

Participant Guide

Federal Resume Writing Workshop



April 7, 2006



Welcome—Module 1

Why a *Federal Resume Writing Workshop*?

This 4-hour session will provide an overview of steps taken in preparing a federal resume for employment. Participants will gain skills through lecture, participant guide, and hands-on exercises.

Audience

The Federal Resume Writing Workshop is designed for all NPS employees who wish to properly complete a federal resume

Instructor

The course instructor is Elaine Poole, Training Officer for the Capital Training Center in Washington D.C.

Timing

The Federal Resume Writing Workshop takes four hours to complete. The program will be broadcast on April 7, 2006 from 12:00 pm until 4:00 pm ET.

How to Interact with the Instructor

If you were physically in the classroom with the instructor, you would raise your hand to let her/him know you had a question or comment. Then you would wait for the instructor to recognize you and ask for your question. We are all familiar with that "protocol" for asking questions or making comments.

With TELNPS courses there is also a "protocol" to follow to ensure that you can easily ask questions and others can participate as well. It may seem a little strange at first asking a question of a TV monitor. Remember, it is the instructor you are interacting with and not the monitor. As you ask more questions and participate in more TELNPS courses, you will soon be focusing only on the content of your question and not the equipment you are using to ask it.

As part of the TEL station equipment at your location, there are several push-to talk microphones. Depending on the number of students at your location, you may have one directly in front of you or you may be sharing one with other students at your table.

When you have a question, press and hold down the push-to-talk button, maintaining a distance of 12-18 inches, wait a second and then ask you question or make your comment. It would sound something like this:

Excuse me [instructor's first name], this is [your first name] at [your location]. I have a question (or I have a comment)."

Then release the push-to-talk button. This is important because until you release the button, you will not be able to hear the instructor.

The instructor will acknowledge you and then ask for your question or comment. Stating your name and location not only helps the instructor, but also helps other students who are participating at different locations to get to know their classmates.



Agenda

Module 1: Welcome

Lesson: Introduction

Lesson: Objectives

Module 2: What is a Federal Resume

Lesson: What is a Federal Resume?

Lesson: Benefits of a Federal Resume

Lesson: Example Federal Resumes

Module 3: Three Basic Types of Resumes

Lesson Three Basic Types of Resumes

Lesson: Chronological Resume

Lesson: Skills Resume

Lesson Combination Resume

Module 4: How to Compose a Resume

Lesson: Composing a Resume

Lesson: What Your Resume Must Contain

Lesson: Creating Good Resumes

Lesson: Include Buzzwords

BREAK

Module 5: Formatting Your Federal Resume

Lesson: Formatting Tips

Lesson: Other Things to Remember

Lesson: How a Federal Resume is Different

Lesson: Moving on with a New Resume

Module 6: What is a Cover Letter?

Lesson: What is a Cover Letter?

Lesson: Cover Letter Tips

Exercise

Module 7: Conducting a Job Search

Lesson: Official Job Site

Lesson: Getting Started

Module 8: Conclusion & Closing Remarks



Learning Objectives

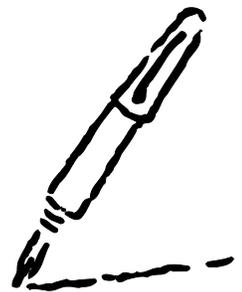
Course Goal

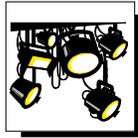
Objectives

After completing this program, participants will be able to:

- Properly complete a federal resume to improve effectiveness
- Write clear, brief, and complete descriptions of work experience
- Identify the three basic types of resumes
- Understand the benefits of a federal resume
- Understand the importance of a “Cover Letter”

Capture your notes here





Module 2: What is a Federal Resume?

A federal resume is a document for starting or advancing your government career. It is also a marketing piece, career summary, and personal presentation. It should be focused, well-written, and clearly organized. It is a professionally presented career package.

What are the Benefits of a Federal Resume?

Helps career changers--you can target the announcement with your relevant experience, education and skills on the first page

Provides a flexible format--you can use your favorite word-processing program to create a resume instead of filling out a form

The SF-171 was very time-consuming and asked for a ton of information that sometimes didn't apply to the job position

It looks great. The federal resume averages 3 to 5 pages, is easy to read, and looks attractive

It highlights your background

The federal resume can support unique experiences by giving you the opportunity to list and describe

It focuses the resume with a profile statement and is your introduction and the answer to the question, "Tell me about yourself."

It emphasizes accomplishments and results and highlights critical job-related information

The federal resume application package usually requires supplemental statements known as KSAs: Knowledge, Skills, and Abilities

Example Federal Resumes

Joe Friday
2500 Rolling Road
Baltimore, MD 21228
Home: (410) 555-1212 Office: (410) 844-1212

Job Title and Vacancy Announcement Number: TTC -XX- Law Enforcement Officer

Veteran's Preference: N/A
Federal Civilian Status: N/A
Country of Citizenship: U.S.A.

CERTIFICATIONS: Firefighter II, National Professional Qualifications Board

EDUCATION:

University of Maryland — Baltimore County, Baltimore, MD 21228
Degree: B.S. Degree, *magna cum laude*, May 1994
Academic: GPA: 3.85/4.0
Major: Emergency Health Services — Paramedic Track
Academic Honors: Fall 1992, Spring 1993, and Fall 1993
Honor Society Membership: Phi Kappa Phi
Calvert Hall College High School, Baltimore, MD 21286
College preparatory curriculum, received diploma, June 1989

TRAINING

Introduction to Criminal Justice

Essex Community College, Baltimore, MD, 21229, January — May 1995

COMPUTER SKILLS: Macintosh and PCS, Microsoft Windows, Microsoft Works, WordPerfect

EMPLOYMENT HISTORY:

Nordstrom

10400 Mill Run Circle, Owings Mills, MD 21117
From: 11/95 — To: Present
Salary: \$8.00/hour
Hours: 20-30/week
Supervisor: Christopher Troutman
Telephone: (410) 555-1212
Present employer may be contacted.
Position: Loss Prevention Specialist

Educate associates regarding external losses of merchandise. Ensure compliance with security procedures. Prevent external loss by using surveillance techniques, undercover operations, and physical deterrents. Provide a safe environment for both employees and

customers. Control internal loss by monitoring physical inventory and financial transactions.

