



Career Resources

Accomplishment Statements Guide 2025

accomplishment statements

proven track record

relevant

impact

so what

showcase your story

quantify successes

This material is designed as supplementary reading material for New Arrivals from Ireland.

New Arrivals have a broad range of qualifications, knowledge and experience in many functional disciplines. Certain guidelines may fit your profile, others may not. Ultimately, it is your choice to select those that align to your situation and design accomplishment statements in a way that best represent you in the marketplace. Note that employment processes in Canada may be different than what you have experienced in the past.

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UP-LEVEL YOUR APPLICATION –ACCOMPLISHMENT STATEMENTS SHOWCASE YOUR EXPERIENCE

The hiring process is a competitive one. For employers, decisions about whether to hire, who to hire, and when to hire is key to business operations. Your resume is a place to showcase your work experience and tell the story of your workplace accomplishments. **Your past experience (paid and unpaid) is the best predictor of your ability to be successful on behalf of a future employer.**

Prospective employers and recruiters pay close attention to your proven track record. Your resume must clearly demonstrate this because it helps the hiring team to evaluate if your workplace skills and experience (paid and unpaid) are relevant for their organization. This is a core part of determining, **CAN AND WILL this applicant deliver in the position?**

For job seekers and candidates job search can take time and feel challenging if you aren't getting responses. Up-level your chances of success by including your past **RELEVANT, SELECTED ACCOMPLISHMENTS** in your application. Knowing what you have achieved and understanding your past performance can be good predictors about what value you could bring to future employers.

Remember – things you did as part of a team matter! Don't underestimate your role in group accomplishments. 'Human skills'/inter-personal skills are an asset.

DEVELOP YOUR ACCOMPLISHMENT STATEMENTS

A work experience section that includes only duties and tasks will not showcase the extent of what you can do for a new employer.

Remember, your resume is a taster of what you have achieved and are professionally capable of. It is not intended to list your entire skillset, work history or education. Be selective about what accomplishment statements you include in your resume.

To help you develop your statements, it can be helpful to ask yourself:

- Have I received awards, special recognition or promotion?
- 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 reduced cost or increased revenue?
- Have I helped others achieve their goals through my leadership?
- Have I helped improve communications or relations between groups?
- Things you did as part of a team matter! Don't underestimate your role in the accomplishment. 'Human skills' in the workplace are an asset.

Useful tip: In Canada focal points for work experience in a resume are accomplishments and impact made. If you only provide a list of duties, responsibilities and tasks carried out, it won't help your application stand out. A useful question to test your work experience section is to ask '**so what?**'

E.g. Employers and recruiters see you performed duties 123, used skills XYZ and had responsibility for ABC. **SO WHAT?** This alone doesn't spell out what you achieved and how it helped the company i.e. impact in your functional area such as sales increase, fixing non-compliant health and safety, improved staff performance, delivered project on time, supported management team etc.

Your accomplishment statements paint a picture for the prospective employer to establish what having your skillset and experience could mean for them.

EXAMPLES OF ACCOMPLISHMENT STATEMENTS

- Developed a new employee orientation program that 100% of the company locations adopted.
- Responded to over 85 customer calls daily and solved 90% of their concerns.
- Submitted over 500 construction bids annually and was awarded 90% of the contracts.
- Served customers in a positive way, receiving two customer service awards in the past year.
- Increased accounts receivables by 20% through assisting credit manager in account collection by phone and mail.
- Expanded client base by 78% in three years by consistently delivering goal-surpassing marketing results and ensuring complete client satisfaction.
- Created a multimedia campaign that increased enrolment by 500 students in 5 years.
- Coordinated orientations and exit interviews for part-time and temporary employees.
- Provided optimum customer service in an establishment that serves 600-800 patrons during peak hours.
- Trained new bartenders and wait-staff in customer service skills, money transactions and conflict resolution.
- Assisted customers with locating and selecting merchandise in addition to providing options in fashion and accessories.
- Created in-store displays to maximize product marketability and appeal.
- Handled late accounts effectively, securing \$5,000 in past-due accounts.
- Gained a reputation for working well on a team, receiving a 'Team Player' award.
- Negotiated contracts for hardware maintenance which reduced costs by 35%.
- Produced \$4,700,000 of volume in the first twelve months of branch start-up.
- Hired and trained 5 new staff members who met 100% quality standards within 3 months.
- Interacted with diverse customers on a constant basis, promoting excellent communication and customer service skills.
- Assumed a lead role in pitch team meetings due to strengths in presentation and negotiation skills, and helped close major accounts (\$500K to \$1M+ initial contracts).
- Managed daily operations of upscale bar and restaurant, including opening and closing operations, inventory management, new employee training, customer service and sales.
- Provided confidential assistance to the President.
- Re-organized workflow systems and developed a reference manual, resulting in improved productivity and standardization of office procedures.
- Coordinated appointment schedules of two senior managers, ensuring shifting priorities and time constraints were met.
- Acted as an information resource and trouble-shooter to internal users on various software programs. For example: register for a course, attend a talk, sign up with a group that offers its volunteers, the training you need then apply the learning through voluntary work with them etc.

POWER UP YOUR ACCOMPLISHMENT STATEMENTS

- Showcase your 'key selected accomplishments' that are relevant from each role you held
- Quantify the accomplishment as often as you can e.g. with numbers/percentages (don't disclose confidential/proprietary details without permission)
- Recognize that not every accomplishment can be quantified and that's ok BUT when you take a closer look there are ways you can apply a measure to your accomplishments (use the above examples provided to generate ideas)
- Don't be shy about putting forward your successes although it is important not to overstate them!
- Create your accomplishment statements so they start with an action word – verb. Come up with your own list. Look at the words below to get started.



Useful tip: Don't know where to get information to quantify your accomplishments?

1. Check past performance reviews and feedback, your company KPIs, progress reports.
2. Speak to past employer(s) or volunteer co-ordinator(s) to see if they have an overview of your past performance readily available and what would be appropriate to include.
3. Be proactive going forward. Keep your own log of things you've achieved, e.g. cost savings, income/profit, numbers trained, staff onboarded, value of contracts, projects completed, reports developed, partnerships created, systems set up, surveys, sites worked on, value of projects, H&S compliance, outreach services, calls/email answered in a given timeframe.

Remember – your accomplishments can be used to answer scenario/'tell me about a time when' questions during interviews. Be prepared, employers and recruiters will want to learn more about the accomplishments you've included in your application.

As an applicant you are entering a competitive process.

Be able to tell your story through your accomplishment statements, in a way that's **relevant** to the **position** and the **company** you are applying to!

This demonstrates how you can **add value to the prospective employer!**