

# Create a Results-Focused Resume

## Don't Focus on Tasks

Remove all information that sounds like a job description from a job ad. For example:

- *Answered phones and provided customer support*
- *Responsible for troubleshooting customers IT problems*
- *Implemented new test procedures*
- *Tested water samples*

These statements might describe your daily duties, but they don't give evidence of your abilities, strengths, or value to employers.

## Do Focus on Accomplishments and RESULTS

- *Answered incoming calls (avg. 40/day) resolving students' IT questions*
- *Increased efficiency 50% by developing and instituting new test procedures using "XYZ" software*
- *Consolidated multiple ticketing systems, improving communication and ticket turnover rate by 7%*
- *Led a team of 4 to design and create an open source P2P control and collaboration system to improve current product functionality*
- *Tested water samples for microorganisms to ensure reliability of newly developed biogas distribution system*

Remember to make this relevant to what the employer needs in the job description. Meet the needs of the employer by **articulating results** you've created from past experience. Always start with strongest result that matches employer need

1. Identify the task
2. Identify skills to complete task
3. Identify impact of the task
4. Put it all together to build your bulleted resume result

## **From Tasks to Results**

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\* Adapted from The University of Illinois at Urbana-Champaign