

# Resume Accomplishments Writing Best Practices

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## Step 1: Outlining Employment for Federal Employment

For a federal resume, you must have the following for each employer

- Row 1/2: Organization Name, City/State, Start/End Date (MM/YY), Ending Salary, hours per week, title
- Row 3: Brief Description of the organization and your role
- Row 4: Experience bullets (this will be added in step 3)

### Example

INTERMEX WIRE TRANSFERS LLC., Miami, FL, 01/2005-01/2006

\$65K 40HRS/WEEK

### IT Manager

Intermex Wire Transfers LLC. ([intermexonline.com](http://intermexonline.com)) is a Global money remittance company with 500 headquarter users and 6,648 wire-transfer agencies worldwide (2648 wire-transfer US-based agencies and 4000 international agencies). As the IT Manager, I was responsible for 24/7 Global IT Service Delivery.

- Directed the IT department of 30 globally-dispersed Engineers, Developers, DBAs, & Technicians, and helpdesk.
- Managed, monitored, and maintained 24/7 network & infrastructure operations, global helpdesk, data management, and other critical services & applications within the US, Colombia, & Guatemala sites – facilitating real-time global wire transfer transactions

## Step 2: Identifying Job Core Competencies

### General Guidelines

- Read the job posting you are interested and outline core competencies you need to highlight in your resume.
- **General Rule:** For each employer, limit one experience bullet per core competency. Listing multiple experience bullets, under the same employer, for the same core competency is just wasting space on your resume that you can use for something else. You don't have to address all key factors for every employer.
- To determine what skills and experience are key, look at a few job listing descriptions for the type of job you want.
- The key factors you identify should also be aligned with the competency and management level. i.e., if the experience is mid-level, it's assumed all entry-level experience is met and should not be reflected in the resume.

### Common Level determinants (this may vary based on industry)

- Competency Experience level
  - Entry-level: 1-5 years
  - Mid-level: 5-10 years
  - Senior-level / / mid-level management: 10+
  - Expert: 15+
- Management Level
  - Operational:
    - Team lead/First-line supervisors: 1-5 employees
    - Second-Line Supervisors: 5-10
    - Managers / Second-line supervisors: 5-15 employees
  - Tactical: Directors & Office Managers: 15+ employees
  - Strategic: C-Level/VP Executives: 50+ employees

### Common Supervisory Positions Core Competencies

- **Financial:** programmatic/organizational/staffing budget formulation & execution, spend & cost-benefit analysis, Capital Planning, Investment Control/governance
- **Organizational:** Strategic planning, restructuring, reorganization, legal review, policy analysis, process improvement,
- **Management:** Staff size, change management, conflict resolution, workforce resistance, building coalitions, leading teams, supervisory responsibilities, project/program management.
- **Workforce:** Hiring, Development, Performance evaluation, Performance improvement, Rewards and work-life, workforce/staff planning, staffing budgets

### Common Domain-Specific Core Competencies (profession and the industry you work in)

- **Technical:** Your profession's Core Competencies based on your profession.

- **Industry-specific:** Unique factors to the industry you are working in such as laws, i.e. medical industry, requires knowledge of HIPAA.

## Step 3: Write your Experience

### Experience Point of View:

- o Although it may feel awkward, write everything with Singular first-person pronouns: **I, me, my, mine and myself.**
- o **General rule:** if you can't claim credit with a singular pronoun, then you shouldn't list it on your resume.

### Experience Tense:

- o The current employer should be written in the present tense; past employment should be written in the past tense.

