

You have gained valuable skills through work, school and life experiences that apply to many different situations, these are called transferable skills. You don't need a formal job to develop them; leadership roles, campus involvement, and personal growth experiences all count. When you list these skills on your resume using clear bullet points and examples, employers get a better sense of what you can bring to the table. Showcasing these skills on your resume helps employers see your true potential, if you don't highlight them, they may miss what makes you stand out.

## Building a Strong Bullet

**Formula: Action Verb + Skill (Numbers)+ Task = Strong Bullet**

As often as you can, you want to show the impact of your action on the customer, team or organization.

## Skill Based Bullet

Answered phones and took messages

Utilized professional communication skills when answering approximately 150 incoming customer calls per shift, efficiently documenting messages and providing a positive client experience

## Action Verb

Each bullet on your resume should begin with a different action verb. Your resume is your first demonstration of your professional communication skills. Below are just a few examples of words to choose from:

| Leadership                                                                                                                                                                                                                                                                                                                                                                                                | Organization                                                                                                                                                                                                                                                                                                                                                     | Data                                                                                                                                                                                                                                                                            | Communication                                                                                                                                                                                                                                                                                                                                                                                                         | Customer Service                                                                                                                                                                                                                                                                                                       | Technical                                                                                                                                                                                                                                                                                                                   | Teaching                                                                                                                                                                                                                                                       | Research                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -Administered<br>-Appointed<br>-Assigned<br>-Authorized<br>-Consolidated<br>-Controlled<br>-Coordinated<br>-Delegated<br>-Directed<br>-Eliminated<br>-Enforced<br>-Gained<br>-Generated<br>-Influenced<br>-Instituted<br>-Involved<br>-Launched<br>-Managed<br>-Mentored<br>-Negotiated<br>-Organized<br>-Originated<br>-Planned<br>-Prioritized<br>-Proposed<br>-Restored<br>-Spearheaded<br>-Supervised | -Approved<br>-Arranged<br>-Cataloged<br>-Coded<br>-Complied<br>-Condensed<br>-Distributed<br>-Executed<br>-Filed<br>-Implemented<br>-Logged<br>-Monitored<br>-Obtained<br>-Operated<br>-Outlined<br>-Processed<br>-Provided<br>-Purchased<br>-Recorded<br>-Reserved<br>-Responded<br>-Reviewed<br>-Routed<br>-Scheduled<br>-Systemized<br>-Updated<br>-Validated | -Adjusted<br>-Allocated<br>-Appraised<br>-Assessed<br>-Audited<br>-Balanced<br>-Calculated<br>-Computed<br>-Conserved<br>-Corrected<br>-Estimated<br>-Forecasted<br>-Measured<br>-Programmed<br>-Projected<br>-Reconciled<br>-Reduced<br>-Researched<br>-Retrieved<br>-Utilized | -Addressed<br>-Arbitrated<br>-Articulated<br>-Collaborated<br>-Conveyed<br>-Composed<br>-Consulted<br>-Corresponded<br>-Debated<br>-Described<br>-Discussed<br>-Drafted<br>-Edited<br>-Formulated<br>-Influenced<br>-Interpreted<br>-Marketed<br>-Mediated<br>-Moderated<br>-Observed<br>-Participated<br>-Presented<br>-Publicized<br>-Purposed<br>-Referred<br>-Reported<br>-Solicited<br>-Suggested<br>-Summarized | -Adapted<br>-Advocated<br>-Aided<br>-Answered<br>-Arranged<br>-Assessed<br>-Assisted<br>-Coached<br>-Communicated<br>-Contributed<br>-Contacted<br>-Convinced<br>-Counseled<br>-Educated<br>-Encouraged<br>-Ensured<br>-Expedited<br>-Facilitated<br>-Familiarize<br>-Furthered<br>-Guided<br>-Intervened<br>-Listened | -Assembled<br>-Built<br>-Computed<br>-Constructed<br>-Converted<br>-Debugged<br>-Engineered<br>-Fabricated<br>-Fortified<br>-Installed<br>-Maintained<br>-Operated<br>-Persuaded<br>-Rectified<br>-Regulated<br>-Remodeled<br>-Repaired<br>-Replaced<br>-Restored<br>-Instilled<br>-Instructed<br>-Simulated<br>-Stimulated | -Adapted<br>-Advised<br>-Clarified<br>-Coached<br>-Crafted<br>-Created<br>-Critiqued<br>-Demonstrated<br>-Enabled<br>-Encouraged<br>-Evaluated<br>-Exhibited<br>-Explained<br>-Facilitated<br>-Focused<br>-Guided<br>-Individualized<br>-Informed<br>-Lectured | -Authored<br>-Collected<br>-Compared<br>-Conducted<br>-Critiqued<br>-Detected<br>-Diagnosed<br>-Evaluated<br>-Examined<br>-Experimented<br>-Extracted<br>-Gathered<br>-Identified<br>-Inspected<br>-Interpreted<br>-Invented<br>-Located<br>-Measured<br>-Solved<br>-Searched<br>-Tested |

