

How to Write Skill Statements

An effective resume articulates your accomplishments, helping the employer to visualize how you would contribute to their team. By crafting skill statements, you show, rather than just tell, that you can apply your skills in real situations.

Follow these steps to make your own skill statements:



Task/accomplishment

First, identify what you accomplished or did well at work, school, volunteering, extracurricular activities, etc.

- >> For example: **dealt with questions from customers**



Action verb

Next, choose a verb that speaks to the skill you want to highlight. Refer to the [List of Action Verbs](#) for examples.

- >> For example: **responded to** questions from customers (highlights communication skills)



Process

After that, give more details on how you performed your task. Try to answer 2-3 'Who, What, When, Where, How?' questions.

- >> For example: Responded to questions **from over 30 customers per shift in a fast-paced environment.** (answers Who, When, Where?)
- >> Responded to questions **from over 30 customers per shift in a pleasant, professional and well-informed manner.** (answers Who, When, How?)



Result/purpose

Finally, share the result, outcome or purpose of your task.

To emphasize the **result**, use a comma followed by a verb ending in 'ing'.

- >> For example: Responded to over 30 customer questions per shift in a fast-paced environment, **ensuring positive shopping experience and increasing monthly sales.**

To emphasize the **purpose**, add "to" followed by a verb.

- >> For example: Responded to over 30 customer questions per shift in a fast-paced environment **to ensure positive shopping experience and increase monthly sales.**

Tips for skill statements:

- **Quantify** the statement where possible by adding metrics and measures.
 - >> For example: Increased internet presence by creating **55** new Instagram, Snapchat and blog posts, making up **15%** of the company's online content.
- **Qualify** the statement by using descriptive adjectives or adverbs.
 - >> For example: Demonstrated **exceptional** multitasking skills by managing a 10-line phone system and greeting all walk-in customers to ensure an **excellent** first impression.
- Make sure that if you are describing a prior experience, you write in the past tense.
- Do not use any personal pronouns such as I, my, we or our.

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