

Resume Bootcamp

RESUME



Housekeeping



Learn More

Check out the Resources tab for additional information and resources specific to this session.

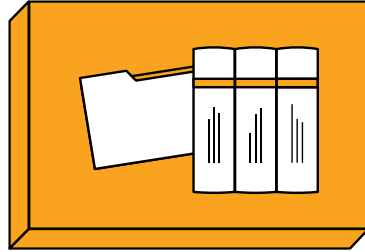


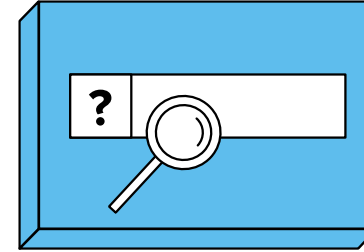
Exhibit Hall

Head to the Exhibit Hall in the main environment to view all of our booths and download resources.



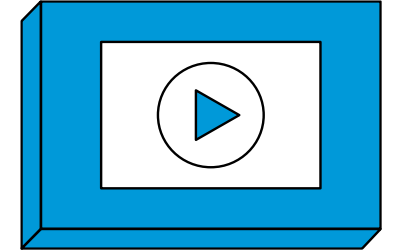
Networking

Connect with your fellow govies in the Lobby chat in the main environment.



Get Answers

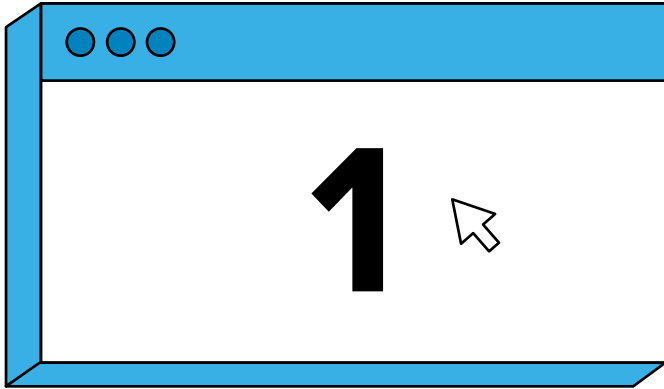
Submit your questions using the Q&A or Chat tab at the bottom of your console. The Q&A tab is also where you can submit technical questions.



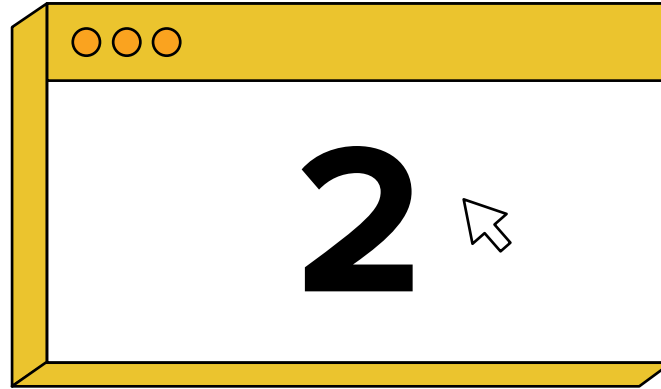
On-Demand

We will email a link to the on-demand version tomorrow. Email us at nextgen@govloop.com if you have any questions.

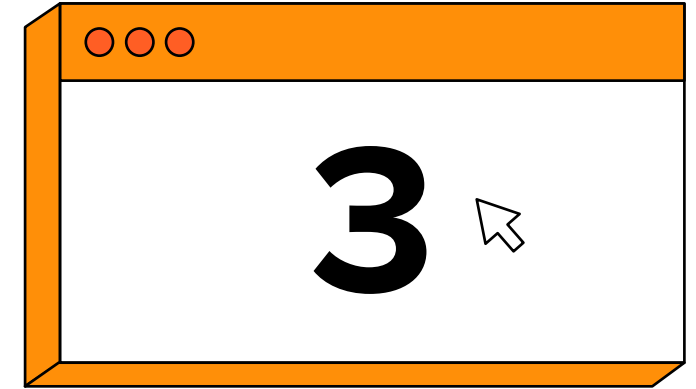
CPE Info



Attend this live online training for the full duration



Take the polls throughout the live training. These will appear as a pop-out window on your screen. Click your response and hit submit.



Complete the evaluation: It can be found in the resource module on this training and in the Resource Center in the main environment.



Kathryn Troutman

President and Founder
Resume Place, LLC

WRITING THE 2-PAGE FEDERAL RESUME

May 20, 2026

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nextgen | govloop

Kathryn Troutman
President and Founder
Resume Place, LLC

BREAKOUT SPEAKER
Resume Bootcamp



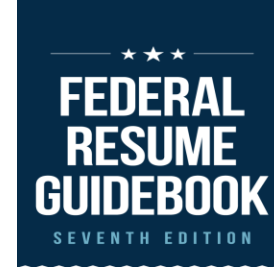
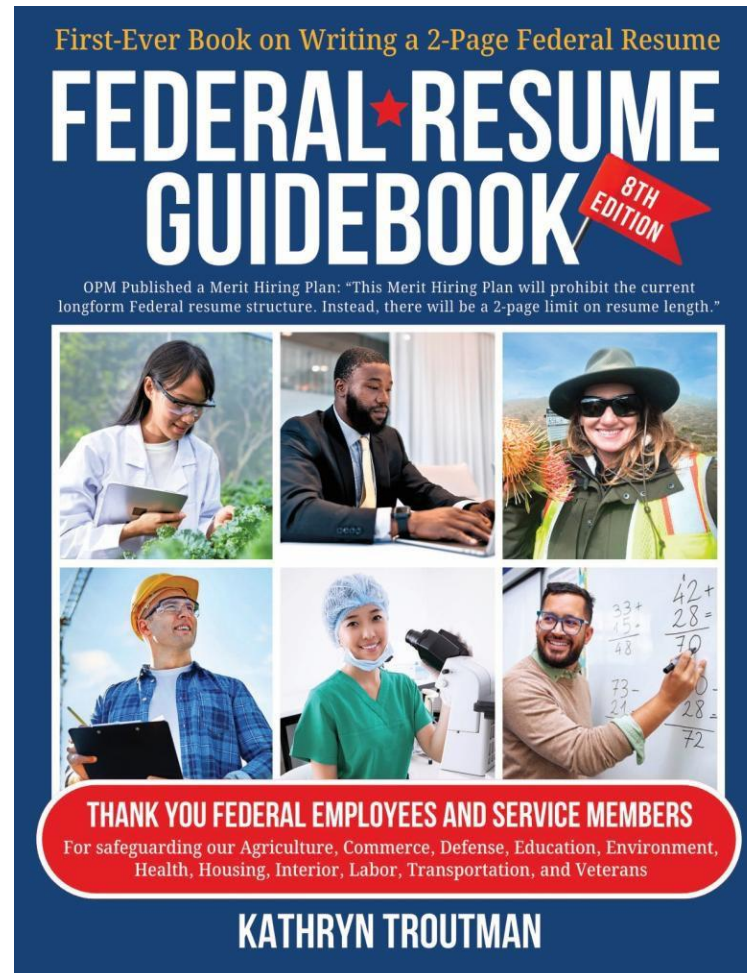
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FEDERAL RESUME GUIDEBOOK

SEVENTH EDITION



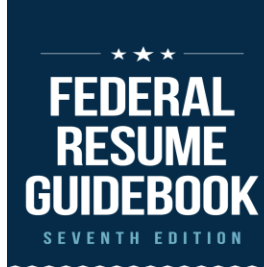
STRATEGY 01 Write Your Federal Resume Outline Format



Kathryn Troutman, Instructor, Author

Samples in the book are in this presentation from the *Federal Resume Guidebook, 8th Edition*





CAREERS / REFERENCE \$21.95

First-Ever Book on Writing the 2-Page Federal Resume

FEDERAL RESUME GUIDEBOOK

8TH EDITION

16 2-PAGE FEDERAL RESUME SAMPLES

PART 1 – 6 SUCCESSFUL STRATEGIES FOR WRITING THE 2-PAGE FEDERAL RESUME – 9 SAMPLE RESUMES

Strategy 1 – Write Your Federal Resume in the 2-Page Format – 4 Before & After Case Studies
Jenny – U.S. Navy Housing Specialist, GS-09, seeking Promotion to GS-11
Milton – Private Sector Disaster Insurance, seeking FEMA Emergency Management Specialist, GS-13
James – County Law Enforcement, seeking U.S. Secret Service Criminal Investigator, GS-11
Deborah – Private Sector IT Specialist, seeking DoD IT Specialist, GS-12

