

Training Tamer

Helping People
Learn & Soar



Tips for Writing Work Accomplishments

Format of Accomplishments

| <Action Verb > <Result> by <How You Did It>

| **Example:**

Increased training sales from \$1.5M to \$3.2 M in one year by changing sales strategy to focus on repeat business with existing customers and increasing sales to new customers

Other Tips

- | Try to quantify results whenever possible
 - If you've worked in big companies with large dollar amounts, showing increases as fixed dollar amounts or dollar ranges is more powerful than using percentage increases
 - If you've worked in a small companies where the dollar amounts were small and now you're going after a job in a large company, use a percentage increase instead so it's not obvious you've been playing in a small pond
 - If you don't know the exact numbers, estimate!
- | Try to show the scope of what you did
 - # Employees you managed
 - # Customers you supported
 - \$ Value of a budget, project, trust accounts, assets, sales, property (either as a fixed amount or range)
 - # Product SKUs you managed in your inventory
 - # Sq. Ft. of production facility you managed

Other Tips (2)

I Use Testimonials

- Think about the positive things your manager, coworkers, customers, suppliers, etc. have said about you
 - | If you don't have an exact quote from a reference letter or LinkedIn, it's okay to paraphrase but you might want to run it by the source person so you know they'll support it
- Use these testimonials just like you would any accomplishment
- Examples for an Administrative Assistant
 - | My manager at Verizon told me that I was “Relentless” and that I do not stop until the job is done!
 - | My manager said that she was “Lucky to have me”, because I pay attention to details and take on any tasks and complete them thereby allowing her to focus on what she does best

Other Tips (3)

- | Clarify your statements with compelling examples or testimonials
 - Statement Alone
 - | I have excellent communication, leadership and management skills
 - Statement with a Compelling, Supporting Example or Testimonial
 - | I have excellent communication, leadership and management skills - my VP said that my ability to inspire and support my team was instrumental in our group exceeding it's goals on a regular basis

Other Tips (4)

- I Use comparisons to strengthen your case
 - Exceeded my quarterly sales quota by an average of 26.5% and outsold the rest of the sales team by an average of 42%
 - Fielded and resolved 28% more calls than any other customer service representative on our team
 - Developed an average of 55% more training modules each quarter than any other instructional designer in the training group
 - Processed an average of 23% more phone orders into our system per day than any other order processing specialist on the team

Other Tips (5)

- I Dig Deeper for the value so your contributions stand out
 - Before Digging
 1. Produced monthly reports from accounting system for the company's CPA
 2. Produced monthly sales reports for VP Sales
 - After Digging
 1. Reduced time/cost required by CPA's to do the monthly close of the accounting system by running the trial balance report, fixing any problems and then submitting an updated, error free version of the trial balance report to the CPA
 2. Produced and verified critical month end sales reports for the VP Sales needed to determine bonuses for salesreps who had exceeded their monthly sales quota

Other Tips (6)

- | Remember, employers care about two major things: How you help make money or save money
- | Sales and Marketing folks fall into make the money category
- | The rest of us typically fall into the save money category
 - Suppose you are an administrative assistant and you took a manual process and automated it in Excel
 - This reduced the time to complete this weekly process from 8 hours to 2
 - So what's that worth? Well, there is a 6 hour/week time reduction and the administrative assistant makes \$17/hour
 - That's $6 \times 17 = \$102$ saving every week
 - Now since there are 52 weeks in a year, that 102×52 a total of \$5304 per year
 - Now if she noticed 4 other departments had the same problem and shared her solution, that would be 5×5304 for a total savings across all 5 departments of \$26,520
 - Finally, this employee can claim to be “strategic thinker” for looking at the big picture and implementing the solution companywide

Thank You!





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