### Experience format:

- o **Avoid big blocks of text -** deconstruct your experience into bullets. Every key skill or experience shouldn't be represented in anything longer than one sentence.
- o Avoid Acronyms and translate unique jargon.
- o Minimize the number of words used to make your point.
  - **Original:** Use the absolute minimum amount of words possible to make your point. (12 words)
  - **New:** Minimize the words needed to make your point. (8 words)
- o Don't worry about drafting mechanically correct sentences if it makes sense.
- o **Very Important:** Always start with an action verb that describes your role. For example:
  - 'Supported' says you were in a non-leadership role with no decision-making authority.
  - 'Led' insinuates that you had leadership responsibility and decision-making authority
  - Refer to my verb list

### Experience Bullet Syntax:

- o Everything should be Quantifiable with \$, %, #. Here is the bullet syntax
  - Verb - What you did - Why you did it - Who/What benefited - Quantifiable outcome (\$, %, #).

## Step 4: Creating your Summary of Qualifications/Executive Summary

This is a summary statement to sell yourself for the position.

- o The goal is to give the hiring manager a summary of everything they want to see in 3-4 sentences. Similar to an elevator pitch.
- o It is located at the top of your resume and should be a summary of the core competencies you have that align to the job.
- o The summary should include
  - Target Role or Title
  - yrs. of experience
  - summary of core competencies
  - Misc Job requirements (optional)
- o As an example, this is the one on my resume

**Strategist, IT Leader, HR, and Organizational Design SME** with 20-yrs of experience working to align & secure IT environments to support business strategy. Expert in managing Inter-organizational change; global projects, engineering and development teams; and transforming underperforming IT operations into customer-centric IT enterprise services. Subject matter expert in strategic planning, policy analysis, process reengineering, workforce planning, security, cloud, data, HR & HRIT. GWU Doctoral Candidate (ABD) – Ed.D. Human and Organizational Learning.

## Examples

### Summary of Qualifications/Executive Summary Examples

- Dedicated, results-oriented Administration and **Customer Service Professional** with over 10 years' experience in financial services including loan and securities processing. Energetic, self-starter, who communicates well with customers and all levels of management.
- **Commercial Loan Officer** with 13-year record lending to small businesses in wholesale, manufacturing, and service sectors. Team player adept at cross-selling cash management and private banking services to increase the share of customer business. Experience with real estate and asset-based lending, coordinator of Small Business Administration government programs where appropriate.
- **Accounting Professional** with over 20 years demonstrated experience banking, retail, and insurance. Areas of strength include the ability to work independently or as a member of a team to meet organizational goals.

### Quantified Experience Examples

#### Say it with Dollar Amounts

- Negotiated contracts, made advanced purchases, and performed value analysis, achieving \$300,000 annual savings.
- Discovered technical and marketing problems in a planned new highway safety public relations effort, preventing loss of over \$100,000.
- Processed more than 25 orders per day, resulting in a daily increase of \$60,000 in reported sales.
- Supervised the opening/construction of new location, completing the task at \$1,000,000 under the project budget.
- Implemented a new payroll system, saving \$7000,000 annually.
- Reduced cost of \_\_\_\_\_ by developing and implementing a new \_\_\_\_\_ system at the savings of \_\_\_\_\_ (\$).
- Designed entire \_\_\_\_\_ program, which earned \_\_\_\_\_ (\$) in company revenues.
- Purchased computer upgrade for office, saving the company \_\_\_\_\_ (\$) in paid hours.