Strategy 2 – Strategic Competency Writing – How Many Hats do you Wear at Work?
Carson – U.S. Navy Supply Specialist, GS-11 seeking Promotion

Strategy 3 – Use Keywords to Match a Vacancy Announcement
Evelyn – New Graduate, B.S. Geology, and Outdoor Guide, seeking Park Ranger, GS-05

Strategy 4 – Maximize Accomplishments in Your 2-Page Federal Resume – 21 Accomplishment Examples
Deb – USDA Contract Specialist, GS-13, seeking Promotion

Strategy 5 – Edit for Maximum Impact in 2 pages
Michael – DHS IT Specialist (INFOSEC), GS-11, seeking Promotion


Strategy 6 – Pay Attention to Document Design and Formatting
Kathleen – U.S. Army Office Automation Clerk, GS-04, seeking Promotion

PART 2 – FEDERAL CAREER CHANGE – 5 SAMPLE RESUMES


Eric – National Guard Veteran / Driver, seeking U.S. Navy Materials Handler, WG-08
Philip – New Graduate, M.S. Aerospace Engineering, seeking Mechanical or Civil Engineer, GS-09
Margaret – U.S. Army Clinical Social Worker, seeking Park Ranger, GS-09
Walter – USAF Deputy Director / Program Director, seeking Private Sector
Ann – DoD Contractor, Project Manager, seeking Private Sector

PART 3 – WRITING AN IT SPECIALIST OR DATA SCIENTIST FEDERAL RESUME – 2 SAMPLE RESUMES

Greg – New Graduate, B.S. Computer Science, seeking IT Specialist, GS-07
Janet – Commerce, Data Scientist, GS-14, seeking Promotion




ABOUT THE AUTHOR
 Kathryn Troutman is known as the "Federal Resume Guru" among federal jobseekers, agencies, and military transition offices worldwide. Kathryn founded Resume Place, Inc., the first federal resume writing service in America, 50 years ago in 1971! Kathryn also wrote the FIRST ever book on federal resume writing, the Federal Resume Guidebook 7th Ed., which is now the number two ranked resume book in America today. The Certified Federal Job Search Trainer® / Certified Federal Career Coach® was founded by Kathryn in 2002 and brings the Ten Steps to a Federal Job® curriculum to more than 200 military bases globally.




www.Resume-Place.com

\$21.95
 ISBN 978-1-7334076-8-7
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The 7th Edition, Federal Resume Guidebook was the No. 1 Resume Book in America for two years.



A background image featuring the Statue of Liberty on the left and the dome of the United States Capitol building on the right, set against a blue sky with white clouds. The Statue of Liberty is shown from the waist up, holding a tablet and a torch. The Capitol dome is partially visible in the lower right.

STRATEGY

01

Write Your 2-Page
Skills-Based Federal
Resume

Write Your 2-Page Skills-
Based Federal Resume

Federal Resume Requirements Have Changed

Federal Resume is NOT:

- Private Industry Resume
- 5 or 10 or 20 pages
- Big Block Resume
- Hard to read
- Non-Chronological

Federal Resume IS:

- 2 Pages Maximum
- Skills-Based
- Searchable
- Keyword-Rich
- Accomplishment-Focused

Merit Hiring Plan memo dated May 29, 2025 - This will make resume review easier and make it easier for employees to move between private and Federal sectors.

Federal Resume MUST Also Include



Month and year of each job you held for at least the last ten years



Hours per week for jobs for the last 10 years



City, state of employers for at least 10 years



Education with hours completed (if required)



Majors and colleges with city, state, and zip code (if required)



Training



Critical: These compliance elements are non-negotiable - federal resumes must show "anchors" of date and time

Let's look at a two samples of
Before – 5-page and
After - 2-page
Federal Resume Excerpts

Milton – at GEICO, seeking to work for FEMA
Jenny - Housing, Navy, Naples, seeking promotion
same location

Two Page One Formats

1. Profile and Competencies
2. Profile and Professional Experience

From the 8th Ed. of Federal Resume Guidebook.

MILTON

Announcement Keywords Identified Using AI

SUPERVISORY EMERGENCY MANAGEMENT SPECIALIST (RECOVERY)

DEPARTMENT OF HOMELAND SECURITY

Federal Emergency Management Agency

Regional Offices, Region Three, Recovery Division, Public Assistance Branch

Pay Scale & Grade: IC-13

AI Prompt

"I am a jobseeker, please review and analyze the below job announcement and provide 8 core capabilities that I would perform as an employee. When you generate an answer, explain the reasoning and assumptions behind your answer."

In this position, you will serve as a Supervisory Emergency Management Specialist (Recovery) with Region Three, Recovery Division, Public Assistance Branch. Knowledge of: Robert T. Stafford Disaster Relief and Emergency Assistance Act.

Typical assignments include:

- Overseeing staff who perform substantive mission-oriented work in a FEMA region.
- Serving as a senior level advisor to regional recovery staff and leadership concerning policy issues dealing with assisting individuals and/or communities by providing disaster support and delivering disaster assistance resulting from intentional and/or unintentional crises, disasters, other humanitarian emergencies, hazards, or natural and man-made/technological (chemical, biological, radiological, nuclear, high-yield explosives) incidents.
- Managing and directing regional recovery operations during a crisis incident, or disaster.
- Providing coordination, guidance, and assistance to major regional activities to ensure the capability to continue essential functions.
- Developing and implementing emergency management standards, regulations, practices, training, and procedures to recover from hazards, threats, and crises; assures that assessments adequately determine needed and available resources (e.g., technical expertise, equipment, and infrastructure) and capacities.

STRATEGY 01 *Write Your Federal Resume Outline Format*

Core Capabilities for Supervisory Emergency Management Specialist (Recovery)

Capability	Reasoning & Assumptions
1. Crisis Response & Disaster Recovery Leadership	The role includes managing regional recovery operations and leading disaster assistance teams. Assumes high competency in emergency response coordination, decision-making under pressure, and adapting to unpredictable field conditions.
2. Policy Interpretation & Advisory Support	Serving as a senior advisor on policy matters involving intentional/unintentional crises and various hazard types (CBRNE) requires fluency in emergency management statutes, especially the Robert T. Stafford Act. Assumes skill in translating federal policy into operational guidance.
3. Staff Supervision & Operational Oversight	Overseeing mission-driven teams and monitoring progress demands performance management, task prioritization, and personnel development. Assumes ability to delegate effectively and conduct feedback-based evaluations.
4. Continuity of Operations (COOP) Planning & Support	Providing guidance to ensure continuation of essential functions aligns with COOP and Continuity of Government (COG) frameworks. Assumes understanding of critical infrastructure, interagency coordination, and business process redundancy.
5. Intergovernmental Coordination for Disaster Assistance	Delivering support in partnership with tribal, state, and local governments reflects stakeholder engagement and diplomacy. Assumes comfort in multi-level governance settings and interagency negotiation.
6. Resource Needs Assessment & Allocation	Assessing technical, equipment, and infrastructure needs post-crisis signals capacity in logistics planning, surge support analysis, and operational resource mobilization. Assumes access to assessment frameworks and data-driven prioritization tools.
7. Emergency Management Program Development	Designing recovery standards, regulations, training, and procedures implies strategic program planning skills. Assumes familiarity with federal doctrine (e.g., NIMS, ICS), instructional design, and implementation monitoring.

Before: 5-page Outline Format

Milton

PROFILE

Dedicated insurance agent with 18 years of experience in insurance sales, underwriting and claims management. Consistently achieved high customer satisfaction ratings. Strong understanding of insurance to effectively manage a team to meet customer expectations.

