



## S.T.A.R. YOUR ACCOMPLISHMENTS

A common mistake made on resumes is listing job responsibilities as bullet points. While the position duties are important, recruiters are looking for your accomplishments.

So how do you take your resume to the next level? Make it a S.T.A.R. resume with accomplishment-based bullet points. To present yourself credibly, you need to substantiate every assertion you make about yourself in a situational example. It is not enough to say you are a leader, an effective communicator, a team player and so on; you need to show it. Nothing you say will have more potential impact than when you describe a time when you proved that you are x or have skill y.

**Situation / Task:** What was the situation, task, problem, challenge, etc. you worked on?

**Action:** What actions did you take to accomplish the job?

**Result:** What was the outcome and impact of your efforts?

Write down your job responsibilities (**S / T**). Leave a few spaces in between each responsibility to allow for developing your bullet point(s). Keep the following prompts in mind as you write: "When did I...?"

- Take initiative, solve a problem, develop a new procedure, improve productivity, etc.
- Save money, reduce costs, increase sales, save time, etc.
- Met or exceeded goals
- Get recognized by my supervisor, colleague, or client for performing my job well

Under each Situation/Task, write down the actions (A) you took to complete the assignment. Next, write the result (R) and impact of those action steps. Quantify whenever possible with numbers and percentages. Once completed, develop an accomplishment statement from the results of your actions

**Please note, the following examples are meant for guidance only. They should only be used for inspiration to write bullets that fit your personal situation.**

### EXAMPLE 1

**S/T:** Products division was experiencing no profitability and slow sales

**A:** Created training program for sales representatives including innovative techniques & marketing strategies

**R:** Product sales increased from \$20,000 to \$40,000 in just six months

**Power Bullet:** Grew product sales by 100% in six months by implementing new training program and introducing employees to innovative sales techniques and marketing strategies

## EXAMPLE 2

**S/T:** You helped a busy branch of a bank run efficiently as a teller

**A:** Served high volume of clients without making any mistakes

**R:** Balanced register at the end of the day without any complaints.

**Power Bullet:** Served up to 25 customers per hour at one of bank's busiest branches; reconciled transactions often totaling \$100,000 by end of business

## EXAMPLE 3

**S/T:** As a marketing intern, you helped manage a client database

**A:** Initiated a review of the information, to see if it was up-to-date

**R:** Saved company money on a direct-mail campaign

**Power Bullet:** Initiated review of contact database; removed duplicate files and outdated contact information, saving company money on annual direct-mail campaign

Schedule an appointment with a Career Coach for a resume review, after working on your resume in [VMock](#) and achieving a score of 70% or higher.