

# HOW TO WRITE ABOUT ACHIEVEMENTS IN YOUR CV

---

When you are writing your CV, you need to cover your responsibilities without mentioning the routine. Keep your duties concise and try to concentrate on the results that came out of your everyday work. This means you need to highlight your achievements, not your duties.

Achievements are things that made a lasting impact on your company, your team or your customer. Typically, they are things you created, built, designed, sold or initiated. An achievement is unique to you, and tells your new employer the types of things that only you can deliver.

Many people are uncertain of how to talk about their achievements because lots of achievements can appear similar to their responsibilities.

## Structure of an Achievement

An achievement is three components

1. Using a particular skill
2. Carrying out an activity
3. Getting a measurable benefit or result

Successfully writing about your achievements is most easily done if you use the 'What did I do? and What was the result?' method. Here are some examples of good achievement statements:

- I developed a new employee training programme that was adopted by 100% of company locations nationwide
- I responded to over 85 customer calls per day, solving 95% of their concerns with a positive outcome
- I served customers in a positive manner, and received two customer service awards in the past year
- I initiated a new standard operating procedure in our lab, and reduced accidents by 20% in that particular area

Here are some typical things that you might want to use on your CV as work-related achievements:

- Reorganising something to make it work better
- Identifying a problem and solving it
- Coming up with a new idea that improves things
- Developing new systems
- Working on special projects
- Receiving awards
- Being complimented by co-workers and colleagues
- Increasing revenue or sales
- Saving money for the company
- Saving time for the company
- Delivering an outstanding customer service

If you are not sure about your own skills and competencies, you might find the document [Keywords and Sample Phrases to use in your CV](#) helpful as a starting point.

### **Achievements Outside of Work**

Do not forget that a lot of achievements that you have will have taken place outside of work. Prospective employers are keen to hear of the impressive things that you do in your own time, especially as they demonstrate transferrable skills such as leading or working as part of a team, raising money for a worthwhile cause or organising various events. Here are some examples of things that you might have done:

- Volunteering
- Fundraising
- Societies and Clubs
- Organising Events
- Campaigning for causes
- Collecting things
- Running a part time business
- Caring for people
- Creating things
- Doing a sport
- Playing games
- Taking part in competitions
- Performing or entertaining
- Interest in technology
- Singing in a choir
- Drama and Theatre
- Learning a new skill
- Yoga, Meditation or Religion
- Local politics or trade unions
- Fell walking, climbing or hiking

Note: Whenever you do mention achievements from outside of your professional role, make sure you ask yourself how it is relevant to the new role, and what it says about you as a person. If you cannot answer these two questions positively, leave it off.

### **Related documents**

- [Guide to Preparing an Effective CV](#)
- [Keywords and Sample Phrases to use in Your CV](#)