Volunteer Experience:

Stevenson Volunteer Fire and Ambulance Company, 6/92 — 4/95
Stevenson, MD 21230, 15 — 20 hours per week
Supervisor: Roger E. Waters, Telephone (410) 555-8989

Volunteer Firefighter — Active volunteer in community, with the duty of providing quality medical care to the sick and injured, and preservation of life and property.

(Note: Don't forget to address the KSAs in Vacancy Announcement!)

TODD CHRISMER, RN

6321 First Street, Unit 10011-B
Washington, DC 20011
(D) 202-555-1212; (E) 202-555-1111
tchrimer@net.com

OBJECTIVE

RECRUITMENT NOTICE #: FDA-5-6754 POSITION APPLIED FOR: Consumer Safety Officer

PROFILE

SSN: 555-55-5555 · CITIZENSHIP: United States

Commissioned Corps Officer, filing as a Commissioned Corps Officer; and, therefore, filing non-competitively.

USPHS CORPS COMMISSIONED OFFICER, PENDING EMPLOYMENT
HIGHEST FEDERAL CIVILIAN GRADE: GS10, series 10 – 12/2000-Present
ELIGIBLE FOR REINSTATEMENT
LOWEST ACCEPTABLE GRADE: 10
CURRENT EMPLOYER MAY BE CONTACTED

Not eligible for Veterans Readjustment Appointment (VRA) or Veterans Equal Opportunities Appointment (VEOA). Not eligible for any provisions or excepted schedules.

HIGHLIGHTS OF QUALIFICATIONS

REGISTERED NURSE: PACU Experience • BLS & ACLS Certification

- ◆ Diligent, patient-focused professional with solid experience in providing care for a diverse patient population, including infants, adults, seniors, and those with chronic medical/surgical conditions.
 - ◆ Excels in addressing and improving patient emotional well-being and independence.
 - ◆ Willingly assumes additional responsibilities to maintain quality of care.
 - ◆ Holds a Bachelor in Nursing. Academic goals include the future pursuit of a Masters Degree.
-

PROFESSIONAL EXPERIENCE

REGISTERED NURSE

Capital Ambulatory Care Center

541 United Avenue; Washington, DC 20011

12/2000 – Present

40 hours per week

\$24.85 Hourly

Supervisor: Captain John McGivens, 202-555-0000, Permission to contact.

- ◆ Provide patient care in the same-day surgery and PACU unit.
- ◆ Take past and current medical histories/conditions to pre-admit adults and pediatric patients for elective surgery.
- ◆ Ensure there are no contraindications in regards to proposed surgery, before admitting patients into same-day surgery unit.
- ◆ Care for patients upon their return from the PACU, which includes monitoring vital signs to ensure medical stability before discharge.
- ◆ Determine if patients can tolerate liquids and solids, whether pain level is controlled, if discharge instructions are understood, if dressing site falls within normal limits, and that the patient meets all requirements related to the specific surgery according to KACC's SOP and physician orders.
- ◆ Ensure that PACU patients' pain and nausea are controlled, and at a minimum with IV and post-operative medications, before transfer to the same-day surgery unit.
- ◆ Monitor PACU patients' vital signs and EKG rhythms to ensure they are stable before discharge to the same-day surgery unit.

PROFESSIONAL EXPERIENCE *(Continued)*

STAFF NURSE/CHARGE NURSE 04/1999 – 11/2000
The Hill Nursing Center 16 hours per week
 1010 Federal Way; Washington, DC 20011 \$20.00 Hourly

Supervisor: Mary Rose, 202-555-1234, Permission to contact.

- ◆ Served a geriatric patient population of 30, functioning as caregiver and supervisor.
- ◆ Addressed residents' holistic healthcare needs, including taking measures to restore emotional and social well-being.
- ◆ Assisted residents in reaching therapeutic goals to avoid emotional or physical dependence.
- ◆ Held supervisory role, functioning as resource person for nursing support members that included CNAs, nutritionists, and social workers, among others.
- ◆ Coordinated and delegated care responsibilities.
- ◆ Performed glucose checks and blood draws; administered breathing treatments and medications.

STAFF NURSE 08/1998 – 02/1999
Towne Health Partners 40 hours per week
 222 Monument Drive; Washington, DC 20011 \$16.95 Hourly

Supervisor: Lynne Rawlings, 202-555-8888, Permission to contact.

- ◆ Cared for a patient population of six or more with acute and chronic medical/surgical conditions, including cardiac, thoracic, and renal disease.
- ◆ Assessed patient condition, including biophysical, psychological, and age-specific needs.
- ◆ Implemented nursing plan of care for assigned patients and evaluated patient status.
- ◆ Initiated and maintained IV therapy, administered medications, cared for ventilated-dependent patients, and performed peritoneal dialysis, among other duties.
- ◆ Served as resource person for nursing support members.

STAFF NURSE/CHARGE NURSE 02/1997 – 08/1998
Health and Rehabilitation Center of the East 40 hours per week
 918 Center Road; Washington, DC 20011 \$20.00 Hourly

Supervisor: Francine Cervantes, 202-555-6543, Permission to contact.

