



Write Better Bullet Points

Too often, job-seekers focus their resume on the tasks they performed in their previous experience. While it is important to provide context, the real focus should be on your impact and your skills. One of the best ways to demonstrate this on a resume is to write descriptive bullet points.

Bullet points can follow a standard format:

- **Action verb** (in past tense) **noun** [what did you do?] **additional descriptive phrases** [Where? How? How many? For whom? Etc.]

This means that you should not only list what you did in a given position, but provide additional details as to:

- **Why** the task was important
- Your **impact** within the organization
- **How** you performed your duties
- What **skills** you used or developed

Here are some examples:

“Managed 8+ tables per night in a fast-paced environment, encouraging repeat business and quick table turns.”

This bullet not only describes *what* was done, but also *why* the task was important. It demonstrates a focus on the bigger picture, and an emphasis on setting and achieving goals.

“Created a vibrant and supportive living atmosphere by organizing social activities and educational activities.”

With this experience, the writer demonstrates *how* the goal of creating a vibrant and supportive living atmosphere was accomplished.

“Generated over \$50,000 in sales and completed 23 projects as manager of small house painting business.”

You should take advantage of every opportunity (when applicable) to quantify your experience. This bullet indicates the specific impact, in dollars and projects, that the individual had as project manager. It demonstrates a focus on results and achievement, and helps an employer assess the potential impact the candidate would have within the company.

“Raised a total of \$24,500 for the various schools within the University of Michigan by targeting solicitation to individual alumni interests.”

This is another great example of how to quantify your experience, and demonstrate the impact you made on the organization. As a bonus, this bullet also describes *how* you completed the task.

“Developed leadership skills by organizing activities such as campaigning in the dormitories, passing out fliers to students, and bringing political personalities to events on campus.”

Don't force the reader to tease out what skill you are trying to demonstrate -- just come right out and say it! In this example, leadership skills are brought to the forefront, and the examples listed help make the writer's case.

Action Verbs for Resumes & Cover Letters

Leadership & Management

administered	attained	conducted	contracted	controlled
coordinated	directed	employed	enacted	exceeded
executed	expanded	grouped	guided	headed
hired	implemented	incorporated	initiated	instituted
maintained	managed	marketed	monitored	motivated
obtained	organized	performed	produced	reduced
repositioned	retained	revised	strengthened	supervised
trimmed	turned around	undertook	was responsible	

Organization & Implementation

advised	analyzed	arranged	budgeted	catalogued
collaborated	consulted	compared	compiled	completed
computed	decreased	distributed	enlarged	examined
expanded	facilitated	generated	improvised	increased
indexed	leveraged	redesigned	reorganized	restructured
reviewed	revised	scheduled	sponsored	strengthened
synthesized	systematized	verified		

Promotion & Sales

convinced	generated	improved	increased	influenced
launched	marketed	persuaded	promoted	recommended
represented	secured	sold	targeted	accounted for

Research & Development

analyzed	automated	classified	designed	determined
developed	differentiated	equated	experimented	invented
investigated	related	researched	searched	solved
structured	synthesized	theorized		

Problem-Solving

accomplished	awarded	balanced	closed	corrected
determined	diverted	eliminated	evaluated	handled
identified	improved	investigated	mediated	negotiated
pioneered	proposed	recruited	resolved	satisfied
sorted	strengthened	surpassed	assured	

Interpersonal Communications

counseled	demonstrated	disseminated	edited	facilitated
instructed	interviewed	moderated	participated	prepared
presented	presided	served as	wrote	approved

Initiative & Creativity

arranged	conceived	created	designed	developed
devised	enabled	enhanced	formulated	initiated
invented	innovated	originated	packaged	prepared
produced	refined	reshaped	resolved	solved
structured				

Management Verbs

administered	analyzed	assigned	attained	chaired
consolidated	contracted	coordinated	delegated	developed
directed	evaluated	executed	improved	increased
organized	oversaw	planned	prioritized	produced
recommended	reviewed	scheduled	strengthened	supervised

Communication Verbs

addressed	arbitrated	arranged	authored	collaborated
convinced	corresponded	developed	directed	drafted
edited	enlisted	formulated	influenced	interpreted
lectured	mediated	moderated	negotiated	persuaded
promoted	publicized	reconciled	recruited	spoke
translated	wrote			

Research Verbs

clarified	collected	diagnosed	evaluated	examined
extracted	identified	inspected	interpreted	interviewed
investigated	organized	reviewed	summarized	surveyed
systematized				

Technical Verbs

assembled	built	calculated	computed	designed
devised	engineered	fabricated	maintained	operated
overhauled	programmed	remodeled	repaired	solved
upgraded				

Teaching Verbs

adapted	advised	clarified	coached	communicated
coordinated	demystified	developed	enabled	encouraged
evaluated	explained	facilitated	guided	informed
instructed	persuaded	set goals	stimulated	trained

Management Verbs

administered	allocated	analyzed	appraised	audited
balanced	budgeted	calculated	computed	developed
forecasted	managed	marketed	planned	projected
researched				

Creative Verbs

acted	conceptualized	created	customized	designed
developed	directed	established	fashioned	founded
illustrated	initiated	instituted	integrated	introduced
invented	originated	performed	planned	revitalized
shaped				

Helping Verbs

advocated	assessed	assisted	clarified	coached
counseled	demonstrated	diagnosed	educated	expedited
facilitated	familiarized	guided	motivated	referred
rehabilitated	represented			

Clerical or Detail Verbs

approved	arranged	catalogued	classified	collected
compiled	dispatched	executed	generated	implemented
inspected	monitored	operated	organized	prepared
processed	purchased	recorded	retrieved	screened
specified	systematized	tabulated	validated	

Accomplishment Verbs

achieved	Expanded	improved	pioneered	reduced (losses)
resolved (problems)	restored	spearheaded	transformed	

Verb Source: Resume Tutor from the University of Minnesota

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