BUILDING RESUME BULLET POINTS
using WHO Method

Columbus State University — Center for Career Design

What is the WHO Method?

The WHO Method is a framework used to create strong bullet points, also known as "value points." Most employers can look at job titles on your resume and accurately guess WHAT you did. What excites employers is to know HOW you completed the work and the OUTCOMES or results of that work. To develop bullet points using the WHO Method, choose a task from your experience then consider:

W = WHAT did you do (tasks/projects)

H = HOW did you do the work (skills, strategies, methods, tools, strategies)

O = OUTCOMES associated with the work (results, contribution, intention, scope)

WHAT List the Task/Project	HOW Insert the words "by" or "using" to help generate how	OUTCOME Insert the words "to" for help generating outcome(s)	COMPLETED BULLET POINT
Task/ Project: *Trained new hire*	**By or Using:** *Using leadership* *By role modeling* *Using collaboration*	**To:** *To ensure company standards are met*	• *Demonstrated leadership and team commitment by training over 20 new hires; used collaboration and role-modeling to ensure company standards were met*
Tour prospective students	*By communicating history and traditions*	*To promote CSU to over 200+ students per week*	• *Promote CSU by sharing history and traditions throughout tour to over 200 prospective students*
Meet weekly	*By offering regular contributions*	*To collaborate* *To offer regular contributions*	*-centered environment by regularly contributing in weekly meetings and assisting with training 10 new members each semester*

QUICK TIPS — Note the last example in the matrix: The HOW and OUTCOME are similar. This is common! The point is to discover the value of the experience. In this example, collaboration and regular contributions are identified as valuable attributes to be shared and leveraged.

QUICK TIPS — Another way to look at the WHO Method is WHAT showcases the hard skills specific to the discipline/industry (debugged software), and HOW showcases the soft skills (by collaborating with team members).