PROFESSIONAL EXPERIENCE

AUTO DAMAGE FIELD CLAIMS SUPERVISER 02/2016 to Present
GEICO 40 hours per week
3535 W Pipken Rd, Lakeland, FL 33811 \$64,900 per year
Supervisor: John Smith (202) 222-2222 Please do not contact.

GEICO is the second largest auto insurer in the United States and provides coverage for more than 24 million motor vehicles owned by more than 15 million policy holders. In my role as an Insurance Claims Supervisor, I oversee a 10-member team of field adjusters and office-based insurance agents, focusing on auto damage claims while also providing products insuring personal and commercial property.

FRONT-END SUPERVISION & TRAINING: Deliver training and support to adjusters in the field to provide excellent claims service. Ensure agents in the office professionally and courteously serve customers coming into the office looking for insurance products.

COMMERCIAL CLAIMS PROCESSING: Process claims for commercial customers, including property management companies. Conduct claims process in accordance with commercial-specific guidelines, such as requiring claimants to obtain repair estimates from multiple vendors, who are then vetted for sufficient coverage, insurance and bonds to ensure estimate integrity and guard against overcharging. Issue payment via two-party check to avoid fraud. Communicate with customer and vendors throughout process.

FLOOD INSURANCE / NATIONAL FLOOD INSURANCE PROGRAM (NFIP): Maintain current knowledge of NFIP. Routinely interact with the local county flood department for any changes in the flood zone for individual risks. Obtain elevation certificates for customers that require flood coverage per the mortgage carrier and help customers understand both the requirement and all of its protections. Handle auto and property claims including damage from flooding due to storms and other circumstances.

Paragraph format from the 5-page Federal Resume

Paragraphs are too long

MILTON SMITH

[Address] • [Address]

[Cell:] • [Email:]

Eligible for Schedule A

PROFESSIONAL SUMMARY

Results-driven Insurance Claims Supervisor and **Strategic Advisor** with 18+ years of comprehensive experience in insurance sales, underwriting, and claims management. Proven track record leading high-performing teams while maintaining exceptional customer satisfaction ratings. Expert in **crisis response** commercial claims processing, flood insurance programs, and emergency response operations. Highly skilled in managing complex claims portfolios exceeding \$1.2M annually ensuring regulatory compliance and customer service. **Resilient and flexible** in urgent deployment conditions and communicating with disaster survivors.

TECHNICAL SKILLS

Claims Management: Commercial Processing, NFIP Administration, Fraud Prevention, Risk Assessment
Leadership: **Crisis Response and Disaster Recovery**, Team Supervision, Training Development, Performance Management

Technical Systems: Claims Processing Software, Automated Feedback Systems, Database Management

Policy Interpretation and Regulatory Compliance: Insurance Guidelines, NFIP Standards, State Regulations, Documentation

CERTIFICATIONS

National Flood Insurance Program (NFIP) Certification • Insurance Claims Processing Certification • Emergency Response and Crisis Management Training • Customer Service Excellence Programs

PROFESSIONAL EXPERIENCE

Auto Damage Field Claims Supervisor | 02/2016 - Present

GEICO Insurance | Lakeland, FL

40 hours per week

Key Accomplishments:

- **Disaster Recovery Leadership, Hurricane Irma Emergency Response (2017):** Developed and implemented emergency claims drive program providing immediate relief to affected customers through mobile processing centers and emergency rental vehicle coordination.
- **Claims Portfolio / Logistics Plans:** Processed \$1.2+ million in annual claims settlements with zero fraud incidents while maintaining 100% regulatory compliance.
- **Policy Interpretation and Advisor:** **Disaster survivor advisor** on emergency application procedures and financial support.
- **Continuity of Operations / Process Innovation:** Implemented automated client feedback systems, reducing service cancellations and improving retention rates between months 3-6.

Sample 1 –
2-Page Federal
Resume – MORE
Keywords!

Job Block 1 on
Page One
Accomplishments
before Duties

Easy to see,
Impressive!

Team Leadership & Intergovernmental / Corporate Coordination

- **Supervise** 10-member team of field adjusters and office-based insurance agents ensuring consistent performance standards and professional customer service delivery.
- **Operational oversight** of comprehensive claims operations for GEICO, the nation's second-largest auto insurer, serving 24+ million vehicles and 15+ million policyholders.
- Deliver training and support to field adjusters while ensuring office agents professionally serve walk-in customers seeking insurance products.
- Maintain high customer satisfaction ratings through effective team coaching, quality assurance processes, and performance optimization.

Resource Mobilization for Commercial Claims Processing & Risk Management:

- Process complex commercial claims for property management companies ensuring compliance with commercial-specific guidelines and multi-vendor estimate requirements.
- Implemented two-party check systems and vendor-vetting procedures to prevent fraud and ensure estimate integrity.
- **Use data-driven information management** systems to manage annual claims settlements exceeding \$1.2M including complex property damage cases up to \$18K+ per incident.
- Conduct thorough damage assessments for auto and property claims, including storm-related flooding and collision impacts.

National Flood Insurance Program (NFIP) Expertise:

- Maintain current expertise in NFIP regulations, serving as subject matter expert for flood-related coverage decisions.
- Collaborate with local county flood departments to monitor flood zone changes and ensure accurate risk assessments.
- Assist customers in obtaining required elevation certificates for mortgage carrier compliance while educating on coverage benefits.
- Handle comprehensive flood damage claims ensuring regulatory compliance and customer satisfaction.

Account Manager Underwriter | 02/2015 to 02/2016

Travelers Insurance | Lakeland, FL

40 hours per week

Underwriting and Auditing:

- Assisted agent and insureds with products, pricing and availability for Assigned Risk Workers Compensation.
- Collaborated extensively with auditors during preliminary and year-end audit processes.
- Partnered with account executives/underwriters to establish support needs for new and renewal policies to include identifying and gathering relevant account information to quote and/or bind the policy and creating exhibits.
- **Researched and resolved issues**, communicating with brokers, agencies, and internal departments.
- Participated in pre-renewal meetings and prepared underwriting/pricing exhibits, including exposures, experience rating, profit and loss analysis, expense models, and updated account information.

Sample 1 –
2-page Federal
Resume

Work History
Continues !

Jenny

Announcement Keywords Identified Using AI

HOUSING MANAGEMENT SPECIALIST

DEPARTMENT OF THE NAVY

Commander, Navy Installations

Pay Scale & Grade: GS-11

AI Prompt

"I am a jobseeker, please review and analyze the below job announcement and provide 6 core capabilities that I would perform as an employee. When you generate an answer, explain the reasoning and assumptions behind your answer."

Housing Management Specialist. You will inspect completed maintenance projects to ensure that all work is completed satisfactorily and in accordance with standards of adequacy and program requirements. You will assemble facts, evaluate information, and draft reports to resolve housing problems. You will counsel and advise inbound and outbound personnel on various policies, rules, and regulations that may affect their pay, allowances, eligibility and entitlements. You will use guides, regulations, and manuals to determine eligibility and type of quarters required and authorized.

1) Applying housing management procedures and practices to resolve complex unaccompanied and/or family housing related problems and issues (i.e. resident concerns, complaints); 2) Analyzing housing operations and maintenance expenditures to determine future program requirements; 3) Using federal, state and/or local laws governing the use and operation of housing facilities to develop plans and directives for housing administration; and 4) Applying Performance Assessment Representative (PAR) procedures, technical knowledge of contract functions and/ or detailed knowledge of contract specifications to perform PAR inspections.

CLERICAL SUPPORT FUNCTIONS FACILITIES MAINTENANCE HOUSING MANAGEMENT PROBLEM SOLVING"

AI Response



★ Six Core Competencies for a Housing Management Specialist

1. Quality Assurance & PAR **Housing Inspection** Oversight

You are responsible for inspecting completed housing maintenance projects, ensuring compliance with standards of adequacy, program requirements, and contract specifications. This competency reflects your ability to enforce performance standards and apply **Performance Assessment Representative (PAR)** procedures effectively.

2. Regulatory Interpretation & Eligibility Determination for **Housing Laws**

You routinely use federal, state, and local housing laws, along with DoD/Service-specific regulations, to determine eligibility and authorized housing assignments. This competency demonstrates your expertise in applying complex policy frameworks to real-world housing decisions.