- ◆ Performed as Staff Nurse on the sub-acute and long-term care units.
- ◆ Oversaw care of long-term care unit's geriatric patients, including oral/GI tube medication administration, dressing changes, and noting changes in patients' medical/physical conditions, which were then reported to the physician.
- ◆ Assisted sub-acute unit patients towards self-care so they could be discharged.
- ◆ Worked closely with physical therapists, nutritionists, and other staff to reach patient goals.
- ◆ Completed glucose checks and administered breathing treatments, among other duties.
- ◆ Served as Charge Nurse in supervisor's absence.

EDUCATION

BACHELOR IN NURSING
University of the East
 555 Court Boulevard; Washington, DC, 20011; USA (06/1996)

PACU COURSE
Washington General Hospital
 711 Healthcare Court; Washington, DC, 20011; USA (01/1997)

DIPLOMA
District High School
 800 Constitution Drive; Washington, DC, 20011; USA (05/1990)

Federal Government Resume Sample

JULIE GARWOOD
123 Government Way
Federal, Virginia 33468

703-123-4567 (Day)
703-888-9876 (Evening)
E-mail: jgarwood@gmu.edu

Veteran's Preference: N/A

Federal Status: N/A

SOCIAL SECURITY 123-45-6789

ANNOUNCEMENT Economist, EC74339, GS 9-11

CITIZENSHIP United States

EDUCATION James Robinson Secondary School, Federal, Virginia 20987
Advanced Diploma, Graduated with honors, 1995

George Mason University, Fairfax, Virginia 22030
B.S. Economics, 1999, GPA 3.1

Have completed 24 graduate hours in Economics and Public Policy as an accepted student in the Ph.D. program.

EXPERIENCE

Teaching Assistant, Economics Department, George Mason University, Fairfax, Virginia, 22030, August 1, 1999 – present.
Supervisor: Dr. Larry Stats, (703)993-1111
15 hours/week, \$25/hour.

Assist faculty with the development and presentation of course curriculum for economics survey course. Tutor students individually, as needed, resulting in a 20 percent improvement in examination grades and reduced failure rate.

Research Assistant, Federal County Office of Comprehensive Planning, Federal, Virginia 33468, July 1, 1999 – present.
Supervisor: Dr. Jane Green, (709)765-8945
20 hours/week, \$18,000/year.

Research, analyze, and generate statistical data for commercial revitalization programs. Worked with a team to develop a countywide household survey identifying and defining declining commercial areas. Author weekly articles for business newsletter with distribution of 50,000. Conduct market research for new businesses considering relocation to the area. Received citation from the Board of Supervisors for outstanding contributions.

JULIE GARWOOD
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Data Entry Specialist, Federal County Office of Personnel, Federal, Virginia 33468, July 1, 1997 – June 30, 1999.

Supervisor: Linda Fuscia, (706)995-7934

20 hours/week, \$8.50-9.25/hour.

Entered and manipulated data in an innovative attempt to analyze 6,000 government performance evaluation results for merit pay increases. Process saved hundreds of hours of work for personnel analysts.

SKILLS

Proficient in Microsoft Word, Access, Excel, WordPerfect 7.0, Shazam, SPS, SPXX, VAX systems, UNIX, CoralDraw, PowerPoint, the Internet.

Bilingual: Proficient in Spanish and English

**LEADERSHIP
ACTIVITIES**

President and Founder, Association of College Entrepreneurs, 1997-1999

Vice President, Omicron Delta Epsilon, Economics Honor Society, 1998-1999

Treasurer, Economics Club, 1997-1999

Delegate, Organization of American States Model Assembly: Researched and proposed resolutions to highlight economic issues facing the Americas, 1997.

HONORS/AWARDS

Who's Who in American Universities and Colleges, 1999

Dean's List 1997-1999

TRAINING

Leadership Skills for a Global Society, Women's Leadership Conference, George Mason University, April, 1998.

PUBLICATIONS

Senior research paper: "The Entrepreneur in Economic Development," published in Economics Department annual conference program, 1999.

INTERESTS

Enjoy music and theater; perform in community theater productions as a member of the St. Mark's Players.

REFERENCES

Current supervisors may be contacted. Additional references and transcripts available upon request.

Woo Ho

Home: (82) 1-111-23426 ~ Mobile: (82) 1-333-12345
Work: (82) 3-444-44435 ~ support@resumecode.com

21-12 Chungpa-dong, # 121 ~ Burim-dong, Gwacheon ~ (ROK)

QUALIFICATIONS

Dynamic, skilled IT Specialist with proven success in managing multiple e-projects for the airline, retail, and insurance industries. Proven leadership capabilities in cutting IT maintenance costs, providing workable strategies, and building teams for maximum effectiveness. Technical expertise as an IBM Certified Solution Expert (ICSE) and as a Microsoft Certified System Engineer (MCSE).

PROFESSIONAL EXPERIENCE

RTC KOREA, Daejeon, Korea 1994 - Present

Client IT Architect, Airline Business Unit (1998-Present)

- Engineered IT strategy and cargo business for Korean Airlines; developed an IT master plan for Korean Airlines and Asiana Airlines during tenure as an Industry Consultant.
- Established internet presence for Korean Airlines through managing launch of e-ticketing, internet reservation, web terminal, and cyber education projects.
- Initiated Linux project on a mainframe system for Korean Airlines and Asiana Airlines.
- Designed unique IT architecture for the airline industry as part of the RTC Asia Pacific Team.
- Researched industry business / IT trends, providing IT strategies and goals.
- Selected to be the Labor Representative on the RTC Labor Management Committee.

