HOW TO USE ACCOMPLISHMENT STATEMENTS

Career Center
MISSOURI STATE UNIVERSITY

Writing Strong Resume Bullet Points by Using Accomplishment Statements

Use this handout to create strong _**accomplishment statement bullets**_ on your resume, rather than just listing your duties. Accomplishment statements _**focus on**_ (1) what you accomplished, (2) how you accomplished it, and (3) the impact of your accomplishment.

We communicate these details by using the _**PAR framework; PAR stands for Problem – Action – Result.**_ Problem – what problem were you trying to address? Action – What action did you take to address this problem? Result – What were the results of your action? Once you have answered these questions, you are ready to summarize the content into a bullet point. Here are some examples of using PAR to write an effective bullet point.

Greek Life/Philanthropy Involvement

Problem (The need/challenge addressed)	Action	Result
My sorority needs to raise money for a philanthropy event	Collaborated with a team of 15 philanthropy committee members to organize a fundraiser	Raised over $15,000 for children's cancer research
Final Bullet		
Collaborated with a team of 15 sorority philanthropy committee members to organize a fundraiser, raising over $15,000 for children's cancer research.		

Customer Service/Web Design

Problem (The need/challenge addressed)	Action	Result
Our company cannot handle the volume of calls we receive asking questions about using our website	Designed and published a webpage answering many of customers most frequently asked questions	Decreased incoming calls from customers by 50%
Final Bullet		
Reduced incoming call volume by 50% by designing and publishing a webpage answering customers' most frequently asked questions.		

Fast Food/Retail

Problem (The need/challenge addressed)	Action	Result
Standards of store/service need to stay exceptional despite high customer volume during busy times	Provided excellent service in-person and over-the-phone to each customer in all situations	Maintained high standards of customer service at all times
Final Bullet		
Maintained high standards of customer service in-person and over-the-phone in a high-volume, fast-paced environment.		

**Use the blank PAR boxes on the back of this page to create your own accomplishment statements!**

__Also utilize the included PAR checklist to ensure each of your bullets are as strong as possible.__

Problem (The need/challenge addressed)	Action	Result
Final Bullet		

Problem (The need/challenge addressed)	Action	Result
Final Bullet		

Problem (The need/challenge addressed)	Action	Result
Final Bullet		

Checklist for Writing Accomplishment Statements

Ensure your bullet points are strong by using this checklist for each one.

Start with a strong action verb (i.e., Created, Managed, Spearheaded, etc.).
- o Avoid using weak verbs like "assisted" or "helped"
- o See our Action Verbs handout for help with this

Bullet is 1-2 lines long.
- o Short, concise bullets are key to your resume's readability. Any longer, and they are unlikely to be fully read.

Quantify your impact using numbers and metrics. Did your accomplishment save the business/organization time? Increase revenue? Improve customer experience? You may not have metrics for every bullet but include them where you can!

Don't use filler words (i.e., "various," "multiple"). Instead, be specific by using numbers. For instance, don't say you "implemented multiple features;" instead, say you "implemented 10+ features."

Remove personal pronouns ("I," "my," "their").