



## WRITING SKILL-BASED STATEMENTS

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RESUME & COVER LETTER RESOURCE

### HOW DO I WRITE SKILL-BASED STATEMENTS?

When writing skill-based statements it's important to illustrate what you were responsible for and highlight how you successfully fulfilled the responsibilities. Begin your skill-based statement with a strong action verb, followed by a description of the action you took (hint: your job description will have information to support this) and finally the outcome and/or impact of your action. This technique can help you stand out from the rest of the candidate pool, as it clearly communicates your skills and accomplishments to a potential employer.

Below you will find two activities you can complete to create skill-based statements.

#### Pre-work: Reflecting on Your Experience

Find a job posting you are interested in and highlight the skills that the employer is seeking on the left column. On the right column, list your relevant experiences. Your relevant experiences include volunteer, work, co-curricular experiences and more. You may find that one of your experiences is applicable to multiple skills the potential employer is seeking, and you may discover that you had more experiences than you thought!

WHAT IS THE EMPLOYER SEEKING? (Qualifications)	WHAT CAN I OFFER THE EMPLOYER? (Experiences)
Customer-oriented approach	Sales representative at a local boutique store Baker at a pastry and bakery store
Reporting	Customer service representative at a phone company
Time Management	Baker at a pastry and bakery store



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Based on these experiences, create skill-based statements that outline the following:

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## ACTION

Select a strong action verb.

## CONTEXT

Describe what you did it

## RESULT

Identify the impact you had or the outcome of your work

### Creating Your Skill-Based Statements

Processed **[action]** orders in a timely, efficient manner **[context]** to ensure high rates of customer satisfaction **[result]**

#### Example: Sales and Customer Service

Baked **[action]** products for the store daily, **[context]** ensuring quality met customer's expectations **[result]**. While baking is an action verb, depending on the role you may be applying for, it might be too specific or not transferable enough. Instead, consider how you might communicate your experience in a way that would be more relevant to a prospective role.

For example, if you want to highlight your strengths in customer experience, you might rewrite your skill-based statement as:

#### Example One: Customer-oriented approach

Upsold products **[action]** by engaging 200+ customers on the floor **[context]** and identifying their unique needs, exceeding sales goals by 60% **[result]**.

#### Example Two: Reporting

Created and prepared **[action]** 20 weekly and monthly status reports **[context]** to ensure clients consistently received timely and complete information **[result]**

#### Example Three: Time Management

Managed **[action]** switchboard with 10 incoming lines, effectively receiving and routing an average of 500 calls per day **[context]** which resulted in receiving the Representative of the Month Award **[result]**



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## Making Your Skill-based Statements

Your turn! Using this technique, create bullet points that relate to the job qualifications and industry needs.

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# ACTION VERBS

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## Communication & People Skills:

arranged  
boosted  
composed  
communicated  
developed  
delivered  
influenced  
interviewed  
managed  
moderated  
promoted  
recruited  
reinforced  
responded



## Detail & Organizational Skills:

administered  
arranged  
collected  
consolidated  
distributed  
implemented  
monitored  
operated  
prepared  
registered  
verified



## Leadership & Management Skills:

administered  
consolidated  
coordinated  
delivered  
executed  
generated  
implemented  
organized  
produced  
scheduled  
secured  
streamlined



## Research Skills:

analyzed  
determined  
examined  
identified  
interviewed  
investigated  
researched  
surveyed



## Academic & Research Skills:

counselled  
developed  
mentored  
organized  
updated



## Accounting, Data, & Financial Skills:

administered  
allocated  
assessed  
budgeted  
compiled  
generated  
measured  
prepared  
retrieved  
researched  
reported  
reviewed



## Helping Skills:

assisted  
arranged  
collaborated  
contributed  
counselled  
encouraged  
facilitated  
supported



## Technical Skills

advised  
developed  
operated  
programmed  
restored



## Creative Skills:

arranged  
composed  
conceptualized  
developed  
designed  
displayed  
fashioned  
illustrated  
introduced  
performed  
photographed



## Teaching Skills:

communicated  
critiqued  
encouraged  
evaluated  
facilitated  
instructed  
motivated  
supervised  
trained  
taught  
tutored



## Accomplishment Verbs for all Skill Sets:

awarded with  
completed  
improved  
increased