**Name:**

Please list any accomplishments not mentioned in your resume. If possible, please frame your response in the following way: Explain the situation or problem, state the actions you took, and what were the achieved results. Results may be both quantifiable and qualitative. For example:

Qualitative Results:

* Invited to serve on the Change Management committee to evaluate change requests from a risk management perspective, working closely with senior leadership.
* Developed a customer call framework and training program, delivering the training to call center staff with the intention of improving customer satisfaction and speed of resolution.

Quantifiable Results:

* Created a company culture initiative which raised employee satisfaction rates by 25% YoY.
* Optimized 15 landing pages during the course of my tenure at ABC Inc., resulting in 17% lift in organic search traffic.
* Conducted internal budget audit and discovered 3 key areas of redundant spending, saving $23,000 per year.

|  |  |  |  |
| --- | --- | --- | --- |
| **Position/Company** | **Problem/Situation** | **Actions Taken** | **Results Achieved (quantifiable if possible)** |
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**COMMON RESUME METRICS TO CONSIDER:**

**Growth:**

* Think about the numbers that matter most to your role; for example, numbers that your boss brings up in weekly meetings, in your performance review, or even in the LinkedIn profiles of people with the same job title as you.
* Sample metrics (depending on job): website visits, revenue, deals closed, partnerships secured, candidates hired, new technologies/processes adopted.

**Reduction:**

* What you help your company reduce or eliminate can be just as important as what you add to it. Think about ways you have helped your company save or reduced: time, budge, employee or customer turnover, website bounce rate.

**Impact (How many people did your work help?)**

* Illustrate how much value you can add to a company is by showing them how many people you’ve previously helped; this includes customers/clients and colleagues or management.
* Sample metrics: # of team members you’ve led, # of users or customers your work impacted, # of stakeholders involved in a project, # of clients managed, and # of employees you supported (for a function like IT or HR).

**Frequency (How often did you complete certain tasks?)**

* To help you figure out which tasks are the most important to highlight, take a look in the job description to see which key responsibilities and skills are listed. For example:
  + Worked with facilities, IT and communications teams to set up and flawlessly execute company all-hands meetings every 2 weeks.
  + Analyzed performance metrics, reviewed creative and brainstormed with internal stakeholders to develop and present 4 strategic social media plans per year.
  + Spent 75% of each day utilizing Python, R and SQL to analyze large volumes of data to influence decision-making processes.