineraries within deadlines for 3 members of senior management.
- Provide minutes for in excess of 20 meetings per week involving 3 senior board members.

## Using SOAR Statements of Action:

**S**tatement of Action - What did you do? (Action verb)

**O**ccurrence of Action - How often action occurred/took place (daily, weekly, annually, etc.)

**A**mount of Action - How much, how many? (20%, 50+, over 100, €1M, etc.)

**R**esult of Action - Result/outcome of efforts (increased, decreased, designed, saved, implemented, etc.)

**S**tatement - Managed a team of staff

**O**ccurrence - Managed a team of staff on a daily basis

**A**mount - Managed a team of 20 staff on a daily basis

**R**esult - Managed a team of 20 staff, on a daily basis, that increased met and exceeded sales targets 3 quarters in a row

### Tips:

- Quantify whenever possible. (Examples: Increased membership by 50 percent over the previous year, supervised staff of 8; Served in excess of 200 customers per day; the largest in the firm's customer-service team.)
- Use superlatives and "firsts". Use words such as "first", "only," "best," "most," and "highest".
- Consider the "so-what factor." For every bullet point you list on CV, ask yourself, "so what?" Does the item characterise your abilities and potential?