Building High Impact Statements For Your Résumé

Step 1: Describe Concrete Outcomes

Specifically state the results of your previous labors. Don’t just say “I taught them this” or “I performed that…”. Calculate, if needed, the actual outcomes such as “Customer satisfaction increased by 60%.” This may be a great place for a small chart or graph.

Step 2: Use Action Verbs

Once the concrete outcome has been isolated and matched to a skill the employer is seeking, the next step would be to select a powerful action verb to convey the accomplishment as effectively as possible.

Action verbs suggest your ability to achieve results. Here are some great action verbs to borrow:

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| --- | --- | --- |
| These show leadership abilities:* Advocated
* Bolstered
* Drove
* Engaged
* Elicited
 | These show management experience:* Established
* Delegated
* Facilitated
* Organized
* Designated
 | These show work ethic and reliability:* Exceeded
* Improved
* Outperformed
* Produced
* Achieved
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Step 3: Put the Concrete Outcome and Action Verb at the Beginning of the Sentence

Get to those points quickly. Example: “Helped streamline ineffective policies and increased employee productivity by 20% in three months.”

Many job-seekers make the mistake of simply listing their job duties instead of showcasing their achievements.