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.

Ask Yourself

- Have I received awards, special recognition or a promotion?
- Was I given any added responsibilities, assignments or special projects?
- What did I improve, save, grow or reduce?
- Have I developed a new system or procedure?
- Have I identified and resolved a problem that others didn't see?
- Have been involved in a team effort that produced a specific result?
- Have I helped others achieve their goals through my contribution?
- Have I helped improve communications or relations between groups?

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 2024-July 2024) 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 3 times in 2024.
- Only part-time member of staff with responsibility for opening and closing the store.
- Selected as an Orientation Leader in 2024 acclimatising 150 first year college students through guided tours of campus and presentations over a 3-day period.
- Recognised and promoted to Assistant Sales Manager within 1 year for consistently meeting targets, providing strong customer service skills and demonstrating strong product knowledge.
- Promoted to Area Leader after 9 months, recognised for hard work and attitude.
- 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
o Supported the induction, training, and onboarding of 20 new hires over the last 6 months.
o Manage over 300 emails per day, along with the diaries for 2 executives who have, on average 18 meetings per week.
o Managed 10-15 staff in a fast-paced environment serving 1,000+ customers a day.
o 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.
o Implemented a new system for processing expenses, resulting in a streamlined process that saved me 40 minutes a day

o Organise travel itineraries within deadlines for 3 members of senior management.
o Maximised sales and upsold add-on purchases, achieving €54 ATV (average transaction value)
o Provide minutes for circa 10 meetings per week involving 3 senior board members.
o Gained a reputation for working well on the team, achieving the 'Team Player' award twice in 2024.
o Exceeded sales targets by 25% as the top performer with 100+ cold calls and 160+ email outreaches per week.
o Led a team of 10 to exceed order completion KPI of 3 minutes per order.
o Managed a cross-functional team of 10, including delivering the project on time and 20% under budget.

Using SOAR Statements of Action:

Statement of Action - What did you do? (Action verb)

Occurrence of Action – How often action occurred/took place (daily, weekly, annually, etc.)

Amount of Action – How much, how many? (20%, 50+, over 100, €1M, etc.)

Result of Action – Result/outcome of efforts (increased, decreased, designed, saved, implemented, etc.)

Statement – Managed a team of staff

Occurrence - Managed a team of staff on a daily basis

Amount - Managed a team of 20 staff on a daily basis

Result –Managed a team of 20 staff, on a daily basis, that increased met and exceeded sales targets 3 quarters in a row

Statement – Ran the NCI Clubs & Societies Ball.

Occurrence – Ran the annual NCi Clubs & Societies Ball.

Amount - Ran the annual NCi Clubs & Societies Ball, selling 360 tickets.

Result – Ran the annual NCi Clubs & Societies Ball, selling 360 tickets a 27% increase on previous years.

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?