Accomplishments

- ✓ Spearheaded a 10-year, \$280 million Korean Air Network outsourcing contract by leading the RTC outsourcing team with industry specialty and IT architecture.
- ✓ Reduced IT maintenance costs by reengineering old legacy systems, providing product expertise for British Airways and Japan Airlines.

Advisory IT Specialist, e-business Solution Center (1994-1997)

- Performed e-business transformation strategy planning for numerous industries, including electronics, insurance, communications, transportation, retail, and logistics.
- Tested and developed internet shopping mall solutions with the RTC Toronto Lab.
- Worked on the first internet payment gateway system for the communication industry at RTC.

Accomplishments

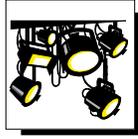
- ✓ Designed internet sales solutions for numerous Korean retail establishments and internet insurance solutions for several Korean insurance firms.
- ✓ Led e-procurement and e-marketplace projects for heavy industry.

EDUCATION

KOREA UNIVERSITY, Seoul, Korea

Bachelor of Arts in Sociology, 1994

~ Recipient, Academic Excellence Scholarship; President, Korea University Academic Society



Module 3: Three Basic Types of Resumes

- Chronological Resume
 - Skills Resume
 - Combination Resume
-

Chronological Resume

The chronological resume is used primarily for federal jobs. Most resumes use the chronological format. Your most recent experience is listed first, followed by each previous job

Advantage: simplest and quickest resume style to write

- Good style to use if you have a good work history in jobs similar to those you want now

Disadvantage: A chronological resume may display your weaknesses

- It will quickly show an employer things like gaps in employment, frequent job changes, lack of work experience related to your job objective, recent graduation, etc

The following page has an example of a chronological resume.

Example Chronological Resume

EMILY K. BROWNING

1234 Harbor View Lane

Jacksonville, FL 32224

Telephone: 904-998-7736

Cell: 904-223-6654

e-mail:eko@yahoo.com

Social Security Number: 000-00-0000 Citizenship: U.S.

Veterans' Preference: None

Vacancy Announcement Number: SA-02-11CVA

CAREER OBJECTIVE

Natural Resource Specialist; GS-0401-09

PROFILE

Natural Resource Specialist with 24 years of extensive Bureau of Land Management ecosystem-based management experience. Experience in successful resolution of multiple-use conflicts involving wildlife, forest, and botanical resources. Excellent communication, supervision, and negotiation skills. Strong skills in coordinating interagency partnerships and interdisciplinary team efforts.

EMPLOYMENT HISTORY

Natural Resource Specialist, GS-0401-09 (40 hrs/wk) July 1997 – Present

Bureau of Land Management

4610 3rd St., Tillamook, OR 97141

Supervisor: Tom Jones, 555-555-5555; may be contacted

As a Natural Resource Specialist, completed difficult and innovative assignments.....

Wildlife Biologist, GS-0486-09 (40 hrs/wk) August
1996 - June 1997

Bureau of Land Management

P.O. Box 550, Princeville, OR 97754

Supervisor: Dan Tippy, 541-416-6700; may be contacted

As a Wildlife Biologist, practiced ecosystem-based management in a self-directed work team atmosphere. Coordinator of interagency wildlife agency projects.....

Wildlife Biologist, GS-0486-07 (40 hrs/wk) July 1993
- July 1966

Bureau of Land Management

P.O. Box 252, Lakeview, OR 97630

Supervisor: Robert Lund, 541-947-2177; may be contacted

Lead biologist for award-winning study of water-bird inventory at Abert Lake Area of Critical Environmental Concern. Coordinator for BLM interests.....

Example Skills Resume

JAMES ETHAN SMITH

486 Longview Drive, Apt #3

Roswell, GA 30075

Telephone: 770-362-7254

Cell: 770-665-8876

e-mail:jaethans@aol.com

Social Security Number: 123-45-6789 Citizenship: U.S.

Veterans' Preference: None

Vacancy Announcement Number: VA-006-235

CAREER OBJECTIVE

Seeking a position as a graphics designer and webmaster

PROFILE

Experienced in using Quark, PageMaker, Illustrator, Photoshop, and Computer-to-Plate process. Provide consulting skills to several companies

WORK ACCOMPLISHMENTS

- **Designed websites and established hosts** for six small companies and one medium-size business
- **Managed design projects** for real estate company
- **Developed database** for residential and commercial properties, resulting 100 percent access within seconds to current listed properties.
- **Designed Annual Reports** for three small companies.

- **Developed and designed sales catalog** for small retail sales company resulting in initial sales from eight percent of catalogs mailed.

AWARDS

- **Runner-up in cover design** for sales catalog.

SPECIAL TRAINING

- University of North Florida: Completed six courses in computer graphics, design and illustration.
- Completed workshops and seminars on using Quark, PageMaker, Adobe Illustrator and Photoshop.

Combination Resume

A combination resume includes elements of both the chronological and skills formats

- Good type of resume to use if you have a reasonably good work history, but want the advantages that a skills resume has
- For example, you may want to emphasize your most important responsibilities.
- Explain the seven points one should adhere to when preparing a federal resume.

Example Combination Resume

JAMES ETHAN SMITH
486 Longview Drive, Apt #3
Roswell, GA 30075
Telephone: 770-362-7254
Cell: 770-665-8876
e-mail:jaethans@aol.com

CAREER OBJECTIVE:

Position as graphics designer and webmaster.

WORK ACCOMPLISHMENTS:

November 2001 to Present

Williamson Realty Company, Atlanta, Georgia: Manage design projects for real estate company. **Responsible for developing database** for all residential and commercial properties.....