3. Analytical Assessment & Program Evaluation for **Housing Operations**

The role requires analyzing housing operations and maintenance expenditures to forecast future program needs. This competency highlights your ability to evaluate data, identify trends, and support strategic planning for military housing programs.

4. **Resident Relations** & Conflict Resolution

You resolve complex unaccompanied and family housing issues, including resident concerns and complaints. This competency showcases your skill in problem solving, diplomacy, and maintaining resident satisfaction while upholding policy.

5. Counseling, Advising & **Customer Service**

You counsel inbound and outbound personnel on policies affecting pay, allowances, entitlements, and housing eligibility. This competency reflects your ability to communicate clearly, support service members during transitions, and deliver high-quality customer service.

6. Administrative Coordination & **Housing Program Management**

The announcement references clerical support functions, facilities maintenance coordination, and overall housing management. This competency captures your ability to manage documentation, coordinate with maintenance teams, and ensure smooth, compliant housing operations.

5-Page Federal Resume – Page One Outline Format



Jenny

Work Experience:

PSC 808 Box 7
FPO, AE 09618 United States
NSA Naples Housing Office
07/2015 - Present
Salary: 44,250.00 USD Per Year

Hours per week: 40
Series: 0301 Pay Plan: GS Grade: 9
Administrative Support Specialist (This is a Federal job)

The Housing Department, Fleet and Family Readiness Programs at Commander, Navy Installations Command, Navy Region Europe, Africa, Southwest Asia (EURAFSWA), Capodichino, Italy, is responsible for policy development, resourcing and oversight of quality of life programs for Sailors and their families.

ENSURE QUALITY OF LIFE for service members/families by providing adequate and affordable housing options at NSA Naples, serving 5000+ residents. As Administrative Officer, deal directly with operation-level managers regarding administrative management.

HOUSING PROGRAM EXPERTISE: Understand mission requirements, program goals and objectives, regulations/laws/policies/precedents, methods and procedures that govern operations. Analyze, coordinate and review tasks, projects and organizational goals.

- Conduct complex housing-related studies to evaluate the impact of changes in regulatory and legislative requirements. Study structure of the housing operation to improve processes and maximize mission accomplishment. Prepare Business Case Analysis and Business Process Reviews regarding courses of action for cost effective renovations for more than 1,000 family units in two years.

PERSONNEL/WORKFORCE MANAGEMENT: Create Requests for Personnel Actions (RPAs), civilian reports and other documents in Defense Civilian Personnel Data System (DCPDS) and Total Workforce Management System (TWMS). Prepare/process all personnel actions for department, ensuring requests are processed promptly and appropriately.

- Position Creation – We needed 2 new positions, 1 in Showing and 1 in Referral. I created the positions, obtained approval for them, advertised them, and interviewed and selected candidates. This complex process took about 1 year, but it filled a need and improved morale among staff.

MARKETING: Design, develop and implement the Housing Marketing Program for proactive internal/external information distribution. Develop and produce materials, pamphlets and other promotional materials

Paragraph format from the 5-page Federal Resume

Current: 2-Page Profile and Experience Starts

JENNY SMITH

PSC 808 Box 7, FPO, AE 09618 | Phone: 000-000-0000 | Email: jen111@gmail.com

Military Spouse Eligible for E.O. 13473

PROFESSIONAL SUMMARY

Accomplished Administrative Support Specialist with 9+ years of federal service experience managing complex housing operations with extensive customer relations with 5,000+ military families. Expert in housing program planning, personnel administration, and marketing communications for military housing. Highly skilled in inspections, improvement management and regulatory compliance, while maintaining focus on service member quality of life.

SPECIALIZED SKILLS

Program Management: Housing Operations, Regulatory Compliance, Cost Analysis, Strategic Planning

Personnel Systems: DCPDS, TWMS, Federal Personnel Management, Recruitment & Selection

Communications: Social Media Management, Content Development, Public Affairs Coordination

Technical Skills: Microsoft Office Suite, Database Management, Digital Marketing Platforms

PROFESSIONAL EXPERIENCE

Administrative Support Specialist (GS-9) | 07/2015 - Present

NSA Naples Housing Office | Naples, Italy

Commander, Navy Installations Command, Navy Region Europe, Africa, Southwest Asia

40 hours per week

Housing Program Management & Operations:

- Manage comprehensive housing programs supporting 5,000+ residents at NSA Naples, ensuring adequate and affordable housing options for service members and families.
- Conduct complex housing studies evaluating regulatory and legislative impacts on installation's family units.
- Prepared business case analysis and business process reviews for cost-effective renovations, providing strategic recommendations for facility improvements. Ensured quality assurance with renovations and contractor performance.
- Collaborate directly with operational managers on administrative management functions to maximize mission accomplishment.
- Provided resident counseling, problem-solving, and conflict resolution regarding housing concerns and issues.

Key Accomplishment:

- Conducted complex housing-related studies to evaluate the impact of changes in regulatory and legislative requirements. Studied structure of the housing operation to resolve problems, improve processes, and ensure regulatory compliance. Prepared business case analysis and business process reviews regarding courses of action for cost-effective renovations for more than 1,000 family units in 2 years.

2-Page
Searchable Skills-Based
Federal Resume

Sample 2 – 2-page
Federal Resume !

Page 2 has the remaining job duties with accomplishments, followed by Training and Achievements & Recognition.

Personnel Administration & Workforce Management:

- Create requests for personnel actions (RPAs), civilian reports, and documentation in Defense Civilian Personnel Data System (DCPDS) and Total Workforce Management System (TWMS).
- Ensure prompt and appropriate processing of all departmental personnel actions and requests, maintaining regulatory compliance.
- Improve departmental efficiency and staff morale through strategic workforce development initiatives.

Key Accomplishment:

- Successfully created, approved, advertised, and filled 2 critical positions (showing and referral specialists) through comprehensive 12-month recruitment process.

Marketing & Communications Excellence:

- Design, develop, and implement comprehensive Housing Marketing Program for proactive internal and external information distribution to military families.
- Create and produce promotional materials, pamphlets, and informational resources for customer distribution.
- Collaborate with Public Affairs office and advise management/staff on public affairs issues related to housing and command operations.

Key Accomplishment:

- Enhanced Housing Facebook page content generating 700+ daily views while managing 3+ daily customer inquiries.

TRAINING

- Federal Personnel Management Training
- Housing Program Management Certification
- Administrative Support Specialist Professional Development
- Military Family Life Specialist Training

ACHIEVEMENTS & RECOGNITION

- **Outstanding Performance:** Consistently exceeded performance standards while managing complex housing operations for 5,000+ military families.
- **Innovation Recognition:** Implemented digital marketing strategies resulting in significant increase in program visibility and community engagement.
- **Leadership Excellence:** Successfully managed challenging recruitment processes and personnel development initiatives.
- **Customer Service:** Maintained high satisfaction ratings through responsive program management and proactive communication strategies.

2-Page
Searchable
Skills-
Based
Federal
Resume

Sample 2
– 2-page
Federal
Resume !



STRATEGY 02

How Many
Hats Do You
Wear AT Work?



Hats You Wear Build the
Skills-Based Format – *These are the hats for
the Law Enforcement Specialist.*

Supervisory Law Enforcement Specialist, GS 14

LAW ENFORCEMENT LEADERSHIP & SUPERVISION

FEDERAL FACILITY SECURITY & PROTECTION

CRIMINAL INVESTIGATIONS & ANALYSIS

CRISIS MANAGEMENT & EMERGENCY RESPONSE

FACILITY SECURITY ASSESSMENT & TECHNICAL

COUNTERMEASURES

The “hats” are
the Outline/Skills
for your resume.
A very important
section of the
resume.

