

RESUMES 101:

CREATING ACCOMPLISHMENT STATEMENTS

What?

How?

Why?

ASK YOURSELF:

1. **WHAT** did I do?

- What was the task?
- Start with an **action verb**
- Ex: *Assisted customers...*

2. **HOW** did you do it?

- How did you complete that tasks?
- Ex: *...by providing patient and friendly customer service...*

3. **WHY** was that task important?

- What was the impact of that task?
- Ex: *... ensuring guests left satisfied with their experience and encouraging repeat engagement with the business*

Example:

Barista | Starbucks

June 2022 - June 2023

- **Assisted** customers by providing patient and friendly customer services ensuring guests left satisfied with their experience and encouraging repeat engagement with the business.

INTERVIEWS 101:

ANSWERING SITUATIONAL QUESTIONS



The **S**ituation

Task

Action

Result

Method



WHEN TO USE:

1. Tell me about a time when... (you were part of a team, when things didn't go your way, etc.).
2. **OR** any other instance where you can pull from an example... (What's your proudest accomplishment?, How do you manage your time?, etc.)

Breakdown and Application:

- **Situation** - Explain the situation so that the interviewer understands the context of your example!
 - *I was assigned to build a prototype for an agricultural robot in class with a group of 4 other students.*
- **Task** - Describe the task that you took responsibility for completing.
 - *Each of us were asked to take on a role. My role was to be the project manager, ensuring that we were able to source materials and stay on our project timeline.*
- **Action** - What actions did you personally take to reach your goal? This is where you can highlight what skills or traits you used to address their question.
 - *I noticed that one of our group members was falling behind in their portion of the project. I took it upon myself to have a 1:1 conversation with the student. They then told me that they were struggling with another class and that was taking their attention away from our project. I then connected them to the Tutoring Center so that they could have more support in that class and dedicate more time to our project.*
- **Result** - Explain the positive result! What did you learn, what was the outcome of the project? How will it apply to your success at this new role?
 - *We were able to successfully stick to our project timeline and secured an A+ while receiving campus-wide recognition for our prototype. This experience taught me the importance of project management within a team setting, which I would look forward to applying in this role.*