January 2000 to October 2001

Daniel Day Designs, Roswell, Georgia: Designed websites and established hosts for several businesses.....

SKILLS AND ABILITIES:

Collaborate with a diverse workforce...providing consulting skills

Experienced in using Quark, PageMaker, Adobe Illustrator and Photoshop

Experienced in Pre-press tasks and Computer-to-Place process

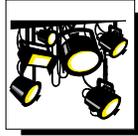
AWARDS:

Runner-up in cover design for sales catalog

SPECIAL TRAINING:

University of North Florida: Completed six courses in computer graphics, design and illustration

Completed workshops and seminars to improve techniques in using Quark, PageMaker, Adobe Illustrator and Photoshop



Module 4: How to Compose a Resume

Composing a Resume

A **federal resume** is the best thing that has happened to the federal employment in years. Finally, you can write and submit a **resume** for a federal job instead of completing a “life history” form, known as the Standard Form 171 (SF-171). By writing a **federal resume**, you will be highlighting your qualifications.

Whether you are seeking a promotion or trying to change to a new series, you can write a federal job application (resume) that provides a great first impression and organizes your qualifications in the most marketable way.

Your resume has to sell you in short order. You may have all the requirements for a particular position, however; your resume is a failure if the employer does not instantly see that you “have what it takes.” The first hurdle your resume has to pass—whether it ends up in the “consider file” or the “reject file”—may take less than thirty seconds.

The most effective resumes are clearly focused on a specific job title and address the employer’s stated requirements for the position. The more you know about the duties and skills required for the job—and organize your resume around these points—the more effective the resume.

You will need information to write a good resume. Not just information about jobs you’ve held in the past but also information to select the most relevant accomplishments, skills and experience for **THIS** position. The more you know about the employer and the position, the more you can tailor your resume to fit the job.

Start with these basics:

- Obtain a copy of the vacancy announcement
- Read and highlight the skills and knowledge required
- Research the agency/bureau
- Contact information: List at the top of the resume
- Objective: Provides reviewer an immediate sense of who you are
- Experience: List chronologically, with your most recent job
- **Emphasize** your most important responsibilities
- **Use active voice.** Strong sentences are those in which a subject performs action (active voice) as opposed to an action being performed on the subject (passive voice). "I planned an event", creates a stronger impression than event was planned by me.
- **Quantify** your achievements with percentages and numbers (i.e., increased enrollment 20 percent" and "supervised three-person staff."
- Use descriptions to highlight your sense of initiative
- Include **memberships** in professional organizations
- Education: List most recent education first and work backward. indicate your degree, major, minor, dates of attendance and the school's name and location.
- **Be concise.** One to one and a half pages is sufficient.
- Choose fonts that are easy to read, clean and consistent
- Choose a high quality paper
- Print resume on a laser printer
- **Read, edit and re-read** your resume to make sure it is well written, clear, and typo-free. Ask a friend to proof your resume

What Your Resume Must Contain

Tip:

Use short sentences

Job Information (announcement number, title, grade(s) of the job you are applying for)

Personal Information (name, SSN, veteran status, current grade)

Education (high school, college transcript)

Work Experience (paid and unpaid work)

Other Qualifications

You must have these items

If your resume or application does not provide all the information requested in the job vacancy and in the OPM flyer, OF-510, you may lose consideration for a job. Ensure that you include:

Announcement number, title, and grade of job applying for

Social Security Number

Country or Citizenship

Veteran's Preference

Federal Civilian Preference

High School (yes, this is required, even with higher degrees) and zip codes (if known)

Zip codes for educational institutions and employers (for verifying purposes)

Supervisor's name and telephone

Yes or No - contact can (or cannot) be made with this supervisor (an important reference, if possible)

Address, phone numbers, and supervisors' name for other employers

Salaries and number of hours worked in all positions

Employment history and all of the other information that is important for the last 10 years

Creating Good Resumes

Describing your career objective

When describing your objective, you must be able to provide this in a clear and concise manner. Be sure that the objective is appropriate for the position you are applying for.

What should you include in your objective: Describe the level and type of position you are seeking, the kind of environment in which you hope to work, and the skills you want to use. You must be as specific as possible. On your resume, remember to document the skills you

mention in your objective. Provide examples of how you have used each skill.

When writing a career objective statement avoid using terms such "opportunity for advancement," "a challenging position," "position dealing with people," "a progressive department," "a position that requires creativity," ...Your aim is to emphasize what you can do for the employer, not what you want from the employer in terms of opportunities or conditions of employment.

Stating Your General Objective

I would like a job where I can use my ability to.....which will result in

The objective in this statement is both skill and an outcome, for example:

I would like a job where my experience in program development, supported by innovative decision-making and systems engineering abilities, will result in an expanded clientele and a more profitable organization.

At a second level you may wish to rewrite this objective in order to target it at various consulting firms. For example, on your resume it becomes:

Job-Targeted Objective

An increasingly responsible research position in consulting, where proved decision-making and system engineering abilities will be used for improving organizational productivity.

The following are examples of weak and strong objective statements.

Weak Objectives

Management position while will use business administration degree and will provide opportunities for rapid advancement.

A position I social services which will allow me to work with people in a helping capacity.

A position in Personnel Administration with a progressive firm.

Sales Representative with opportunity for advancement.

Strong Objectives

To use computer science training in software development for designing and implementing operating systems.