See Example- Next Page

Hats You Wear will Become your Skills-Based Resume Format

LAW ENFORCEMENT LEADERSHIP & SUPERVISION

- **Multi-Jurisdictional Operations** – Direct federal facility protection operations across three major Northern California cities (San Francisco, Oakland, San Jose) ensuring comprehensive security coverage
- **Personnel Management** – Supervise 21 sworn law enforcement officers, conducting performance appraisals, personnel actions, training assignments, and disciplinary measures
- **Certification & Training Oversight** – Ensure all personnel maintain proper guidance, certifications, and qualifications for uniform law enforcement duties protecting life, property, and civil rights

FEDERAL FACILITY SECURITY & PROTECTION

- **Risk Management Implementation** – Establish and manage processes for identifying, assessing, and mitigating risks to federal facilities and personnel
- **Physical Security Programs** – Oversee comprehensive physical security measures including technical countermeasures, post inspections, and functionality testing
- **Emergency Response Coordination** – Lead emergency procedures and security protocols ensuring rapid response to threats and incidents

CRIMINAL INVESTIGATIONS & ANALYSIS

- **Full-Cycle Investigation Management** – Conduct comprehensive criminal investigations from initial crime scene through evidence collection, interviewing, prosecution, and case disposition

Sample 4 –
2-page
Federal
Resume

Building a Skills-Based Resume

What are the 5 to 7 hats that you wear in your job?





STRATEGY

03

Use Keywords to
Match a Vacancy
Announcement

Use Keywords to Match a
Vacancy Announcement

What makes a “keyword”?

A keyword is critically important to the job.

Summarizes job actions or identifies scope.

Competencies needed for the job.

Often include knowledge, skills and abilities.

The May 29 Memo stated that there will be more HR Talent SEARCHING in USAJOBS, which means Keywords will be very important to match your resume toward the announcement!

Identifying keywords requires analysis and you will get better with practice!

Use Keywords to Get "Qualified" in the Search

Find Keywords in Two Key Areas:

- **Qualifications Section:** Required "specialized experience"
- **How You Will Be Evaluated:** Additional KSAs and competencies

What makes a keyword?

- Critically important to the job
- Summarizes job actions or identifies scope
- Competencies needed for the job

Program Analyst

DEPARTMENT OF THE ARMY
U.S. Army Corps of Engineers

Using Keywords in Work Experience

For the GS-11: One year of specialized experience which includes identifying, managing, and integrating resource requirements, scope, budgets, schedules, quality, procurement, risk, and customer relationships as required for program accomplishment; financial management to support project managers of execution of project fiscal responsibilities; review and development of annual and long-range civil works budget relative to planning, engineering and construction programs; development of budget estimates and technical justification and review operations to assure maximum utilization of appropriated and non-federal funds. This definition of specialized experience is typical of work performed at the second lower grade/level position in the federal service (GS-09).

For the GS-11: One year of specialized experience which includes

IDENTIFY AND INTEGRATE RESOURCE REQUIREMENTS:

Budget, schedule, quality, procurement, risk and customer relations

MANAGE FINANCIAL OPERATION TO SUPPORT PROJECT EXECUTION

Manage scope, budgets, schedules/ Manage financial operations to support project exe

REVIEW AND DEVELOP ANNUAL AND LONG-RANGE CIVIL WORKS BUDGET

Manae planning, engineering and construction programs

DEVELOP BUDGET ESTIMATES AND TECHNICAL JUSTIFICATIONS

Review and development of annual and long-range civil works budget relative to planning, engineering and construction programs;

STRATEGY 03 Use Keywords to Match a Vacancy Announcement

WALTER W. SINGLETON

111 Madison Ave., San Francisco, CA 90808 / 777-777-7777 / wwsingleton@gmail.com

PROFESSIONAL SUMMARY

Senior Program Manager with extensive experience in strategic planning, operations analysis, business requirements planning, human resources management, and organizational development with the U.S. Military. Record of success establishing vision, strategy and direction for achieving organizational goals with positive impacts on effectiveness, operational efficiency, and high levels of performance. Expert in contract management, procurement, logistics, workforce planning, and continuity of operations.

PROFESSIONAL EXPERIENCE

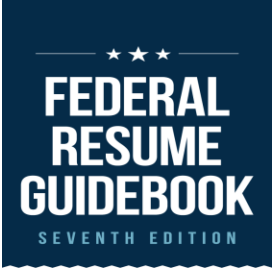
Deputy Director / Program Director, Manpower & Organization Division | 201X - Present
United States Air Force (USAF) | Travis Air Force Base, San Francisco, CA

KEY ACHIEVEMENTS & IMPACT

- **Large-Scale Operations Management:** Led USAF organization with 94,000+ global staff achieving operational excellence across 230 locations
- **Strategic Transformation Leadership:** Successfully managed intelligence agency merger and establishment of new department involving 18,000+ positions
- **Financial Management Excellence:** Managed combined budgets exceeding \$25M while achieving cost savings of \$206K+ through process improvements
- **Human Resources Leadership:** Directed comprehensive HR operations supporting 14,000+ military and civilian personnel with measurable performance improvements
- **Process Improvement Leadership:** Identified 160+ strategic improvements resulting in Congressional presentations and program optimization.
- **Intelligence Transformation:** Led seamless transfer of 2 departments involving 18,000 positions during major organizational restructuring

Strategic Program Management & Operations Leadership: Managed workforce planning, programming, budgeting, and program management for one of the largest 12 USAF organizations with 94,000 global military and civilian staff in 230 locations and \$8M approved budget.

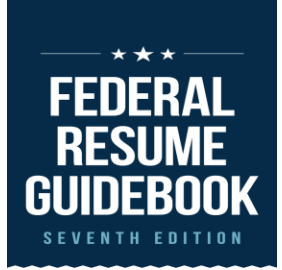
- **Business Process Analysis & Strategic Planning:** Assessed business processes and systems leading implementation of strategic improvements across organizational and HR programs.
- **Change Management & Transformation Leadership:** Managed start-up of new Continuous Process Improvement (CPI) office providing strategic business management services to 36 installations for driving CPI and reducing costs.



Sample 5
2-Page Federal
Resume with
Summary and
Professional
Experience with
Achievements
written before
Duties.



STRATEGY 03 Use Keywords to Match a Vacancy Announcement



Human Resources Director | 201X to 201X

Davis Monthan AFB | Tucson, AZ

- **Large-Scale Human Resources Operations:** Directed HR programs supporting 4,000 active duty military personnel and 10,000 civilians and dependents managing comprehensive personnel operations. Managed hiring, on-boarding, evaluations, promotions, training & development, and retention programs while administering facilities operations, resources, and specialized programs valued at \$60M.
- **Project Management & Facilities Operations:** Led high-profile projects and change management initiatives that improved quality and delivery of facilities programs serving military personnel, families, and community. Orchestrated \$10M construction project to renovate on-base hotel providing temporary lodging for transitioning military families while overseeing development and justification of construction budget and terms.
- **Community Relations & Partnership Development:** Orchestrated turnaround of golf course achieving profitability for first time in 5 years through strategic planning and operational improvements.
- **KEY ACCOMPLISHMENTS: HR Operations Excellence:** Successfully managed 14,000+ personnel across comprehensive HR programs valued at \$60M • **Cost Savings Achievement:** Saved \$206K through strategic inventory management and process improvement initiatives • **Project Management Success:** Delivered \$10M construction project on time and within budget while maintaining operational continuity

Human Resources Director | 201X to 201X

USAF, U.S. Military Entrance Processing Command (USMEPCOM) | North Chicago, IL

- **Process Improvement & Quality Management:** Evaluated business, management and work processes implementing comprehensive changes that improved long-range performance, efficiency, and productivity. Implemented quality assurance procedures and performance measurement systems ensuring regulatory compliance and operational excellence.
- **Budget Management & Contract Administration:** Managed multi-million dollar budgets ensuring optimal resource allocation and regulatory compliance across all operational areas • Oversaw contract management and procurement processes for equipment, services, and operational support requirements.
- **KEY ACCOMPLISHMENTS: Recruitment Excellence:** Successfully processed 23,000+ new military recruits maintaining 100% regulatory compliance • **Operations Management:** Led 200+ staff across 4 processing centers managing \$5.3M operating budget and \$12M+ in contracts • **Performance Improvement:** Implemented process changes improving long-range performance, efficiency, and productivity across all operations

EDUCATION & CERTIFICATIONS

Master of Arts, Management | University of Maryland | College Park, MD

Bachelor of Arts, Criminology & Criminal Justice | University of Maryland | College Park, MD

Professional Training: • **Green Belt (Six Sigma/LEAN) Course** – Process Improvement and Quality Management • **TS/SCI Security Clearance** – Active Top Secret/Sensitive Compartmented Information

Professional Affiliations: • **Society for Human Resource Management (SHRM)**

Sample 5
Page 2 –
Professional
Experience
continues!





