## **UNL CAREER SERVICES**

## **Crafting Resume Bullet Points**



Use WHAT, HOW, and WHY to craft powerful resume bullet points. Example:

| Communicated with 100+ customers on the phone daily wit | h personalized service t | o resolve their concerns. |  |
|---|--------------------------|---------------------------|--|
| WHAT did you do?  | HOW<br>did you do it?    | WHY<br>did you do it?     |  |
| transition words <                                      |                          |                           |  |

| WHAT did you do?<br>(action/task) | HOW did you do it?<br>(skills/methods) | WHY did you do it?<br>(impact/results) | add transitions &  BUILD THE BULLET |
|-----------------------------------|--|--|-------------------------------------|
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