

RESUME BULLET POINTS

Creating strong bullet points when describing your experiences on your resume is key to demonstrating your qualifications to employers. These bullet points should be concise and describe your skills and accomplishments, while reflecting the qualifications, language, and themes that you find in the job posting.

CONSIDER THE FOLLOWING QUESTIONS WHEN WRITING BULLET POINTS:

WHO – Who did your job help (i.e. the company, organization, customers, clients, general public)?

WHAT – What were your job duties and what happened as a result of your job duties or actions?

WHEN – When did this happen (i.e. daily, weekly, monthly)? Providing specific information about how often you did something demonstrates your productivity in your job.

WHERE – Where did your duties occur? Did you interact with people outside of your own department or organization?

WHY – Why did you perform certain job duties (i.e. to accomplish a goal, serve a need?) Did your role help or add to the organization's functioning?

HOW – How did you accomplish your job duties or tasks (i.e. equipment, programs, tools)?

Below is a basic formula for writing detailed bullet points. The goal is to shift the focus from generic job duties or responsibilities, to strong statements about what you accomplished. Use this formula while considering the details gathered from the questions above, as well as the job posting:

ACTION VERB + **WHAT YOU DID** + **RESULTS/OUTCOME**
(Use #s when possible!)

Before:

After:

Listen to and assess each individual's needs	Listen to and assess the needs of approximately 10-15 walk-in clients per day in order to provide appropriate referrals to various community social service agencies
Managed social media platforms	Managed social media strategy for [Company's] Twitter, Instagram, and Facebook platforms, increasing the total number of followers by 300% within 5 months
Performed lab tests	Performed and documented routine laboratory tests by using HPLC, GC, FTIR and UV-VIS instruments and various wet chemistry techniques such as titration, ph/ conductivity, Karl, Fischer and TLC



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