STRATEGY

04

Tell Your
Accomplishment
Stories?

Tell Your Accomplishment
Stories

Question for the class:

*What is the difference
between an “accomplishment”
and a “duty”?*

Write 8 to 10 Words about
a Study or Project that will become an
Accomplishment on your resume.

- _____
- _____

- _____

Why include accomplishments?

- Accomplishments *demonstrate* our skills and experience
- *They add interest (you want your resume to be interesting – so that the HR manager will want to meet you and talk to you)*
- Show your added value
- Can increase your score/rating
- Prove you are the most qualified

Accomplishments are stories

Tell your stories with a short CCAR –

Context, Challenge, Action, Results Format - 2 examples; 2 styles of writing

With 6-month lead to meet cert standards, managed annual scheduling of 450+ classes delivering programs to support military families and mission readiness with 100% accuracy.

As **Work and Family Life Program Supervisor**, I managed annual scheduling of 450+ classes across two FFSC locations with 6-month lead time. Successfully delivered programs supporting military families and mission readiness with 100% accuracy to certification standards.

+++++

- As **President of The Rising 6 (01/2021-12/2022)**, established **507th Air Refueling Wing's** first junior enlisted council; held 24 meetings with 300+ attendees, food drive, and fundraiser.
- As President of The Rising 6 from 2021-2022, I established the 507th Air Refueling Wing's first junior enlisted council from the ground up. Successfully conducted 24 meetings with 300+ attendees while organizing fundraisers, food drives, and the wing's first annual kickball tournament.

Two sets of accomplishments. One has personal pronoun. Which one do you like?

Get started writing with the CCAR format – Context, Challenge, Action, Results *And prepare for the Interview!*

Context:

- What position did you hold at the time of this accomplishment?
 - Specify your title and role.
- When did it take place? Give beginning and end dates.
- What circumstances surrounded the undertaking?
 - Describe **internal** factors like policies, stakeholders, and funding, but also any **external** factors, like other organizations, market conditions, and/or political climate.
- How/why did you get involved?
- What was the “before” state?

CCAR

Challenge:

- What was the principal undertaking?
- What made this stand out as an accomplishment, something more than business as usual, beyond your typical duties and responsibilities?
 - Examples: The challenge was unprecedented; and/or it called for significant procedure changes; and/or it involved challenging people; and/or there were tight time, financial, or manpower constraints; and/or the outcome would have high visibility?
- How did the problem call upon your particular skills and competencies?
 - Examples: customer service, technical expertise, problem solving, resilience, mentoring, problem solving, relationship management.

CCAR

Action

- What did **YOU** do? Enumerate actions you took in chronological order. Use “I” statements only.
- If you did something as part of a team, how was your work essential to team success?
- Important: Actions must clearly address elements of the challenge. If you list an action here that doesn’t refer back to part of the challenge, go back and revise the challenge area to include it.
 - For example, if you found a new funding source for the undertaking, but you didn’t mention lack of funding in the challenge, go back and add it.

CCAR

Results:

- What outcome(s) followed from your actions? What was the “after” state?
- Whenever possible, quantify results with specific metrics—dollars saved, number of people trained or hired, survey scores improved, amount of time saved, etc.
- Did the results have a lasting impact?
- Was your work adopted as a new SOP or best practice, either internally or externally? Was it copied by others? Were you asked to teach it to others?
- Did you or your team receive any recognition or award(s)?

SHORT CCAR – 2nd

SENIOR NOAA SCIENTIST –

KEY ACCOMPLISHMENT - A STORY – FOR A 2- OR 3-PAGE RESUME

- As the program lead for the Hawaiian monk seal program at the Pacific Fisheries Science Center in Honolulu, I spearheaded the transformation of the monk seal conservation effort from a monitoring initiative to a world-class conservation program.
- The Hawaiian Monk Seal, one of the most endangered species, had been in decline since the 1970s, and its extinction was well-documented.. After declining for more than 50 years, the Hawaiian Monk Seal population has been steadily increasing in recent years, a testament to the success of the transformative conservation program I led.

- OR – super short:

As program lead for Hawaiian Monk Seal program [at Pacific Fisheries Science Center, drop this if it's in job header] I spearheaded transformation effort from monitoring to world-class conservation program, driving steady [metric% or #] increase from [date] to [date].

Used with permission by this NOAA Scientist.



STRATEGY

05


Add Your Core
Competencies

Add Your Core
Competencies

What is a Core Competency?

Look back at your
Accomplishment Story.

- What are you good at?
- What skills and personal qualities does your story demonstrate?



Core competencies are the value you ADD to any job. They are the part of your application which is uniquely YOU.

Core Competencies - Your Unique Value Proposition

What is a Core Competency? Core competencies are the value you ADD to any job. They are uniquely YOU.

Essential Federal Competencies (Choose 5):

- **Customer Service** (HUGE in government!)
 - Essential to mission achievement
 - Responsive to customer needs
 - **Interpersonal Effectiveness**
 - Builds positive relationships
 - Handles conflicts effectively
 - **Organizational Stewardship**
 - Develops leadership opportunities
 - Manages resources effectively

Real-World Examples from Federal Employees

Let's look at comprehensive examples from different job series to inspire your thinking.

Administrative Professional (GS-0301-11) Current Title: Management Analyst

The hats this person wears:

1. **Strategic Planner:** Develops long-term organizational strategies.
2. **Data Detective:** Investigates trends and anomalies in performance metrics.
3. **Process Engineer:** Redesigns workflows for maximum efficiency.
4. **Training Developer:** Creates and delivers professional development programs.
5. **Policy Interpreter:** Translates complex regulations into actionable guidance.
6. **Meeting Facilitator:** Leads cross-functional teams through decision-making.
7. **Customer Advocate:** Ensures services meet stakeholder needs.

Notice how each hat represents a different competency area?

This Management Analyst isn't just "analyzing"—they're contributing in seven distinct ways.

Supply Specialist (GS-2003-11) Current Title: Supply Systems Analyst

The hats this person wears:

1. **Inventory Guardian:** Maintains accountability for millions in assets.
2. **Logistics Coordinator:** Orchestrates complex supply chain operations.
3. **Systems Administrator:** Manages multiple automated supply databases.
4. **Customer Service Expert:** Resolves urgent supply requests from 100+ units.
5. **Compliance Officer:** Ensures adherence to Federal acquisition regulations.
6. **Process Improvement Champion:** Identifies and eliminates inefficiencies.
7. **Emergency Responder:** Manages critical supply needs during contingencies.

STRATEGY 05 *What are Your Core Competencies*

Let's dive deep into how different agencies prioritize competencies:

Social Security Administration (SSA) *Mission:* "Deliver quality Social Security services to the public."

Core competencies they value:

- 👉 **Customer Service Excellence:** Not just helping people, but showing empathy, patience, and cultural sensitivity while handling sensitive financial and personal information
- 👉 **Analytical Problem-Solving:** Interpreting complex regulations to find solutions for unique situations
- 👉 **Communication:** Explaining complicated policies in plain language to diverse audiences
- 👉 **Integrity:** Handling confidential information with the highest ethical standards
- 👉 **Adaptability:** Adjusting approaches based on customer needs and changing policies

What This Means for Your Resume: If applying to SSA, emphasize experiences where you've helped vulnerable populations, simplified complex information, or improved customer satisfaction. Show warmth and humanity in your accomplishments.

