



Magic Bullet

Each bullet point is critical and should showcase past duties and highlight achievements. Carefully craft these statements to present the most relevant skills to the position you seek. Use the basic formula for creating detailed bullet points.

SKILL + what you DID + RESULT/OUTCOME =
(power verb) + (responsibility) + (how/why/accomplishment) =

Steps:

1. Make a list of every task you completed at each position held
2. Review the list and determine which skill(s) of those align with the position you're applying for
3. Consider accomplishments that occurred because YOU did the work

Consider the example below. Before is a resume without using the magic bullet formula:

Before:

- Created personal brand
- Attended weekly meetings
- Volunteered at service activities and fundraising events

After:

- Enhanced skills for future success and created own personal brand shared with 12 area employers
- Participated in bi-weekly meetings in order to expand knowledge of several marketing concepts
- Attended and participated in 4 service activities and 3 fundraisers in order to apply learned theory

Top Skills Sought by Employers

While crafting your bullet points, consider the *Top Skills Sought by Employers* as well as the specific position you're applying too. Below are the top skills and bullet point examples for your consideration:

Customer service:

- Developed strong interpersonal communication skills by providing quality customer service to hundreds of customers daily
- Demonstrated ability to effectively multi-task in a fast-paced work environment while maintaining accuracy and excellent customer service by serving clientele
- Provided excellent customer service to ensure a positive dining experience resulting in repeat business

Money management:

- Demonstrated skills in efficiently executing cash, check, and credit transactions by operating own cash register each shift
- Established cash accountability by being in charge of large sums of money
- Reconciled monetary transactions efficiently and accurately for hundreds of customers daily

Office skills:

- Managed office operations, including mail and staff of 3 with a result of increased productivity
- Arranged records to increase functionality and efficiency of working environment
- Conducted daily inventory check of over 150 items and was periodically responsible for ordering supplies

Training/supervising/leadership:

- Trained and supervised 10 new staff in company standards and procedures successfully
- Oversaw and delegated tasks to an average of 15 employees per 8 hour shift
- Developed strong goal orientation and self-motivation skills from working in a highly competitive environment

Teamwork:

- Work well as a member of a team, helping to maintain a positive attitude among team members
- Learned to work effectively with managers, cooks, and other servers to help the restaurant process run smoothly
- Collaborated with department personnel to meet the needs of customers and perform daily operations of the store



Top Skills Sought by Employers (*continued*)

Communication:

- Lead campus tours and acted as a master of ceremonies for many student events as a student worker for Admissions
- Wrote 6 individual articles, aided in writing 3 group articles as a writer for the campus publication, and helped to organize the sections of the paper by considering students' interests
- Utilized bilingual language skills to effectively communicate with diverse populations

Strong work ethic:

- Commended often for getting work done in a timely manner and with great thoroughness resulting in two promotions within a 12-month period
- Developed the ability to stay positive and enthusiastic in order to handle situations effectively and constructively as a customer service representative
- Demonstrated strong work ethic by working longer shifts to ensure projects were completed on time

Analytical:

- Developed the ability to quickly assess situations and provide solutions as a Helpdesk employee
- Utilized active listening skills to effectively collaborate with others and to effectively solve problems and ensure excellent customer satisfaction
- Identified scheduling issues and developed solutions to meet the needs of all employees

Flexibility/adaptability:

- Skilled in effectively prioritizing schedules and juggling multiple projects and tasks as a result of working 20 hours per week while attending school full-time
- Demonstrated flexibility through multi-tasking in a fast paced work environment
- Utilized customer service and sales experience to help out other departments when needed

Motivation/initiative:

- Strengthened ability to be energetic and enthusiastic in order to promote innovative ideas and events as a result of involvement with campus recreation
- Motivated the track team consistently during practices and meets and adopted a strong leadership position in order to accomplish our goal of a successful season as captain
- Demonstrated initiative by creating templates and documents to create a more efficient and effective intake process for all staff and customers

Computer/technical:

- Used Excel to create and maintain the Campus Activities Board club's budget and constructed many Power-point presentations for event promotions
- Designed and maintained a website for Big Brothers/Big Sisters for four years while volunteering in the program and continuously supporting their work.
- Demonstrated proficiency in HTML coding by creating an efficient and easy to use web design for customers, employees, and administrators

Detail-oriented:

- Paid strong attention to details and checked for accuracy in newspaper articles through work as a copy editor for the *Northern Student*
- Acquired the talent to be detail-oriented and organized throughout work as a housekeeper while continuously performing routine tasks with preciseness and care
- Demonstrated strong attention to detail while managing inventory and reconciling daily receipts

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