



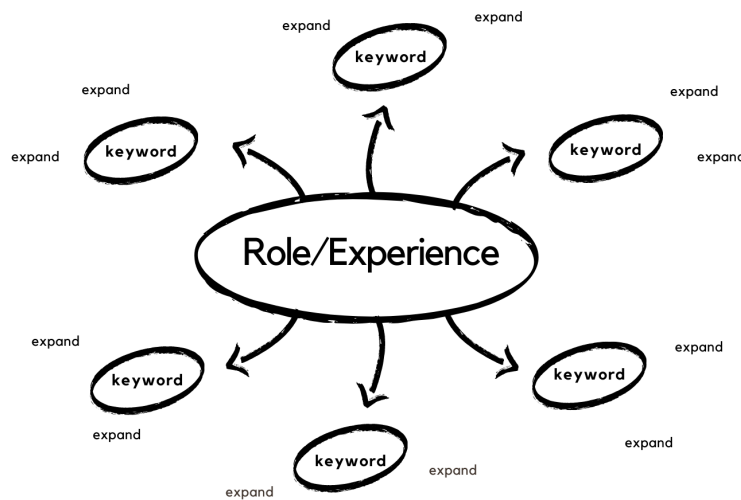
Bullet Guide with Mind Mapping

Building bullet points in your resume is the core of showing your skills and experiences on the document. You need to have a mix of achievement-based bullets and task-based bullets.

- **Task-based bullets** - these focus on your job duties, basically just listing what you did day-to-day. Not highlighting your skills or the results from the work you've done
- **Achievement-based bullets** - these focus on what you have accomplished at your job so far. What skills you have learned and the impact you made on the business "Performed X to do Y resulting in Z"

To help you get started in building your bullet points consider mind-mapping your different roles and experiences

How to Mind Map



1. Begin with writing your role or experience that you want to create bullets for in the middle of a piece of paper and draw a circle around it
2. What are some words that come to mind about that role/experience? What did you do in that role? What did you accomplish in that role?
3. Come up with 5-7 more words that come to mind when you think about that role and add those words in smaller circles off of the main circle of your role/experience
4. Finally, think of those 5-7 words individually that you identified, and think about any details you can related to those words. These could be numbers related to the task/achievement, the impact it had on the organization, action words or descriptions related to the word, the reasoning/meaning behind why/how the word relates back to the role, other people you worked with on that task/achievement, skills you used for the task, etc.



Questions to ask if you get stuck

What did you enjoy about x,y,z role?

What did you do in x,y,z role?

When you think about “the role or experience” what comes to mind?

You can use mind mapping to

- Brainstorm ideas on what to include in your resume bullet points
- Identify ways to expand roles mentioned in your pre-existing resume
- Come up with more creative ways to talk about your experiences and show your skills
- Develop a better mix of task-based and achievement-based bullet points

Now that you have mind mapped your roles use this formula to help you start creating bullets:

Action verb + what you did + additional descriptive information/results

Ex: Trained 6 new employees on effective customer service to increase customer sales by 5%

You can also formulate bullet points using:

Problem/Project (subject) → Action (verb) → Result (why?)

What problem were you seeking to address? What action did you take to address the problem?

What were the results of your action(s)?

Ex: **Negative customer feedback** → **Trained new employees on customer service** → **ensure company standards are met**

Trained 6 new employees on customer service due to negative customer reviews to ensure company standards were upheld in customer interactions

Once you have created your bullet points make sure...

1. Past roles have past tense verbs
2. Current roles use present tense verbs (Check out the [Present vs. Past Tense Verbs](#))
3. You use a variety of verbs to describe what you did in your various roles (check out the [Guide to Using Action Verb](#))
4. Your roles are in reverse chronological order (most current to furthest away)
5. Double check that you have a variety of task-based and achievement-based bullet points
6. Relevant roles should have 3-5 bullet points while other roles can have less depending on space left on the document
7. Bullet points are not a sentence
8. Check your resume against the [resume checklist](#) to make sure you have all the necessary components of a resume before you submit it to an employer
9. Bring your resume to [W.I.S.E hours at the Career & Life Design Center](#) to get additional help from a trained coach