

## Resumes - Making the most of your bullet points

**BULLET POINTS** allow you to present your responsibilities and accomplishments in a structured, easy to read format.

**Make them count!** Consider not just the **WHAT**, but also the **WHY, HOW AND RESULT**

### How to structure your bullet points:

- First word should be an action verb whenever possible.
- Lead with what's most important (it's the first thing the recruiter will see).
- Offer enough detail to...
  - Provide some **context** (the **WHAT**)
  - Explain the **skills** you used (the **HOW**)
  - State the **impact** you made (the **WHY**)
- Offer context, but don't overdo the details! Be concise. Watch for filler words.

### EXERCISE: Answer these questions as you craft your bullet points

<b><u>WHAT did you do?</u></b> What was your main task?	<b><u>HOW did you do it?</u></b> What skills did you utilize in order to do this well?	<b><u>WHY did you do it?</u></b> Describe the context or situation. Why was this important or necessary?	<b><u>What was the RESULT?</u></b> Describe the impact of your efforts. Did you make some kind of improvement? Even better if you can quantify.
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### Examples of task-oriented bullet points (include only the "what"):

- "Attended weekly staff meetings and took notes"
- "Worked with children in a daycare setting"
- "Customer service role in a coffee shop"

### Examples of accomplishment-based bullet points (include the why, how and the result):

- "Provided detailed written summaries following each weekly staff meeting, which required a strong understanding of the discussion content and resulted in better and timelier follow-through on new ideas and project proposals."
- "Developed creative and engaging activities to help children ages 1-2 learn a variety of skills including verbal communication, social awareness and beginning mathematical concepts."
- "Created a positive, hospitable environment in a busy cafe while working within a team to maintain a clean and organized space and ensure a pleasant experience for customers."