

## Sample Accomplishments Statement

**Janet Best**

### Statement of Professional Accomplishments

- Delivered a 12% profit increase over prior regional management by establishing new institutional accounts resulting in \$6,000,000 of new revenue. Q 40
- Completed special assignments on inventory phase-outs, unallocated materials, and obsolete inventory resulting in savings to the company of \$1,500,000. Q 10
- Improved operation scores for district to 90% from 82% in prior years as a result of group and individual coaching of district front-line employees. Q 1
- Successfully trained tri-state team of over 800 managers, sales reps, technicians, and support staff on key company programs, which resulted in improving service levels by 10%, improved operations processes, and increased customer satisfaction.
- Managed direct reports of up to 40 associates which included hiring, training, evaluating, coaching, and transitioning employees. Achieved a 34% decrease in turnover rate over previous management team.
- Repair center team ranked No. 1 in the country by J.D. Power & Associates. Achieved this level of customer satisfaction with the active involvement of all team members contributing to the plan.
- Improved past due performance of vendors by implementing a daily expedite program. Result: Logistics performance improved 43% compared to past output; past due orders reduced to 3% within 5 months.
- Led nation with an 18% improvement of sales in electronics by training store personnel on educating the customer on product functionality and reliability.
- Performed annual performance reviews and facilitated employees' creation of individual development plans which led to increased employee satisfaction and motivation by 15% over previous management team.
- Improved accuracy of \$10,000,000 spare parts inventory by 11% within 6 months after initiating a cycle count program.