#### Say it with Numbers and Percentages

- Designed and implemented a new filing system, decreasing operating costs by 15%.
- Reduced workforce by 12 percent with no loss in production.
- Introduced a \_\_\_\_\_ system that cut manufacturing costs by 15% and reduced new product development time by two months.
- Hired and trained a new sales team that increased sales by 20% and margins by 15%.
- Excellent marketing skills, resulting in a 50% increase in profits.
- Recognized as a leader in the company, using strong skills to affect a 75% increase in team productivity.
- Graduated within the top \_\_\_\_\_% of class.
- Resolved customer relations issues, increasing customer satisfaction by \_\_\_\_\_%.
- Instrumental in retaining \_\_\_\_\_% of customers through completion of MCI conversion project. Awarded a cash bonus from executive management.
- Initiated a safety program that reduced accidents by 12 percent in the first three months.
- Researched and developed touring traffic safety exhibit, utilizing slides, artwork, and copy which was viewed by over 2,500,000 people.
- Processed more than 25 orders per day, resulting in a daily increase of \$60,000 in reported sales.
- Designed and implemented an inventory recording program that saved two days from prior methods and eliminated counter errors.
- Sold (# of products) in (period of time) ranking \_\_\_\_\_ (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>) in sales in a company of \_\_\_\_\_ (#) full-time and \_\_\_\_\_ (#) part-time employees in improving work flow processes, which decreased spending by \_\_\_\_\_%.
- Trained over \_\_\_\_\_ (#) full-time and \_\_\_\_\_ (#) part-time employees in improving work flow processes, which decreased spending by \_\_\_\_\_%.

## Examples of experience, Knowledge, Skills, and Abilities Database for your Occupation (O\*NET)

The O\*NET Program created by the U.S. Department of Labor is the nation's primary source of occupational information. Central to the project is the O\*NET database, containing hundreds of standardized and occupation-specific descriptors on almost 1,000 occupations covering the entire U.S. economy.

1. Visit <https://www.onetonline.org/>
2. In the Occupation Quick Search Box, type the name of the position you want to obtain.



## Military Terminology Translation Tools

- O-Net Online: <https://www.onetonline.org/crosswalk/MOC?s=&g=Go>
- Military.com Terminology Translator: This site can help translate skills <https://www.military.com/veteran-jobs/skills-translator>.
  - Although it's a job search site, it translates your skills and training.
  - You will end up on a page below. Click on the sections I circled in red below. If you add your subspecialties and Training/Schools, it will translate it to civilian terminology as well.

**Military.com** BENEFITS NEWS VETERAN JOBS MILITARY LIFE VIDEOS DISCOUNTS

**View Skills Profile**

Service  
Army

Military Job Title  
11B Infantryman (Army - Enlisted)

Keyword  
Enter Keyword

Location  
Enter city, state, or zip

**Subspecialties**  
Add/Edit Subspecialties

**Trainings & Schools**  
Add/Edit Training

**Civilian Skills(7)**  
Advanced First Aid  
Automotive/Mobile Equipment Preventative Maintenance  
Driving/Maneuvering Skills  
Equipment Safety Feature Design  
Firearm Handling and Maintenance  
Mechanical Equipment/System Installation/Repair  
Skill with Hand Tools or Power Tools