Department of Defense (DoD) *Mission:* "Provide military forces needed to deter war and ensure national security." *Core competencies they value:*

- 👉 **Strategic Thinking:** Understanding how individual actions support larger mission objectives
- 👉 **Security Awareness:** Maintaining operational security and protecting classified information
- 👉 **Leadership Under Pressure:** Making sound decisions in high-stakes situations
- 👉 **Technical Expertise:** Mastering complex systems and procedures
- 👉 **Team Collaboration:** Working effectively in hierarchical and matrixed organizations

Your Core Competencies will Become Searchable Skills

CORE COMPETENCIES

HOUSING PROGRAM MANAGEMENT & OPERATIONS

- **Program Oversight & Analysis** – Managed comprehensive housing programs supporting 5,000+ residents at NSA Naples, ensuring adequate and affordable housing options for service members and families
- **Process Improvement & Cost Analysis** – Conducted complex housing studies evaluating regulatory and legislative impacts; prepared Business Case Analysis and Business Process Reviews for cost-effective renovations of 1,000+ family units over two years
- **Regulatory Compliance** – Expert knowledge of federal housing regulations, laws, policies, and procedures governing military housing operations
- **Mission-Critical Operations** – Collaborated directly with operational managers on administrative management functions to maximize mission accomplishment

Sample 7
– 2-page
Federal
Resume

PERSONNEL ADMINISTRATION & WORKFORCE MANAGEMENT

- **Personnel Systems Expertise** – Proficient in Defense Civilian Personnel Data System (DCPDS) and Total Workforce Management System (TWMS) for creating RPAs, civilian reports, and personnel documentation
- **Position Management** – Successfully created, approved, advertised, and filled 2 critical positions (Showing and Referral specialists) through comprehensive 12-month recruitment process, improving departmental efficiency and staff morale
- **Administrative Processing** – Ensured prompt and appropriate processing of all departmental personnel actions and requests
- **Workforce Development** – Managed complex staffing initiatives to address operational needs and improve service delivery

STRATEGY

06

Writing Your
Work
Experience

Writing Your Work
Experience

The Federal Hiring Process

Your resume has two audiences:

1. Human Resources

- Are you eligible?
- Do you meet minimum qualifications?
- How do you rank compared to other candidates?

2. The Selecting Official

- Do you have desired qualifications?
- How do you rank compared to other candidates?
- Are you a good fit?

GOOD FORMAT, UPLOAD – Federal EMPLOYEE SEEKING PROMOTION TO GS 12

CARSON J. GEORGE

1234 Norfolk Lane, Norfolk, VA 63116
666-666-6666 • carsonsample@gmail.com

PROFESSIONAL SUMMARY

SUPPLY CHAIN SPECIALIST with 3 years professional experience supporting US Military equipment, international shipping and logistics. Successful in improving efficiency for an active supply center at Norfolk Naval Shipyard redesigning a customer services center and inventory control. Skilled in cataloging and research with automated supply and accountability systems. Master's in Acquisition and Supply Chain Management.

PROFESSIONAL EXPERIENCE

SUPPLY SPECIALIST, GS-2003-11 **01/2016 – Present**
NAVSUP 40 Hours per Week
100 Hampton Road, Norfolk, VA
Supervisor: Susan Thomas (703) 999-9999
Mission: To provide supplies, services and quality-of-life support to the Navy and Joint Warfighter.

SUPPORT LOGISTICS OPERATIONS: Receive, store, control and issue expendable and non-expendable U.S. Military equipment. Apply knowledge of standardized supply regulations, policies and instructions. Identify, track and assure accountability for variety of supplies, material and equipment for customers.

TECHNICAL EXPERT: Principal representative on property accountability and DPAS (Defense Property Accountability System). Determine supplies or materials needed for planned programs or operations.

- ACCOMPLISHMENT: For Little Creek Maintenance Service Center, I planned logistics, purchasing and renovations for the total renovation of the 2,500sf customer services center. I planned a professional space, including converting to countertops, screens and improved

Before – 5
pages, big
paragraphs

UTILIZE RANGE OF AUTOMATED SUPPLY AND ACCOUNTABILITY SYSTEMS, including DPAS and PBUSE, to track property accountability and manage requisition, receipt, storage, transfer, purchasing, and inventories. Process documentation for stock item receipts. Prepare standard reports detailing variances between actual and estimated costs.

CUSTOMER SERVICES AND COORDINATE MATERIAL DISTRIBUTION LOGISTICS: Track and maintain accurate property equipment and supply documents in accordance with established procedures and policy. Prepare and forward completed material receipt documentation to the property book officer. Answer inquiries that arose regarding status of equipment ordered. Provide technical guidance to customers.

ENSURE A HIGH LEVEL OF COMMUNICATIONS ON SUPPLY ACCOUNTABILITY: Contact units and prepared issue slips of lateral transfer documentation to ensure property accountability of transferred equipment. Coordinate and resolve data integrity problems. Brief senior leadership on property book activities. Brief management on status, updates, or changes in supplies or material. Relay information to vendors to ensure accurate delivery of material within established schedules.

INTERPRET AND APPLY APPROPRIATE DOD AND DEPARTMENT OF THE ARMY REGULATIONS AND POLICIES pertaining to the management and control of Government-owned property. Created and updated Property Book Department SOPs to comply with Government requirements. Clearly conveyed supply policies and procedures to customers to improve customer satisfaction.

Paragraphs
are great for
the 5-page
resumes

After – 2 pages! Summary / Work History with Accomplishments before Duties

CARSON J. GEORGE

Supply Chain Specialist | Logistics Operations Manager | Military Equipment Expert

1234 Norfolk Lane, Norfolk, VA 63116 | 666-666-6666 | carsonsample@gmail.com

Clearance: [If applicable] | Current Role: GS-2003-11 Supply Specialist

PROFESSIONAL SUMMARY

Accomplished Supply Chain Specialist with 8+ years of comprehensive experience in military logistics, international shipping, and inventory management. Master's-educated professional with proven expertise in Defense Property Accountability System (DPAS) administration and automated supply systems. Demonstrated success improving operational efficiency at active supply centers through strategic planning, process redesign, and technology implementation. Expert in DOD regulations, property accountability, and multi-million dollar equipment management.

PROFESSIONAL EXPERIENCE

Supply Specialist (GS-2003-11) | 01/2016 - Present

NAVSUP | Norfolk, VA

40 hours per week | Supervisor: Susan Thomas (703) 999-9999

Key Accomplishments:

- **Little Creek Service Center Excellence:** Transformed 2,500-customer service center operations resulting in faster parts access and improved maintenance efficiency.
- **Property Accountability Leadership:** Maintained zero discrepancies across multi-million dollar equipment inventory throughout tenure.
- **Process Improvement Innovation:** Implemented automated systems and weekly review protocols improving operational effectiveness.
- **Educational Excellence:** Achieved 3.7 GPA in Master's program while maintaining full-time federal employment and operational responsibilities.

Responsibilities:

Supply Chain & Logistics Operations Management:

- Provided comprehensive supply and logistics support for Navy and Joint Warfighter operations through active supply center management serving 5,000+ military families.
- Managed receiving, storing, controlling, and issuing expendable and non-expendable U.S. Military equipment with comprehensive knowledge of standardized supply regulations and policies.

Sample
8 -
2-Page
Federal
Resume

Customer Service & Technical Support:

- Provided expert technical guidance to customers regarding equipment ordering, supply procedures, and material availability.
- Collaborated with property book officers, senior leadership, and vendors to resolve supply chain issues and ensure accurate delivery schedules.
- Maintained high-level communications on supply accountability preparing detailed status reports and briefing management on operations.
- Coordinated transfer documentation and data integrity protocols ensuring seamless property accountability across multiple systems.

EDUCATION

Master of Science, Acquisition and Supply Chain Management | 2016/

University of Maryland Global Campus

3.7 GPA | *Strategic Management Capstone*

- *Relevant Coursework: Purchasing and Materials Management, Legal Aspects of Contracting, Contract Pricing and Negotiations, Strategic Purchasing and Logistics, Integrated Supply Chain Management, Contemporary Logistics*

Bachelor of Business Administration | 2014

American Military University | Charles Town, WV

- *Major: Management | Minor: Accounting*

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Project Management Professional (PMP) | 2015

Strategic Management Capstone Certification | University of Maryland

Professional Training: • Defense Property Accountability System (DPAS) Administration • DOD Supply Chain Management Regulations • Military Logistics and International Shipping Protocols • Automated Inventory Management Systems

TECHNICAL PROFICIENCIES

- **Supply Systems:** DPAS (Defense Property Accountability System), PBUSE, Automated Supply Management Systems
- **Documentation:** Property Book Management, SOPs Development, Variance Reporting, Purchase Order Processing

Sample 9
2-Page
Federal
Resume



STRATEGY

07

Edit Carefully

Edit Carefully

Words to Avoid

EXERCISE: Do you have these words in your Work Experience DUTIES SECTION? Circle these words in YOUR RESUME. See Before & After samples page 89.

