

## *Appendix 5a: Examples of Accomplishment Statements*

**T**hese varied examples have been selected to illustrate the clarity you want to achieve in your statements. You will notice that some use percentages and dollars, and are rather specific, while others are more general.

### **General Examples:**

- Upgraded specific packaging, shipping and handling procedures to meet State Department of Transportation and CFR safety requirements.
- In a six month period reduced physical inventory by 25% producing a first year cost savings of \$200,000.
- Created shipment audit program which decreased error rate from 14% to 2%.
- Set up third party repair relationship saving \$75K in duty and transport costs.
- Transformed an inefficient assembly line into more efficient operation by reorganizing personnel and initiating training programs.
- Wrote employee training manuals which helped increase efficiency and standardized work methods and practices.
- Reduced bill processing time from 6 days to 2 days resulting in faster collection time and greater department efficiency.
- Trained word processing operators, editors, and writers on various operating systems and software packages, eliminating outside training requirement and expense.
- Established computerized manufacturing product priority list which increased manufacturing department's ability to meet test engineering schedule.
- Designed innovative packaging approach saving \$1.25 million in design and production costs. Completed 15 boards (200+ IC's each) utilizing AS, FAST and ECL.

### **Accomplishments Resulting in Cost Savings:**

- Redesigned four large external covers from structural foam molds to pressure formed parts, which reduced project cost 15-20%.
- Reduced the annual security operating budget by 22% by developing and implementing several cost savings projects while increasing the level of security.
- Conducted a special study of the purchase and distribution of legal forms to branch locations across the United States, which resulted in the development of a new forms inventory system that will save an estimated \$75,000 annually.
- Identified additional foreign source income, resulting in \$2.5 million increase in foreign tax credit utilization.
- Developed and installed a unique laboratory organization that eliminated duplication, encouraged cooperation, and reduced costs by \$40,000.
- Promoted a new concept in welding procedures that reduced labor costs by \$100,000.

- Reorganized and consolidated accounting, analysis, and forecasting activities, and achieved a \$50,000 annual cost savings.

### **Accomplishments Resulting in Increased Efficiency:**

- Created and conducted an interviewer training program for managers and supervisors, which reduced candidate selection ratio from 1:15 to 1:5.
- Reduced internal rejections from 13% of sales to 2% and customer quality returns from 2% to 0.1%.
- Improved laboratory productivity 15% by introducing new procedures and equipment.
- Designed and directed a recruiting campaign to acquire 400 specialists and technicians for a new \$1.2 billion project, and completed all hiring two months early, permitting accelerated production.
- Reduced receivables from 45 days to 30 days.
- Achieved the lowest accident rate of seven plants in the Transmission and Chassis Division for three consecutive years, resulting in being named winner of the National Safety Council Award of Excellence in Industrial Safety.
- Originated and implemented an absenteeism control program for 400 non-exempt employees that reduced overall absences by 82%.

### **Accomplishments Resulting in Increased Revenues:**

- Designed equipment and techniques for a new chemical process that raised the product market potential from \$5 million to over \$20 million per year.
- Increased sales activity with new prospects and stagnant accounts, expanding sales by 35%.
- Developed and implemented marketing campaign for new sales territory. Built new relationships in the Kansas City and Wichita areas, generating loan balances of \$50 million and deposits of \$5 million.
- Consistently exceeded sales goals, winning numerous sales contests and qualified for the 1989 and 1991 biannual National Sales Conferences.
- Redesigned lubricant distributor sales network that resulted in dramatic sales increases from \$200,000 to \$1.1 million.

### **Accomplishment Statements for Specific Vocations:**

#### **Accounting/Controllers HIP/Auditing:**

- Initiated quarterly internal control reviews that successfully reduced outside CPA fees from \$20,000 to \$13,000 per year.
- Re-configured staff work distribution in Accounting, reducing staffing requirements and eliminating \$10,000 from annual operating costs.
- Developed and enforced strong credit and collection policies that reduced receivables by over \$30,000.

**Administrative Office Services/Office Management:**

- Successfully relocated corporate office of 130 people over one weekend, with no disruption to operational schedules or loss of productivity.
- Set up, developed, and managed an in-plant printing shop which produced an annual volume of \$250,000, reduced external printing costs by 20 percent, and expanded to a staff of 10 within a 1-year time frame.
- Saved \$5,000 annually and improved delivery time substantially by initiating a competitive bid process for selecting a stationery supplier and requiring vendor inventory stocking.

