

Writing Resume Bullet Points

Bullet points can be powerful tools to show an employer detailed facts about your performance in a quick, easy, and visually appealing manner. An employer only knows what you tell them directly. There is no need to put too much pressure on yourself as you write resume bullet points. Start small. Begin by making a list of your basic job duties. They might include: open/close the store, prepare deposits, make phone calls, or keep track of files. Once you have a list, use these steps to help you create effective bullet points:

Step 1: Connect job duties to skills

- Answered phones.

As you look at each duty on your list, think to yourself, “What did I get out of performing this job function?” Perhaps it was communication skills, customer service experience, organizational skills, attention to detail, or leadership. If you need help, see the Job Seeking Handbook from Career Services for a word list.

Step 2: Structure

Structure your bullet point around your duty and connected skill. Use this statement as a guide: “I learned __[skill]__ by doing/because I did/while I did __[duty]__.”

- I learned communication skills while answering phones.

Step 3: Action

It is important to avoid the use of personal pronouns (I, my) on your resume. Also, not all of your finished bullet points can start with the phrase “I learned.” However, now that you have a structure, select a compelling verb to replace “Learned.” See word list referenced above for help.

- Developed communication skills while answering phones.

Step 4: Clarify

Ask yourself who, what, when, where and why. In the case of the ‘Answered phones’ example, ask yourself: *Who was I talking to? What did we talk about?* To add to the example, if you spoke to customers at a billing center, you could potentially change ‘answering phones’ to “addressing customer billing concerns.”

Original Bullet Point:

- Answered phones.

Revised Bullet Point:

- Developed excellent communication skills addressing customer billing concerns.

If you saw these bullets on two different resumes, who would *you* rather hire?