- Responsible for / Responsibilities include
- Duties include
- Other / Additional Duties include
- Helped with / in
- Worked with / in
- Assisted with
- Participate in
- Perform (overused in government resumes)
- Prepare (overused in government resumes)
- Serve as
- Involved in / with

Here are a few before and after examples of better word choices for your resume.

Currently I am working as the Manager of Operations.

> **Manage operations.**

Major duties include working with other staff.

> **Cooperated with staff.**

I have experience with planning meetings.

> **Plan and coordinate meetings.**

I have helped set up office systems.



> **Organized new office systems.**

I used a variety of equipment.

> **Equipment skills include...**

Verb tenses

Present tense for current responsibilities, past tense for past responsibilities

<p>SENIOR COMPUTER TECHNICIAN (September 20XX to present)</p>	<p>PRESENT TENSE</p>
<ul style="list-style-type: none"> Senior Computer Technician serving a fast-paced metropolitan retail outlet for Best Buy, one of the nation’s leading retailers and resellers of technology products and services. Lead for the Technical Service Group, a 7-person team providing warranty repair services for the broad range of computer and personal electronics products sold by the company. Repair desktop and laptop computer systems, including digital camera equipment, smartphones, printers, and other computer peripherals. 	
<p>SENIOR COMPUTER TECHNICIAN (September 20XX to June 20XX)</p>	<p>PAST TENSE</p>
<ul style="list-style-type: none"> Systems administrator for a scientific workgroup computing environment. Planned and delivered customer support services to the organization. Installed, upgraded, delivered, and provided troubleshooting for hardware and software components. Performed file back-ups and restores, system and peripherals troubleshooting, and component repair. Provided a high level of customer service for a wide variety of computer and network problems. Monitored, analyzed, and resolved end-user issues and provided informal training and assistance. Researched and reported on new technologies, equipment, and software with application to the Naval Surface Warfare Center. 	



When to use “I”

- **Don't** use “I” to start every sentence.
- **Don't** use “I” twice in the same sentence, or in two sentences in a row.
- **Do** use “I” when it makes your sentence flow smoothly.
- **Do** use “I” three to five times per page.
- **Do** use “I” with descriptions of accomplishments or “KSAs in the resume.”
- **Do** use “I” in a compelling sentence emphasizing complexity, uniqueness, challenge, or outstanding service.
- **Do** use “I” in a summary of skills or competencies.
- **Do** use “I” in project descriptions where you are performing a particular role.
- **Do** use “I” in your Other Qualifications or Summary of Skills section. You can use “I” more frequently in a summary of your personal values, core competencies, and skills.





STRATEGY

08

Pay Attention To
Document Design
Formatting

Pay Attention to Document
Design and Formatting

Why pay attention to design?

The first thing readers “see” is the design of your document. If your resume doesn’t look professional and is difficult to read, your credibility will suffer.

Follow the HATS formula for the Skills-Based Resume

- **H**eadings, to promote easy navigation
- **A**ccess, to promote the finding and understanding of content
- **T**ypography, to promote readability and information hierarchies
- **S**pace, to ensure document cohesion

How we address “SKILLS”

Headings: Use the outline format

Access: Use ALL CAP keywords

Typography: Only professional fonts

Space: Use white space between shorter paragraphs

- Does the design of your resume help clarify your qualifications or hide them?
- Does the design of your resume help you stand out while still representing your professional persona?

Keywords

Job title, dept., agency, series, or occupation

Location

City

Search

Search



STRATEGY

09

Submit your
Resume and
Documents to
USAJOBS

Create a USAJOBS Profile

Federal Application Process

Explore Opportunities

Submit your Resume and Documents to USAJOBS



Save your favorite jobs



Upload your resumes



Make your resume



Apply for jobs in the

Four Questions with All Applications

Going forward, to implement Executive Order 14170, all Federal job vacancy announcements graded at GS-05 or above will include four short, free-response essay questions:

- 1. How has your commitment to the Constitution and the founding principles of the United States** inspired you to pursue this role within the Federal government? Provide a concrete example from professional, academic, or personal experience.
2. In this role, **how would you use your skills and experience to improve government efficiency and effectiveness?** Provide specific examples where you improved processes, reduced costs, or improved outcomes.
- 3. How would you help advance the President's Executive Orders and policy priorities in this role?** Identify one or two relevant Executive Orders or policy initiatives that are significant to you, and explain how you would help implement them if hired.
- 4. How has a strong work ethic contributed to your professional, academic or personal achievements?** Provide one or two specific examples, and explain how those qualities would enable you to serve effectively in this position.

No AI for the Questions with All Applications

But think about them ahead of time –
200 words per question.

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Washington, DC 20415

Applicants will be required to certify that they are using their own words, and did not use a consultant or AI (such as a large language model [LLM]). To reduce the burden on candidates, the responses cannot exceed 200 words per question.

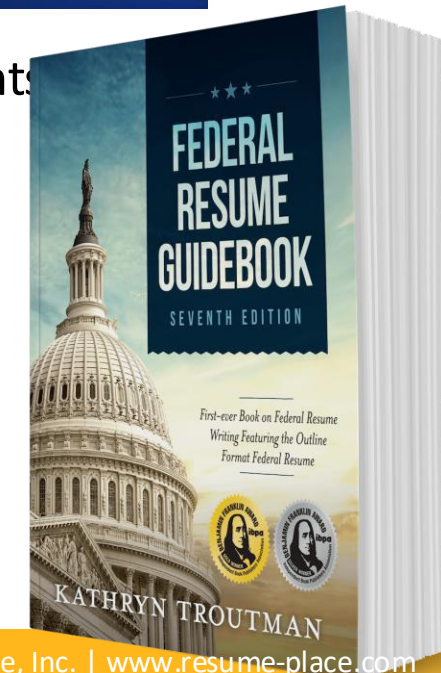
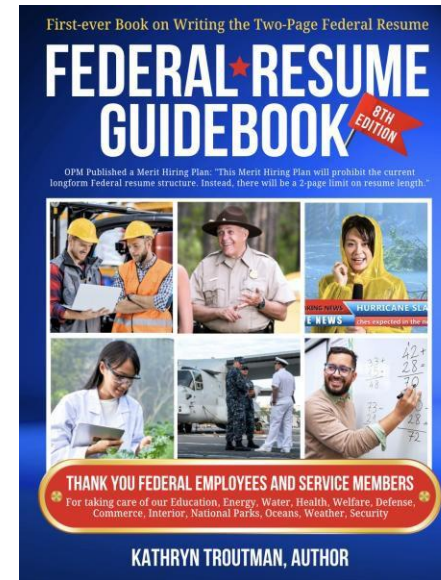
New 8th Edition!

Your chances of Best Qualified or being found by an HR Talent Searcher are VERY GOOD!

Because:

- Your resume is 2 pages
- Includes keywords, core competencies, accomplishments
- All of the required compliance information
- Technical skills
- Readable format
- Page One Is Organized: to feature critical information:
- Achievements, Core Competencies, Technical Skills

Page One Is Very Important.



Good luck and write if you need help!

One hour review and consultation / assessment is \$210.
Writing to complete the project is quoted
based on the project. THIS IS A FANTASTIC
INVESTMENT IN YOUR NEXT CAREER MOVE!

RP Writers have been writing Federal
resumes since 1996! We are here to
help you get Best Qualified Interviewed
and Selected.



Kathryn Troutman, President, Resume Place, Inc.,
And Author, *Federal Resume Guidebook, 8th Ed.*

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AMERICA

Up Next

Lunch Keynotes from 12:30pm – 1:30pm ET

Inspiring an Unmotivated Team

Laura Walker, Claims Specialist, Social Security Administration

Michelle Felicetta, District Manager, Social Security Administration

Communicating Confidently During Disruption

Dr. Bill Brantley, President and Chief Learning Officer, Brantley Advanced Social Sciences Applications