



Elizabeth Debol, CPRW
Certified Professional Resume Writer
elizabeth@propelyourselfnow.com
PropelYourselfNow.com



C.A.R. stands for Challenge, Action, and Result.

Take a look at your resume and ask yourself these 3 questions:

1. What *challenges* did you face when you worked in each position?
2. What *actions* did you take to overcome those challenges?
3. What *results* came out of those actions to overcome the challenges?

When you put all of these together to form one sentence, it is called a C.A.R. statement.

Here is an example of how to create a C.A.R. statement:

Example: You were a Customer Service Representative. You answered phones, provided customer service, kept the customers happy, and resolved issues related to customer dissatisfaction.

C hallenge: You noticed there were calls going unanswered, resulting in a lower rate of customer satisfaction, and issues not being resolved in a timely manner (because customers had to keep calling back).

A ction: You suggested a two-line phone system that rerouted callers to an answering system, where they could ask their questions and get a return call within 24 hours.

R esult: Issues were resolved in a timely manner, customers were very happy with the streamlined service they received, and overall customer satisfaction increased.

What would the C.A.R. statement look like in this situation?

Long version:

Recommended two-line phone system that provided efficiency throughout the customer service department, resulting in streamlined service and an increase in customer satisfaction.

Short version:

Introduced a streamlined phone system that increased overall customer satisfaction.

Now, if you don't have **at least 5** of these C.A.R. statements listed on your resume, you will need to write them. Better yet, give ME examples of how you overcame challenges within your positions, and I will turn them into C.A.R. statements for you. And if you can provide measurable amounts, like numbers and percentages, that's even better.

Please email them to me: elizabeth@propelyourselfnow.com