

Presenting Your Skills and Accomplishments

One effective way to show your skills and personal qualities is to illustrate them with a brief example or story.

PSR

Problem or situation - (not written on resume, implied)

Solution (how you took action)

Result of your effort

Look at the three examples here and on the next page. They have been broken down using the outline above... **Problem**, **Solution**, **Result**. Notice the difference between the traditional statements which merely list your duties and the accomplishment statements which show how you handled a problem or situation and how your solution produced results which benefited the employer. Note that just the **Solution** and **Results** are stated on the resume. *The Problem is simply implied.*

EXAMPLE 1:

Traditional: Trained personnel.

PSR:

Problem: staff accidents and injuries occurring on the job

Solution: developed training materials and presented to staff

Result: fewer injuries occurred by educated staff

Accomplishment:

Designed safety training manuals and trained department personnel increasing staff awareness and decreasing work related injuries.

EXAMPLE 2:

Traditional: Provided good customer service.

PSR:

Problem: customer calls were not being routed efficiently

Solution: suggested quicker method

Result: more satisfied customers due to speed that calls were routed

Accomplishment:

Suggested more efficient method of routing customer calls which resulted in quicker response time and improved customer service greatly.

EXAMPLE 3:

Traditional: Successfully managed workers' compensation program

PSR:

Problem: high rate of worker injuries resulting in workers' comp. claims

Solution: educating employees on safe work practices and adhering to strict safety standards

Result: reduced workers' comp. claims by 20% in one year which resulted in a savings of over \$150,000 to the company

Accomplishment:

Reduced workers' compensation claims by 20% saving over \$150K in one year by educating employees on safe work practices and adhering to strict safety standards.