

Quantifying Your Accomplishments

Think in terms of **NUMBERS**. When writing your resume and thinking about your contributions to previous jobs or organizations, consider not just the where and when, but also the **WHY** and **HOW**.

How Many, How Much, How Often? Did you increase, decrease or streamline something?

1. **Give everything a number.** If you don't have a number for a task, say how often you did something. Was it a daily task? Monthly? Better yet, ask your boss. (Not sure how much inventory you're responsible for? It might be worth more than you think!)
2. Even if it seems ridiculous as you write your resume, **quantify everything.** You can get rid of numbers that are obvious or unimpressive at the end. Say how long the reports were. Say how many people you managed. Quantify everything.
3. **It's better to give a range than to not use a number at all.** "Resolved between twenty and forty daily help desk tickets" is much better than "Resolved help desk tickets."
4. Feel free to estimate, but whenever possible **try not to use "approximately," "around," or "more than."** That's hedging. Saying an exact number demonstrates both understanding and confidence. The number doesn't have to be perfect (it's implied it's an estimate), but don't overdo it!
5. **If you say you improved something, you need to say by how much.** "Streamlined workflow processes and reduced request processing time" sounds like filler. "Streamlined workflow processes and reduced request processing time by 20%" sounds like an accomplishment.

So...how do you add drama to YOUR resume?

Think about what makes your my job dramatic or stressful, then bring those moments into your resume.

Boring – Managed warehouse and handled ordering and restocking of supplies

Better – Managed 17,000 sq ft warehouse and handled restocking of over 500 different supplies, which were shipped from 37 states and seven countries

Other Examples:

- Developed and implemented a seasonal inventory plan that kept key items in stock and resulted in a 19% same-store sales increase over the previous year
- Assisted in underwriting \$132.5M in small business loans to the local community
- Cultivated strong vendor relationships and secured 50+ new clients in the first quarter
- Analyzed business patterns and seasonality to forecast sales trends and consistently achieved forecast accuracy targets of $\pm 5\%$ variance
- Managed a successful innovation test that was approved for a 50-store pilot
- Facilitated outreach efforts with 30+ high school, college, government and non-profit groups
- Served as Manager on Duty, supervising cross-functional teams of 100+ employees at a time
- Revised training curriculum and implemented new on-boarding process for 300 new hires