5432 Equivalent Civilian Jobs

**Driver - Food Service/Vending Product De Permit Required**  
Pepsi Beverages Company Wichita, KS

**CORRECTIONS TECH**  
Goodwill Suncoast Saint Petersburg, FL, 33701

**Training Administrator (administrative, cc)**  
GP Strategies Corporation Davidson, NC, 28033

**POLICE OFFICER**  
Town of Bedford Bedford, NH, 03110

**Training Coordinator**  
Randstad Austin, TX, 78758

**Senior Manager of Attorney Professional**  
Beacon Hill Staffing Group, LLC Chicago, IL

**Training Specialist**  
Port Authority of Allegheny County Pittsburgh, PA

**C/W-Training Specialist III - Professional**  
American CyberSystems, Inc. Charlotte, NC, 28202

**Corporate Safety Trainer**  
Ram Tool Construction Supply Co. Birmingham, AL

**Training Development Lead, Associate Di**  
Pfizer Collegeville, PA

## Common Translated Military Job Titles and Terms

<b>Job Titles</b>	<b>General Terms</b>
<ul style="list-style-type: none"><li>• Commander = Director or Senior Manager</li><li>• Executive Officer = Deputy Director</li><li>• Field Grade Officer = Executive or Manager</li><li>• Company Grade Officer = Operations Manager or Section Manager</li><li>• Warrant Officer = Technical Specialist or Department Manager</li><li>• Senior NCOs = First-Line Supervisor</li><li>• Infantry = Security Force</li><li>• First Sergeant = Personnel Manager</li><li>• Squad Leader = Team Leader or Team Chief</li><li>• Supply Sergeant = Supply Manager or Logistics Manager</li><li>• Operations NCO = Operations Supervisor</li><li>• Squad Leader = Team Lead</li></ul>	<ul style="list-style-type: none"><li>• AI= additionally skilled in</li><li>• combat = hazardous conditions</li><li>• company = company, department or section</li><li>• medal = award</li><li>• military personnel office = human resources</li><li>• mission = task/function/objective</li><li>• military occupation specialty/classification = career specialty</li><li>• squad/platoon = team or section</li><li>• reconnaissance = data collection and analysis</li><li>• regulations= policy or guidelines</li><li>• security clearance= security clearance</li><li>• service members = employees</li><li>• subordinates = employees</li><li>• TAD/TDY = business trip</li></ul>

Monster.com Free Military Resume Review: [https://www.monster.com/resumes/post-resume2?wt.mc\\_n=NATIVE\\_MIL\\_US\\_EN\\_MSTART\\_RISE\\_T1rel=%22nofollow%22%20target=%22\\_blank%22](https://www.monster.com/resumes/post-resume2?wt.mc_n=NATIVE_MIL_US_EN_MSTART_RISE_T1rel=%22nofollow%22%20target=%22_blank%22)

## Commonly Used Experience Action Verbs

Resume Action Verbs you should use when constructing your experience - This is a composite list collected from many different sources.