Include Buzzwords

BUZZVERBS

ADMINISTRATION

administer

engage

furnish

insure

justify

process

procure

purchase

receive

reclaim

reject

requisition

secure

ship

store

supply

AUDITING

analyze

assemble

assist

change

compare

conclude

COMMUNICATION

contact

critique

declare

display

inform

interpret

issue

speak

testify

write

DECISION MAKING

accept

approve

authorize

consider

decide

render

require

solve

terminate

test

evaluate
guide recommend
report
review

CHANGE

activate
compare
create
design
establish
improve
make
modify
stimulate
upgrade

MANAGEMENT

adjudicate
analyze
anticipate
approve
change
direct
establish
evaluate
execute
manage
meet
organize
plan

EXTERNAL ACTIVITY

cooperate
coordinate
negotiate
publicize
represent
strengthen

HELPING

arrange
assist
contribute
counsel
give
initiate
solve

RESEARCH/DEVELOPMENT

analyze
compile
define
determine
evaluate
identify
investigate
prepare
propose
recommend
research
review
submit

PERSONNEL

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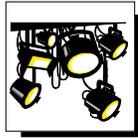
meet

participate

report

request

supervise



Module 5: Formatting Your Federal Resume

Here are the main points to consider as you design and format your resume:

Type Font and Size

The most popular resume type fonts are **Times New Roman** and **Arial**. Whatever you start out with, you should create your entire package in the same type font.

Text should be in **11-point** type. Use **10-point** only if you are trying to tighten up the copy and allow nice page breaks. Section headings can be in **12 - or 13-point type**. Your name can be in **bold 14- to 18-point type**, in all caps, uppercase and lowercase letters, or small caps.

Be consistent with you resume headings and sections. Your major resume section headings should be in **bold all caps or bold uppercase and lower case letters**.

BOLD CAPS stand out more than bold upper- and lowercase letters.

Employers, Job Titles, College Names, and Degrees

Use a different **type style** for each...employers' name; job titles; college names, and degrees.

Margins and Tabs

Margins should be from 1 to 1.25 inches throughout. If necessary both margins can be reduced to 1 inch.

Tabs setting should be consistent through the document. **Two or three** tab are acceptable. The resume will appear to be disorganized with more than three.

Headers, Footers, and Page Numbers

Your final document should look like one package. A header or footer can be added on the second and following pages of your resume. The information can be added on one line or two lines.

Include page numbers on every page except page 1. Page numbers can be 'centered' or 'right' flushed.

Line Breaks and Page Breaks

Be careful not to leave a **single** word on a line by itself. Consolidate two lines if possible. Change page margins to expand the line length, etc.

Length of Federal Resume

Your Federal resume will average **two to five** pages.

Grammar, Consistency, and Proofreading

Avoid Mixing Verb Tenses - separate the present tense from the past tense...list current responsibilities first; then list the past responsibilities.

Proofreading - use your spellchecker; get the assistance of a friend/co-worker that you trust; complete package early to get feedback in time to make corrections.

Resume Paper

Use a good-quality paper that is 100 percent recycled or 25 percent cotton bond. A light ivory or bright white makes the best presentation. The best styles of paper are called linen, wove, laid, etc.

Use envelopes measuring 9 x 12 inches so that you don't have to fold the contents. Type or neatly print the vacancy announcement at the bottom-left corner of the envelope so that your document can be delivered properly.

Packaging Your Application

The order:

- ❖ Cover letter
- ❖ Resume
- ❖ KSAs
- ❖ Last supervisor's evaluation
- ❖ SF-50, DD-214, Form 15, and other required/requested forms
- ❖ List of courses/training

More Formatting Tips

Did you use bullets, bold, italics and underlining to highlight key strengths?

If you know your resume will be scanned, did you omit columns, italics and underlining?

Is information listed in order of importance and relevance to the position?

Does your objective (if used) state clearly the functional areas in which you see employment?

Do most phrases begin with action verbs such as "developed", "initiated", etc.?

If you were the employer, would you call for an interview?

Is a cover letter included?

Are all documents required by the announcement included? Neatly type the envelope and include the vacancy number on the outside.

All documents are unfolded in the envelope and are not stapled.

Save application on your hard drive and/or disk.

Proofread all documents several times...also have someone else proofread

Other Things to Remember

1. What is a resume?
2. What's a resume about?
3. What's the fastest way to improve a resume?
4. What's the commonest mistake made by resume writers?
5. What's the first step in writing a resume?
6. How far back should you go to your work history?
7. Don't include "hobbies" on a resume.
8. Don't include ethnic or religious affiliation.
9. Employers hate parchment paper and pretentious brochure-folded resume "presentations."
10. Don't fold a laser-printed resume right along a line of text.
11. Don't mystify the reader about your sex.
12. What if you don't have any experience in the kind of work you want to do?
13. What if you have gaps in your work experience?
14. What if you worked for only one employer for 20 or 30 years?
15. What if you have a fragmented, scrambled-up work history?
16. Students can make their resume look neater by listing seasonal jobs.
17. What if your job title doesn't reflect your actual level of responsibility?
18. Is your degree from a different country?
19. What if you don't quite have a degree or credentials yet?
20. What if you have several different job objectives?
21. If you're over 40 or 50 or 60 and want to avoid age discrimination.
22. What style resume to use (chronological or functional)?
23. Want to impress an employer?
24. What if you never had any "real" paid mainstream jobs--just self-employment or odd jobs?

Checklist for Your Federal Resume

Use this checklist to ensure that your resume is complete:

- Is the resume pleasing to the eye – easy-to-read, good layout?
- Did you use bullets, **bold**, *italics* and underlining to highlight key strengths?
- If you know your resume will be scanned, did you omit columns, italics and underlining?
- Is information listed in order of importance and relevance to the position?
- Is your name, address, city, state, zip code and telephone number(s), e-mail at the top of each page?
- Does your objective (if used) state clearly the functional areas in which you seek employment and the level of the job you want?
- Does the resume avoid generalities and focus on specific information about experience, projects, products, etc?
- Did you check the spelling of every word and make sure the grammar and punctuation are correct? Also, did you have an objective friend, co-worker read your resume?
- Do most phrases begin with action verbs such as “developed,” “initiated,” etc.?
- Have you been truthful about your accomplishments?
- If you were the employer, would you call you for an interview?
- Have you included a ‘**Cover Letter**’?



