Building Your Impact-Based Bullets

Building your resume bullet points can feel overwhelming, but it doesn't have to be. Instead of listing transferable skills (sometimes known as "soft" skills), prove it with your bullet points. Tri-C's Career Center has a formula that can take your task-based bullet to an impact-based bullet.

FORMULA

action verb + skill (quantified) + task (impact*) = strong bullet

PRO TIP: Start with the task and build your bullet backwards, adding the impact at the end.

EXAMPLE

Task-Based Bullet

- Entered data points into Excel

Impact-Based Bullet

- Utilized attention to detail when entering up to 1,000 data points in Excel, per day, increasing company-wide reporting accuracy.

Task

What did you do that was different / better / at higher quality / or above and beyond than others in that position? Turn your resume from job description to a list of accomplishments. If you've had similar jobs, identify the tasks that were different to prevent repetition. Unsure what to say? Visit O*Net to identify tasks related to many types of positions www.onetonline.org.

Greet customers	Work with children
Take orders	Chart vitals
Stock shelves	Run events
Schedule clients	Create posts
Count products	Stock shelves
Cash out customers	Schedule clients
Clean tables	Put in information
File papers	Intake patients
Run reports	Tell managers
Give medicine	Pack customer packages
Clean	Performed additional tasks

PRO TIP:
PROVE YOU'RE QUALIFIED!
Read through position descriptions for the job or types of jobs you're applying for. Identify tasks that you've done in your past positions and highlight those on your resume!

Skill

Sometimes it's hard to put into words what skills you've developed in your previous experiences, but you likely have more than you realize. The National Association of Colleges and Employers (NACE) identifies 8 competencies (or skills) that employers are looking for in new hires. Do you possess these skills? Which are most important to you? Prove it by highlighting these skills on your resume and take a look at some of the examples in the table below for more ideas. You can also plan ahead by visiting www.onetonline.org to research which skills are needed by industry.

Career & Self Development	Communication	Critical Thinking	Equity & Inclusion	Leadership	Professionalism	Teamwork	Technology

Active listening	Design	Marketing	Relationship building
Adaptability	Development	Management	Repair
Attention to detail	Educate	Monitor	Research
Coaching	Evaluation	Motivation	Scheduling
Coordination	Facilitate	Multi-tasking	Supervision
Creativity	Inclusion	Negotiation	Systems analysis
Critical thinking	Innovation	Prepare	Teamwork
Computer proficiency	Installation	Problem solving	Time management
Communication	Instruction	Professionalism	Training
Database management	Leadership	Programming	Troubleshoot
Delegation			

Quantification

You may not always be able to quantify, but when you can, you should! It's a great way to showcase your workload, especially for those positions where you completed high-volume tasks, worked under pressure, or supervised people or projects.

How Many: # of ____ you were working with / accomplished

How Often: frequency you were doing ____ (hourly / daily / weekly / monthly/annually, etc.)

How Much: % or # you _____(increased / decreased / improved / earned)

You can use:
"up to"
"on average"
"approximately"
to show range

Action Verb

Utilize strong action verbs to show your experience. Do your best to identify new actions for each bullet. Check out the list below for some inspiration.

adapted	collaborated	described	formulated	meditated	recorded
addressed	collected	detected	fortified	mentored	referred
adjusted	communicated	diagnosed	furthered	mobilized	regulated
administered	compared	directed	gained	moderated	remodeled
advised	complied	discussed	gathered	modified	repaired
advocated	composed	distributed	generated	monitored	replaced
aided	condensed	drafted	guided	navigated	reported
allocated	conducted	edited	identified	negotiated	researched
answered	conserved	educated	implemented	observed	responded
appointed	consolidated	eliminated	influenced	obtained	restored
appraised	constructed	enabled	informed	operated	retrieved
approved	consulted	encouraged	inspected	organized	reviewed
arbitrated	contacted	enforced	installed	originated	routed
arranged	contributed	engineered	instilled	outlined	scheduled
articulated	controlled	ensured	instituted	participated	searched
assembled	converted	estimated	instructed	partnered	simulated
assessed	conveyed	evaluated	integrated	persuaded	solicited
assigned	convinced	examined	interpreted	planned	solved
assisted	coordinated	executed	intervened	presented	spearheaded
audited	corrected	exhibited	invented	prioritized	suggested
authored	corresponded	expedited	involved	processed	summarized
authorized	counseled	experimented	launched	programmed	supervised
balanced	crafted	explained	lectured	projected	systemized
built	created	extracted	located	proposed	taught
calculated	critiqued	fabricated	logged	provided	tested
cataloged	debated	facilitated	maintained	publicized	trained
clarified	debugged	filed	managed	purchased	updated
coached	delegated	focused	marketed	proposed	utilized
coded	demonstrated	forecasted	measured	reconciled	validated

Impact*

How did the completion of that task (and the fact that you did it well) impact the customer, team, or company? What result came from your hard work?

Examples:
Created a positive guest experience
Increased profits
Motivated team members
Decreased loss
Enhanced accessibility

Task

Impact