Ready to Write a Resume Bullet?   **Action Verb** + **Context** + **Result**

The bullet plus model captures **what you learned** from your work experience by including:

- **ACTION VERB**
- **CONTEXT:** Work you did for an experience or job, your major tasks or responsibilities (Assume reader is unfamiliar with activity)
- **RESULTS:** What was the <u>impact</u> of your work? <u>Why</u> was it important? <u>How</u> did you complete a certain task or achieve an outcome?

Your bullets should be impactful, clear to understand, and showcase your skills.

Examples:
- **Basic bullet:** Helped students at the career center
- **Effective Bullet:** Assessed the needs of students in order to provide the best service possible while maintaining confidentiality (includes WHY)

What did you do? *Job Duties or Responsibilities*	Action Word: *Start with an action word*	What skills did you use? *Content or Context? Constraints? Scope?*	What was the result or outcome? *What happened? What improved? Why this was important?*	Formatted Bullets
Ex. Answered Phones	Ex. Operated	Ex. Customer Service, Communication, Problem Solving Ex. limited budget or tight deadline?	Ex. Customer Satisfaction	Ex. Operated a multi-line phone for 3 busy offices utilizing effective problem-solving and customer service skills to ensure customer satisfaction

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