Workbook Exercise

1. What's the fastest way to improve a resume?
2. What are the most common mistakes made by resume writers?
3. What's the first step in writing a resume?
4. How far back should you go in your work history?

Capture your notes here

Handwriting practice area consisting of 18 horizontal lines. A drawing of a pen is positioned to the right of the first three lines.



Module 6: What is a Cover Letter?

Cover Letter Checklist

Use this checklist to ensure that your cover letter is complete:

- One page only and limited to **three** targeted paragraphs
-
- Type-written or word processor, with spell check and proofing
-
- Written to someone specific, with the name and title spelled correctly
-
- Agency name and address are correct and complete
-
- Quality bond paper, 8 x 11 inches, ideally the same as your resume
-
- **Three** focused paragraphs (focused on the reader's needs, **not** yours)
-
- Closes with "Sincerely," ...anything else can be too chummy
- Signed with a blue or black pen
-
- Place the resume behind and fold in a tri-fold, no staples
-
- Type address on envelope
-
- Seal the envelope
-
- Conservative stamp on the envelope
-
- **Final** step: do not forget to follow up, or all the other steps will be in vain!
-

Example Cover Letters

Legal Assistant (OA), GS-986-5

DEBRA JASPER

3256 Roxborough Ave., Philadelphia, PA 33762, (727) 572-9054,
debrajasper696@hotmail.com

March 24, 2006

U.S. Attorney's Office

615 Chestnut Street, Suite 1250

Philadelphia, PA 19106

Attention: Chris Atkinson, Human Resources Specialist

Dear Mr. Atkinson::

Please find enclosed my resume for the position of **Legal Assistant (OA), GS-986-5, Announcement Number 03-EDPA-06.**

My relevant qualifications include the following:

- Currently enrolled at St. Petersburg College in the Legal Assistant program studying Legal Research, Lexis/Nexus, Editing, and Document Management. I will graduate from this two-year program in May 2006.
- Computer skills include: Microsoft Office 2003; MS Windows NT, 2000, and MS Outlook; system back-ups and file-management practices.

- Typing skills of 12,000 ksph in Ten Key Data Entry; keyboard speed of 35 wpm and 9,500 ksph in Alphanumeric Data Entry.

I would be an asset to your organization because:

- I am a quick learner and eager to learn more about the law, especially in a government agency. I would like new opportunities to use my current knowledge and expand my knowledge of the law.
- I am available to meet with you to discuss your objectives and my background. You can contact me at the telephone number listed above, or e-mail address..

Thank you for your time and consideration. I look forward to your response.

Sincerely,

Debra Jasper

Enclosures

Program Specialist, GS-343-12/13

MARISUE M. SWEETWATER

776 Horizon Terrace, Lincoln, NE 67798, 555-555-5555,
mmsweetwater@hotmail.com

April 24, 2006

Federal Emergency Management Agency

500 C Street, SW, Room 1125

Washington, DC 20909

Attention: Florence Smithson

Dear Ms. Smithson:

I am submitting this application for the position as a program specialist advertised in your announcement, FEMA-98-48326-MAJ. This announcement indicated that several positions will be filled in the GS-11-12-13 range. I would appreciate your consideration and believe that my education and experience make me qualified at the highest level.

This packet contains all information requested in the position announcement. I have included a complete Federal resume as requested in the announcement. Allow me to elaborate upon the knowledge, skills, and abilities identified there.

My knowledge of Federal, state, and local government operations has developed through both my education (a political science minor) and seven years of progressively responsible work for state and Federal agencies with interwoven responsibilities.

My ability to conduct research and develop reports is reflected in both a senior thesis, "The Legacy of Failure in Educational Policy," and in reports prepared in junior positions at the Department of Housing and Urban Development. One of these was cited by my current supervisor in proposing me for the Secretary's Award, which I won this year.

Recent responsibilities have included service on an interagency task force that required evaluation of national security contingency plans. Members of the working group included representatives of state and local governments. My college studies included courses in American history, constitutional politics and law, and American politics (including a section on national security policy).

Thank you for your consideration, and I am eager to provide any additional information that you might need to evaluate this application.

Sincerely,

Marisue M. Sweetwater

Technical Support Specialist – Customer Support, GS-2210-7/12

ROBERT L. WALKER

8916 Datapoint, St. Paul, MN 78229, (651) 777-7777,
Robert_walker111@yahoo.com

March 30, 2006

USDA, Marketing and Regulatory Programs (MRP)
Human Resources-Staffing
100 N. 6th Street, Suite 510C
Minneapolis, MN 55403-1588
Attention: Lisa Heath

Dear Ms. Heath:

Please find enclosed my resume for the position of **Information Technology Specialist-Customer Support, GS-2210-07/12, Announcement Number: 2462-2006-0017**

My relevant qualifications include the following:

- I am an analytical, bilingual, creative, results-oriented professional with extensive desktop, hardware, and application support experience. Experiences include systems maintenance, management, and customer-oriented support; excellent communication skills with both technical and end-user communities; and extensive PC component installation, configuration, and troubleshooting skills.
- I have had the opportunity to work on a number of computer-related projects. I have been a part of several successful projects

ranging from USAA to the University Health Systems, and most recently Brooks Army Medical Center. I have had excellent exposure to a variety of operating systems, hardware, and network connections..