**Advertising:**

- Analyzed correlation between advertising and new sales by publication and improved results by 15 percent by redistributing advertising dollars to publications producing highest return on investment.
- Created new ads directly responsible for leads that produced \$100,000 in additional sales volume for product line that had been losing market share.
- Increased advertising productivity through market analysis and survey questionnaires that identified prime prospects.

**Banking:**

- Reduced bad debt write-offs from 2 percent to 0.5 percent by negotiating timed payment agreements with borrowers.
- Recovered \$15,000 previously written off without use of collection agency by initiating and implementing effective collection procedures using internal staff.
- Implemented plan in bank of shorting treasury bills in excess of \$6 million to reduce federal funds borrowings, saving over \$100,000 in interest cost.

**Brokerage/Securities/Intangibles:**

- Directed work measurement studies that reduced branches' total operations staff 10 percent and saved \$90,000 per year.
- Conducted an aggressive marketing and follow-up service campaign that resulted in the opening of over 200 new accounts in 2-1/2 years.
- Built the Division to No. 1 ranking in both production and profit for the entire company.

**Construction/Contracting:**

- Constructed over 150 custom-built homes, valued from \$90,000, on schedule and within projected costs, by personally building experienced teams of construction workers and sub-contractors and utilizing a state-of-the-art computerized materials tracking system.

## Appendix 5a: Examples of Accomplishment Statements

- Assembled and managed an effective team of architects, contractors, engineers, and sub-contractors to complete a multi-million dollar project on schedule and within budget to the satisfaction of the U.S. Government.
- Achieved a 20 percent increase in new construction contracts through effective liaison with developers, architectural and engineering firms, and local government agencies.

### **Consulting:**

- Designed intensive product training for sales staff and descriptive marketing literature for prospects, resulting in a 23 percent sales increase for distributor client, without increasing sales force or hours.
- Designed and installed an operating control system for a meat packer which resulted in a 46 percent increase in pounds per employee hour.
- Recommended and implemented an inventory reduction of \$250,000 and salary cuts of \$100,000, which resulted in the company's survival by eliminating substantial losses.

### **Customer Service:**

- Initiated intensive customer service training and standards for staff that reduced complaint handling from 2 weeks to 3 days.
- Developed and put into place a successful service complaint prevention program, which saved \$500 a month on demurrage, adjustments, and freight charges and was adopted by the Company nationally, saving \$2,000 a month.
- Established a staff training program covering internal procedures, outside traffic and warehousing services, and Company products and usages, resulting in more effective handling of customer sales, service and technical needs by inside staff.

### **Data Processing:**

- Designed and oversaw the installation of computer applications for payroll, budgets, and receivables/payables that saved \$10,000 annually in Accounting Department alone.
- Successfully converted manual systems to computerized automation systems, tape systems to disk-oriented systems, and DOS systems to 360/70 systems, with early completion and 10 percent less downtime than projected.
- Implemented an on-line/real time utility billing system to eliminate a \$150,000 backlog of unbilled services.

### **Engineering:**

- Designed and implemented technological changes which reduced manpower requirements, doubled plan output, reduced raw material inventory, and cut overall costs by 15 percent.

## Appendix 5a: Examples of Accomplishment Statements

- Developed and marketed new products where acceptance resulted in 90 percent of sales dollars from products not in line 6 years ago.
- Developed a product and method improvement with a demonstrated profit-increase potential of \$100,000 per year.

### **Finance:**

- Increased fee revenue of accounts under personal responsibility from \$500,000 to \$700,000 annually during the year of the price freeze through customer contact, information hot line, and referral program.
- Defined and implemented an aggressive but relatively low-risk investment strategy that increased customers' portfolio value 10 percent compared to a Dow Jones decline of over 10 percent.
- Successfully liquidated a property with appraised value of \$75,000 for \$150,000 by careful market and prospective buyer research prior to market introduction.

### **General Management:**

- Saved \$300,000 in cost of production by rearranging and trimming product lines without negative impact on sales.
- Consistently attained returns on capital investments averaging 50 percent per annum by requiring extensive research and evaluation studies prior to purchase.
- In 1 year, directed a \$225,000 capital investment in equipment that netted \$196,000 savings in direct labor costs.

