



Creating your PAR statements ...

In the context of resume preparation, you will need to create multiple PAR statements, and possibly a PAR statements inventory, when applying for differing employment opportunities.

The acronym PAR stands for Problem, Action, and Resolution. More appropriately, the PAR statement addresses the challenge/opportunity, the approach or method used to master the situation, and the outcome in quantifiable/qualitative results.

For example, take the following situation:

Situation:

The “average talk time” on incoming customer service calls is 10.8 minutes compared with the standard set at 2.5 minutes.

In the above scenario, and in your specific development, the steps shown below will be helpful in creating your PAR statements.



Creating your PAR statements ...continued

Step 1 Define the Problem:

The standard for average talk time on incoming customer service calls does not meet the established standard

Step 2 State Possible Action(s):

- 1) Reprioritized the incoming call queues, redistributed the more difficult call types to the more experienced representatives
- 2) Provided additional training to those representatives identified as not meeting standard.

Step 3 Note the Result(s):

- 1) Reduced “average talk time” by 80% in a one-week period;
- 2) Reduced the number of customer complaints about call “waiting time in queue” by 95%

Step 4 Develop PAR Statement

Step 4 - PAR Example 1:

Improved key performance metric for the Inbound Call Center by 80% through process improvement initiatives, workflow reprioritizing, and specialized training



Creating your PAR statements ...continued

“OR”

Step 4 Develop PAR Statement

Step 4 - PAR Example 2:

Increased customer satisfaction rankings by 95% for the “incoming call waiting” queue category. This was achieved through the introduction of process improvement initiatives, workflow prioritization, and additional training.

The following sites provide additional information on PAR statements and their importance.

http://sandiego.jobing.com/blog_post.asp?post=3387

<http://www.sjrcc.edu/careervision/careervision/resume.html>