I would be an asset to your organization because:

- I have attained a high level of knowledge and expertise while working on past projects with cross-cultural teams and customers.
- I have six years of past work-related experience, providing level I and II support in a large-organization enterprise environment.

Thank you for your time and consideration. I look forward to your response.

Sincerely,

Robert L. Walker

Enclosures



Module 7: Conducting a Job Search

USAJOBS web site: <http://www.usajobs.com>

National Park Service
U.S. Department of the Interior

Official Job Site of the U.S. Government- USAJOBS



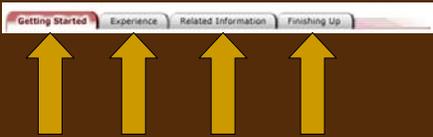
- <http://www.usajobs.com>
- USAJOBS is provided at no cost
- Offers information on **21,183** U.S. government job opportunities worldwide

USAJOBS Resume Builder web site:
<http://www.usajobs.com/firsttimers.asp>

National Park Service
U.S. Department of the Interior

USAJOBS

- USAJOBS has an official Resume Builder
- <http://www.usajobs.com/firsttimers.asp>
- The new resume builder has changed from a 16 page to a **4-tab process...let's take a look**



The following **websites** can be used as **guiding** tools to complete: Federal Resumes, KSA Writing, and Interview Techniques:

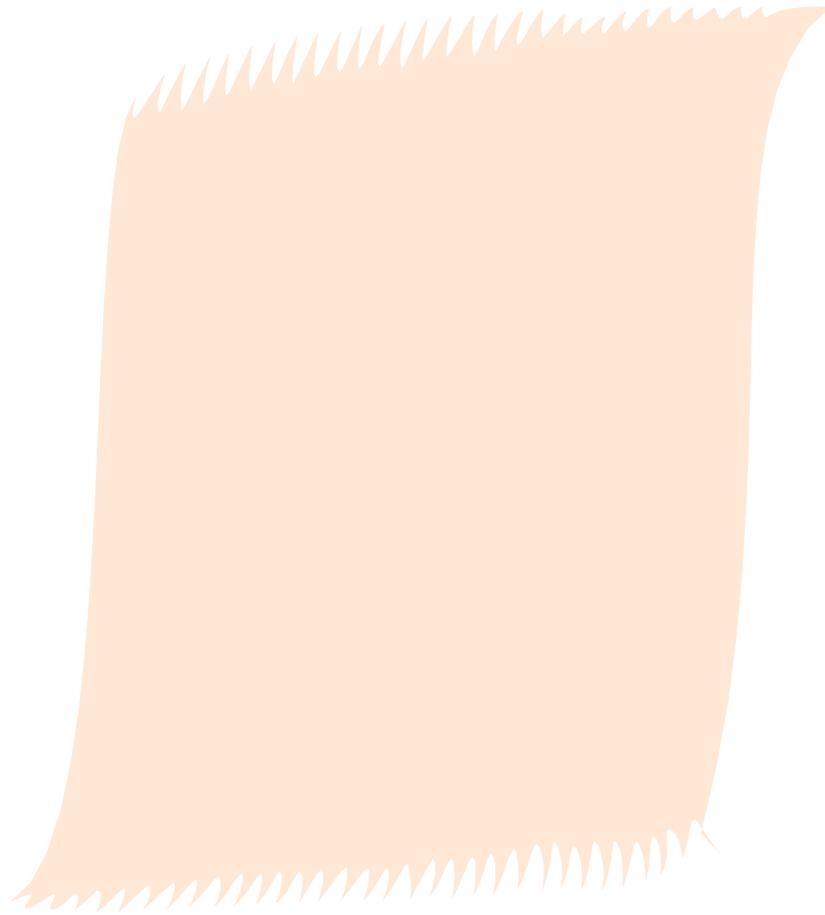
- <http://www.resumeedge.com/promp/samples.shtm#federal>
- http://www.sec.gov/jobs/jobs_resumesres.shtml
- <http://careers.gmu.edu/students/jobhunt/resumepdf/federalresume/pdf>
- <http://www.resumemonster.com>
- <http://www.amazon.com>
- <http://www.ksadoctor.com>
- <http://www.careerjournal.com/>
- <http://www.jobbankusa.com/resumewrite>

Other references: These can be purchased or checked out from the CATC Career Resources Center

- Common Mistakes People Make in Interviews (CD/Book)
- Federal Resume Guidebook
- Interviewing for a Job (video)
- 101 Best Resumes to Sell Yourself (book)
- 101 Toughest Interview Questions...to Answers That Win the Job (book)
- The Complete Guide to Writing a Federal Resume (book)
- The Complete Job (video)

Contact information for Elaine Poole: Elaine_Poole@nps.gov

Decorate Your House - - Not Your Resume

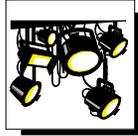


“A good resume is clean, concise and consistent. On this, recruiters are quite insistent. To not follow these guidelines is a sin, Which could land my resume in the recycle bin.”



If a man is called to be a street sweeper, he should sweep streets even as Michelangelo painted, or Beethoven composed music, or Shakespeare wrote poetry. He should sweep streets so well that all the hosts of heaven and earth will pause to say, here lived a great street sweeper who did his job well.”

- Martin Luther King



Module 8: Conclusion & Closing Remarks

National Park Service
U.S. Department of the Interior 

To Receive Credit for This Course

- **PRINT your name on the attendance roster**
- **UPON RECEIPT OF E-MAIL NOTIFICATION, complete the evaluation at <http://mylearning.nps.gov>**