## Skills

Take a moment to reflect on your experience, what skills have you gained along the way? Use this section as a checklist and mark the boxes for the skills you know you have. Then ask yourself: are these skills clearly shown on your resume? If not, you could be underselling yourself. Make sure the skills you're highlighting match what employers are looking for. Use tools like <https://www.onetonline.org/> to explore the most in-demand skills in your field. Be strategic about how often you highlight each skill on your resume, focus on showcasing it where the impact is strongest. For example, if you provided customer service to 20 people per shift in one job and 100 in another, emphasize the experience that demonstrates the greatest scale and effectiveness.

- |                                              |                                            |                                       |                                                   |                                             |
|----------------------------------------------|--------------------------------------------|---------------------------------------|---------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Active Listening    | <input type="checkbox"/> Customer Service  | <input type="checkbox"/> Fundraising  | <input type="checkbox"/> Persuasive               | <input type="checkbox"/> Scheduling         |
| <input type="checkbox"/> Adaptability        | <input type="checkbox"/> Creativity        | <input type="checkbox"/> Goal Setting | <input type="checkbox"/> Presenting               | <input type="checkbox"/> Self-starting      |
| <input type="checkbox"/> Analysis            | <input type="checkbox"/> Critical Thinking | <input type="checkbox"/> Innovation   | <input type="checkbox"/> Prioritizing             | <input type="checkbox"/> Strong work ethic  |
| <input type="checkbox"/> Attention to detail | <input type="checkbox"/> Delegation        | <input type="checkbox"/> Lead         | <input type="checkbox"/> Problem Solving          | <input type="checkbox"/> Supervise          |
| <input type="checkbox"/> Coaching            | <input type="checkbox"/> Design            | <input type="checkbox"/> Manage       | <input type="checkbox"/> Professionalism          | <input type="checkbox"/> Team work          |
| <input type="checkbox"/> Collaboration       | <input type="checkbox"/> Documentation     | <input type="checkbox"/> Motivate     | <input type="checkbox"/> Public Speaking          | <input type="checkbox"/> Time Management    |
| <input type="checkbox"/> Communication       | <input type="checkbox"/> Evaluate          | <input type="checkbox"/> Multi-task   | <input type="checkbox"/> Relationship Development | <input type="checkbox"/> Training           |
| <input type="checkbox"/> Consistency         | <input type="checkbox"/> Facilitate        | <input type="checkbox"/> Organization | <input type="checkbox"/> Research                 | <input type="checkbox"/> Work Independently |
| <input type="checkbox"/> Coordinating        | <input type="checkbox"/> Flexibility       | <input type="checkbox"/> Patience     | <input type="checkbox"/> Role Model               |                                             |

## Numbers/Results

To show your true level of skill, you'll want to insert physical numbers into your resume bullets. An employer wants to know how many, how often, or how much of an impact you have had. They do not expect you to always know the exact number, but you should be able to back up your estimate with an example.

Use ***Up to / On average / Approximately*** depending to best demonstrate the appropriate number.

### How Many

Ex: Customers, tables, presentations, accounts, files, products

### How Often

Ex: Hourly, daily, weekly, monthly, quarterly, annually, per shift

### How much

Ex: Percentage increased/decreased, money, inventory, volume

## Task

This part is up to you. What did you do or accomplish during the experience? Make a list below. If you are having a hard time thinking about what impact you had in that role, refer to the skills that you checked on the top of the sheet and then work backwards to brainstorm. What task did you do that let you develop that skill?

Experience 1 \_\_\_\_\_

1)

2)

3)

Experience 2 \_\_\_\_\_

1)

2)

3)

## Strong Bullet Example

### INDUSTRY EXPERIENCE

**Creative Link**, Akron, Ohio

**May 2025 – August 2025**

Social Media Intern

- Created weekly company update emails, reaching approximately 300 members of the staff and management team, announcing new client partnerships and community projects
- Integrated planning strategy and user research to create an interactive social media campaign, including Instagram, X, and LinkedIn, increasing customer web interaction by 20%