

# How to Write Résumé Bullet Points

*Bullet points on a résumé are an effective strategy used to express one's accomplishments and skills. These may be from experiences such as jobs, internships, research, leadership, or volunteering. To write effective résumé bullet points, you will ask yourself, "What did I do?", "How did I do it?", and "Why did I do it?" Your résumé bullet points will evolve as you answer each question.*

## What did you do?

Think about roles you have held from your different experiences. Make a list of every task you completed in those positions.

- Answered telephones
- Planned a large event
- Worked with data in excel

Though these phrases answer the "What did I do?" question, they do not demonstrate skills or reason for doing the tasks. You need to incorporate the How and Why to develop your résumé.

## How did you do it?

Review your list of tasks or responsibilities and ask yourself what skills you used when completing them. Consider scenarios and situations in which you found yourself to determine the skills you used.

TASK/RESPONSIBILITY	SKILL(S) USED – HOW DID I DO IT?
Answered telephones	Communication, Interpersonal, Problem Solving
Planned a large event	Organization, Time Management, Teamwork
Entered data into an Excel spreadsheet	Computational, Analysis, Precision

Indicate with a strong action verb (see p. 7 of the Résumé and Cover Letter Guide for a list) the message you want to send. Use the worksheet on the back to help you outline your ideas.

- Operated a multi-line phone for five busy lawyers utilizing effective problem-solving and customer service skills
- Coordinated an event for over 100 students by communicating with on-site liaison
- Executed financial analysis of department spending plans in excel

Look at the job description for the position you are applying and highlight the skills most desired, or review the skills chosen for your résumé objective statement; were these skills developed or honed? Have these skills been demonstrated in the bulleted statement thus far?

## Why did you do it?

This element adds context to the tasks so the reader has an idea of what you did and how it fits the purpose. Consider any accomplishments that occurred because YOU did the work.

- Operated a multi-line phone for five busy lawyers utilizing effective problem-solving and customer services skills to ensure customer satisfaction
- Coordinated recognition event for over 100 students completing a certificate program by communicating with on-site liaison
- Executed financial analysis of department spending plans and provided comprehensive written report to manager

Remember, each bullet will be adjusted based on your résumé's purpose and objective statement. Come to the Center for Career Development for a résumé critique and feel free to bring information about the position you are seeking, if you have it.

# Skills Identification

Organization Name	
Your Position Title	

Responsibilities		Skills
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	→	
	→	
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Bullet Statements
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