

Writing Skill Statements

Skill statements or “success stories” are written proof of the results, achievements and successes from your work experiences **WIL** experiences, community involvement, education, personal or home life. They demonstrate what is **UNIQUE** about you as well as provide proof of the **VALUE** you can bring to a prospective employer.

Use skill statements in your resume (in bullet-format) to describe experiences and accomplishments that *will be of interest to an employer* using the following formula:

What did you do + How did you do it + What was the result = Skill Statement

Difference between Duties and Skill Statements

- **Duties and responsibilities** refer to what you are supposed to do in a job
- **Skills statements** give specific examples of what **YOU** actually did and the **IMPACT** your efforts had at your previous workplace

<i>Duties and Responsibilities from Job Description</i>	<i>Skill Statement</i>
Responsible for providing excellent customer service.	Achieved a satisfaction rating of 99% by initiating a follow up system with customers indicating their business was valued.

Questions to Help Generate Accomplishments

Think about what you did particularly well and what may have resulted from your involvement. Have you ever.....

Completed something on time or ahead of schedule?
Increased sales?
Completed something ahead of budget?
Delivered excellent customer service?
Created something?
Received awards, commendations or promotions?
Increased efficiency?
Worked Safely?

Demonstrated excellent leadership skills?
Designed a new process, program or product?
Achieved more with fewer resources or money?
Delivered an oral presentation? Public speaking?
What types of projects have you worked on?
Have you ever done something that made a difference in your community?
Trained other people?

Creating Your Skill Statements

- Step 1:** Write as many small and large accomplishments as you can think of
- Step 2:** Choose action verbs (past tense) to accurately describe what you did and quantify results whenever possible using numbers or percentages
- Step 3:** Add the result of what you did, how well it worked, and the value it added to the company or to the position
- Step 4:** Transfer your skill statements to your resume

<i>Action Verb</i> <i>Start with an action verb in the past tense (what did you do?)</i>	<i>Description</i> <i>What skills or techniques did you use (how did you do it?)</i>	<i>Result</i> <i>What was the result?</i>	Skill Statement
Created	a computer database using Access	that saved 4 hours per week from previous method	Created a computer database in Access which saved 4 hours per week from previous method
Completed	an online safety training program offered through the Ministry of Labour. Passed three modules to demonstrate knowledge of safety precautions in the workplace	Resulted in a successful pass of 93%	Completed an online training program offered through the Ministry of Labour. Passed three modules demonstrating knowledge of safety precautions in the workplace.
Provided	excellent customer service using effective marketing strategies	increased sales by 25 percent in a two-week period	Provided excellent customer service using effective marketing strategies resulting in an increase in sales by 25% within a two-week period
Developed	a creative internal monthly newsletter using Publisher	that highlighted and communicated services, and information to all staff	Developed a creative internal monthly newsletter using Publisher that highlighted and communicated services and information to all staff
Researched	Office product suppliers and created a proposal to management to change vendors	Resulting in a cost savings of \$500 per month	Researched office product suppliers and created a proposal to management to change vendors resulting in a cost savings of \$500 per month