### **Hotels/Restaurants:**

- Streamlined purchasing, service contract, recruiting, and employee training procedures, reducing annual operating costs 12 percent the first year.
- Saved up to 30 percent per year in food costs through developing and monitoring receiving, spoilage, and inventory controls.
- Upgraded the quality and performance of restaurant personnel through improved selection, training, and supervision, significantly enhancing employee and customer satisfaction.

### **Human Resources:**

- Conceived and implemented employee satisfaction program that helped reduce employee turnover from 5 percent to 2 percent a month.
- Identified new recruiting sources and introduced recruiting bonuses for employees to build a potential hiring pool; successfully reduced time lag in filling non-exempt openings from 2-3 weeks to 1-5 days.
- Effectively represented the company at all unemployment hearings, with an 8020 win-loss record and projected annual savings of over \$100,000.

**Insurance:**

- Founded and developed a successful small agency--from zero production and no agents to \$4.5 million annual with 7 agents.
- Developed and conducted process training for claims handlers that increased efficiency results of the Department by 41 percent, while claim volume increased 26 percent.
- Decreased the number of customer complaints by 49 percent in the 3-year period by installing on-line, real time database enabling customer service staff to access customer files instantly.
- Devised and implemented a vendor stocking/quick delivery procedure and an automated inventory control system that reduced total inventory investment by \$50,000, while processing 20 percent more orders.
- Reduced normal inventory by \$100,000 by setting up blanket order programs with vendors.
- Lowered the inventory write-off adjustment from \$148,000 to \$8,000 through implementing improved inventory controls and a better physical inventory system.

**Legal:**

- Renegotiated patent licenses that saved the company \$250,000 over a 3-year period.
- Licensed one previously unlicensed patent used by others, achieving a company income of \$25,000.
- Led effective management seminars on labor relations and employee discipline, contributing to a significant decline in the number of grievances, discrimination charges, and employee legal actions.

**Marketing:**

- Increased sales 400 percent in 2-1/2 years by recommending the elimination of non-producers from product line, revamping the sales commission structure, and developing aggressive marketing campaigns directed toward former customers and new prospects.
- Developed and introduced three new unique products representing 1,700,000 dozen annual sales and 5.8 percent profit before taxes.
- Doubled market's sales volume from \$5 million to \$10 million in 2 years by creating a more aggressive sales commission structure and new-account bonus program, overseeing the production of new product brochures, and setting up sales teams comprised of both technical and sales staff.

**Plant Management:**

- Saved \$200,000 on a \$5 million expense budget and simultaneously improved quality 30 percent by analyzing and adjusting budgets, suppliers, production costs and standards.

- Purchased and installed plant process control equipment resulting in \$45,000 raw material savings in 6 months and estimated to obtain \$150,000 additional savings in other areas each year.
- Planned and put into place pre-production and labor-leveling scheme that resulted in \$90,000 labor and overtime savings and \$70,000 storage savings annually.

**Production Control:**

- Built departmental operation to highest efficiency (157 percent) and lowest indirect labor ratio (19 percent) in Company's history by introducing quality circles and securing top management support for group recommendations.
- Implemented a control system for low-cost parts with a projected annual savings of \$55,000.
- Established a master scheduling verification of contract status and production vs. shipment, in 9 months changing a contract position from 30,000 units behind to 6,000 units ahead.

**Public Relations:**

- Developed a public relations project that included presentation of monthly travel films; stimulated 10 percent additional new business.
- Arranged successful client company presentations before financial analyst groups that resulted in a 20 percent increase in favorable report write-ups and stock recommendations.
- Produced award-winning annual reports and prepared fact books, data sheets, stockholder booklets, and management speeches for all major company presentations, resulting in significant improvements in corporate image and public perception.

**Purchasing:**

- Established competitive bidding and annual vendor qualification requirements, saving \$265,000 in 2 years.
- Negotiated an 18 percent price reduction in packaging for company's leading product, saving \$32,000 per year.
- Reduced inventory investment \$25,000 and eliminated a 12-week lead time by establishing a stocking source.

**Sales/Sales Management:**

- Generated a sales increase of 50 percent the first 5 years by creating a partnership program with wholesalers, a new account bonus program for sales staff, and introductory discounts to new customers.
- Developed successful cold-call techniques that accomplished 22 percent interviews and 10 percent closures- triple the industry norms.

## Appendix 5a: Examples of Accomplishment Statements

- Increased market penetration by 33 percent through restructuring territory and emphasizing sales incentives programs; reduced territory costs by 15 percent.