<b><u>Wrote or Communicated</u></b> <ul style="list-style-type: none"> <li>• Authored</li> <li>• Briefed</li> <li>• Campaigned</li> <li>• Co-authored</li> <li>• Composed</li> <li>• Conveyed</li> <li>• Convinced</li> <li>• Corresponded</li> <li>• Counseled</li> <li>• Critiqued</li> <li>• Defined</li> <li>• Documented</li> <li>• Edited</li> <li>• Illustrated</li> <li>• Lobbied</li> <li>• Persuaded</li> <li>• Promoted</li> <li>• Publicized</li> <li>• Reviewed</li> </ul>	<b><u>Created something new</u></b> <ul style="list-style-type: none"> <li>• Administered</li> <li>• Built</li> <li>• Charted</li> <li>• Created</li> <li>• Designed</li> <li>• Developed</li> <li>• Devised</li> <li>• Founded</li> <li>• Engineered</li> <li>• Established</li> <li>• Formalized</li> <li>• Formed</li> <li>• Formulated</li> <li>• Implemented</li> <li>• Incorporated</li> <li>• Initiated</li> <li>• Instituted</li> <li>• Introduced</li> <li>• Launched</li> <li>• Pioneered</li> <li>• Spearheaded</li> </ul>	<b><u>Research</u></b> <ul style="list-style-type: none"> <li>• Analyzed</li> <li>• Assembled</li> <li>• Assessed</li> <li>• Audited</li> <li>• Calculated</li> <li>• Discovered</li> <li>• Evaluated</li> <li>• Examined</li> <li>• Explored</li> <li>• Forecasted</li> <li>• Identified</li> <li>• Interpreted</li> <li>• Investigated</li> <li>• Mapped</li> <li>• Measured</li> <li>• Qualified</li> <li>• Quantified</li> <li>• Surveyed</li> <li>• Tested</li> <li>• Tracked</li> </ul>	<b><u>Increased Efficiency</u></b> <b><u>Improved performance</u></b> <ul style="list-style-type: none"> <li>• Accelerated</li> <li>• Achieved</li> <li>• Advanced</li> <li>• Amplified</li> <li>• Boosted</li> <li>• Capitalized</li> <li>• Delivered</li> <li>• Enhanced</li> <li>• Expanded</li> <li>• Expedited</li> <li>• Furthered</li> <li>• Gained</li> <li>• Generated</li> <li>• Improved</li> <li>• Lifted</li> <li>• Maximized</li> <li>• Outpaced</li> <li>• Stimulated</li> <li>• Sustained</li> </ul>	<b><u>Changed or Improved</u></b> <b><u>Something</u></b> <ul style="list-style-type: none"> <li>• Centralized</li> <li>• Clarified</li> <li>• Converted</li> <li>• Customized</li> <li>• Influenced</li> <li>• Integrated</li> <li>• Merged</li> <li>• Modified</li> <li>• Overhauled</li> <li>• Redesigned</li> <li>• Refined</li> <li>• Refocused</li> <li>• Rehabilitated</li> <li>• Remodeled</li> <li>• Reorganized</li> <li>• Replaced</li> <li>• Restructured</li> <li>• Revamped</li> <li>• Revitalized</li> <li>• Simplified</li> <li>• Standardized</li> <li>• Streamlined</li> <li>• Strengthened</li> <li>• Updated</li> <li>• Upgraded</li> <li>• Transformed</li> </ul>	<b><u>Managed a Team</u></b> <ul style="list-style-type: none"> <li>• Aligned</li> <li>• Cultivated</li> <li>• Directed</li> <li>• Enabled</li> <li>• Facilitated</li> <li>• Fostered</li> <li>• Guided</li> <li>• Hired</li> <li>• Inspired</li> <li>• Mentored</li> <li>• Mobilized</li> <li>• Motivated</li> <li>• Recruited</li> <li>• Regulated</li> <li>• Shaped</li> <li>• Supervised</li> <li>• Taught</li> <li>• Trained</li> <li>• Unified</li> <li>• United</li> </ul>
<b><u>Developed New Partners, Funding, or Resources</u></b> <ul style="list-style-type: none"> <li>• Acquired</li> <li>• Forged</li> <li>• Navigated</li> <li>• Negotiated</li> <li>• Partnered</li> <li>• Secured</li> </ul>	<b><u>Saved Time/Money</u></b> <ul style="list-style-type: none"> <li>• Conserved</li> <li>• Consolidated</li> <li>• Decreased</li> <li>• Deducted</li> <li>• Diagnosed</li> <li>• Lessened</li> <li>• Reconciled</li> <li>• Reduced</li> <li>• Yielded</li> </ul>	<b><u>Supported Customers</u></b> <ul style="list-style-type: none"> <li>• Advised</li> <li>• Advocated</li> <li>• Arbitrated</li> <li>• Coached</li> <li>• Consulted</li> <li>• Educated</li> <li>• Fielded</li> <li>• Informed</li> <li>• Resolved</li> </ul>	<b><u>You Led a Project</u></b> <ul style="list-style-type: none"> <li>• Chaired</li> <li>• Controlled</li> <li>• Coordinated</li> <li>• Executed</li> <li>• Headed</li> <li>• Operated</li> <li>• Orchestrated</li> <li>• Organized</li> <li>• Oversaw</li> <li>• Planned</li> <li>• Produced</li> <li>• Programmed</li> </ul>	<b><u>Oversaw or Regulated</u></b> <ul style="list-style-type: none"> <li>• Authorized</li> <li>• Blocked</li> <li>• Delegated</li> <li>• Dispatched</li> <li>• Enforced</li> <li>• Ensured</li> <li>• Inspected</li> <li>• Itemized</li> <li>• Monitored</li> <li>• Screened</li> <li>• Scrutinized</li> <li>• Verified</li> </ul>	<b><u>Achieved Something</u></b> <ul style="list-style-type: none"> <li>• Attained</li> <li>• Awarded</li> <li>• Completed</li> <li>• Demonstrated</li> <li>• Earned</li> <li>• Exceeded</li> <li>• Outperformed</li> <li>• Reached</li> <li>• Showcased</li> <li>• Succeeded</li> <li>• Surpassed</li> <li>• Targeted</li> </ul>