### **Systems:**

- Designed and implemented automated billing routine that saved \$20,000 annually.
- Established a computer "Release of Orders" which reduced staff by 13 people, reduced processing time, speeded release of orders, and permitted a balanced inventory.
- Analyzed operational work flows and saved \$8,000 annually by eliminating duplicate paper work on one simple operation.

## *Appendix 5b: Accomplishment Worksheets*

Using the CAR [Challenges/Problem; Actions Taken; Result(s)] Model, record specific, detailed information on your significant accomplishments. Use this information in composing the actual accomplishment statements on your resume. Also, review this information in preparation for job interviews.

Complete one worksheet for each situation.

Job Title: \_\_\_\_\_

**Challenge Situation:** (Explanation) \_\_\_\_\_

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**Actions Taken:**

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4. \_\_\_\_\_
5. \_\_\_\_\_

**Result(s):** \_\_\_\_\_

Using the CAR [Challenges/Problem; Actions Taken; Result(s)] Model, record specific, detailed information on your significant accomplishments. Use this information in composing the actual accomplishment statements on your resume. Also, review this information in preparation for job interviews.

Complete one worksheet for each situation.

Job Title: \_\_\_\_\_

**Challenge Situation:** (Explanation) \_\_\_\_\_  
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**Actions Taken:**

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_

**Result(s):** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Using the CAR [Challenges/Problem; Actions Taken; Result(s)] Model, record specific, detailed information on your significant accomplishments. Use this information in composing the actual accomplishment statements on your resume. Also, review this information in preparation for job interviews.

Complete one worksheet for each situation.

Job Title: \_\_\_\_\_

**Challenge Situation:** (Explanation) \_\_\_\_\_  
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**Actions Taken:**

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4. \_\_\_\_\_
5. \_\_\_\_\_

**Result(s):** \_\_\_\_\_  
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## *Appendix 5c Accomplishment Action Verbs*

Accelerated	Established	Presented	Structured
Accomplished	Evaluated	Processed	Succeeded
Achieved	Expanded	Produced	Summarized
Administered	Forecast	Programmed	Superseded
Analyzed	Formulated	Promoted	Supervised
Approved	Founded	Proposed	Systematized
Budgeted	Generated	Provided	Terminated
Built	Headed	Purchased	Traced
Completed	Implemented	Recommended	Tracked
Conceived	Improved	Recruited	Traded
Conducted	Improvised	Redesigned	Trained
Consolidated	Increased	Reduced	Transferred
Controlled	Innovated	Reorganized	Transformed
Converted	Installed	Researched	Translated
Coordinated	Instituted	Revised	Trimmed
Created	Introduced	Scheduled	Tripled
Cut	Invented	Serviced	Uncovered
Delegated	Launched	Set Up	Unearthed
Delivered	Led	Simplified	Unified
Demonstrated	Maintained	Sold	Unraveled
Designed	Managed	Solved	Utilized
Developed	Motivated	Sparked	Vacated
Devised	Negotiated	Staffed	Verified
Directed	Operated	Started	Widened
Doubled	Organized	Streamlined	Withdrew
Earned	Originated	Strengthened	Won
Edited	Performed	Stressed	Worked
Eliminated	Planned	Stretched	Wrote

*Appendix 5d: Summary Sheet of Accomplishments*

**Accomplishment #1:**

C/P=

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A=

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Benefit:

**Accomplishment #2:**

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R=

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Benefit:

**Accomplishment #3**

C/P=

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A=

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R=

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Benefit:

**Accomplishment #4:**

C/P=

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Appendix 5d: Summary Sheet of Accomplishments

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Benefit:

**Accomplishment #5:**

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Benefit:

**Accomplishment #6**

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A=

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R=

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Benefit:

**Accomplishment #7:**

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Benefit:

**Accomplishment #8:**

C/P=

A=

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Benefit:

**Accomplishment #9**

C/P=

A=

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Benefit:

**Accomplishment #10:**

C/P=

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Benefit:

**Accomplishment #11:**

C/P=

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A=

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Benefit:

**Accomplishment #12**

C/P=

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Benefit:

**Accomplishment #13:**

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Benefit:

**Accomplishment #14:**

C/P=

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Appendix 5d: Summary Sheet of Accomplishments

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Benefit:

**Accomplishment #15**

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Benefit:

**Accomplishment #16:**

C/P=

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A=

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Benefit: