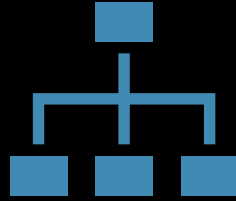


Thank you for joining today!
We will begin shortly.

FEDERAL RESUME BUILDING AND APPLICATIONS

Federal Executive Board Webinar
May 13, 2020
Katherine Heller, PHR, SHRM-CP

DISCLAIMER



This presentation is for informational purposes only. It is not representative of all unique hiring situations and is not to be considered official guidance from any Department, Agency, Division or Branch.



Any mention of products or services are for example only and are not to be considered an endorsement.

DISCUSSION TOPICS

- Effective Resumes
- Challenges and Suggestions
- Understanding the Announcement
- Customizing Content
- Formatting
- Supporting Documents
- USAJOBS Resources

EFFECTIVE RESUMES

Poll question:

When was the last time you updated your resume?

- Living Document
- Elevator Pitch
- Resume = Summary
- Show Growth
- Invest Your Time
- Consolidation is Key
- Resumes: Beyond Hiring

INTIMIDATED BY WRITING A RESUME?

Challenges

- Single Employer/Position
- Gaps in Employment
- Changing Job Series
- Modesty
- Mental Roadblocks
- Updating a “Bad” Position

Suggestions

- Categorize!
- Keep a “Running Draft”
- Focus on Transferrable Skills
- Experience **and** Impact
- Brainstorm and Link
- Reflect on Positives

UNDERSTANDING THE JOB ANNOUNCEMENT

Public vs. Merit Promotion
vs. Internal

Hiring Paths and Eligibilities

Overview

- Open/Close
- Appointment Type
- Service

Location(s)

- Telework

Duties

- Responsibilities
- Promotion Potential
- Supervisory

Requirements


- Conditions of Employment
- Qualifications
- Education

Required Documents

Benefits

How to Apply

- Next Steps

 An official website of the United States government

USAJOBS

Management & Program Analyst

[Office of Personnel Management](#)

Retirement Services, Methods and Procedures Branch

[Overview](#)

[Locations](#)

[Duties](#)

[Requirements](#)

[Required Documents](#)

[Benefits](#)

[How to apply](#)

EXAMPLE: TRANSLATING DUTIES

Sample Duty

Lead a team or special project.

Sample Resume Description

Mentored newer team members in regard to program requirements and setting milestone goals for a task team. Assessed feedback and suggestions for training improvements and successfully implemented them for future portions of the project, resulting in an increase to efficiency, effectiveness and customer satisfaction.

CUSTOMIZING CONTENT

Poll Question:

Do you have a favorite part of
your resume you feel attached to?

When to Include Salary

Eliminate Acronyms and Jargon

Not (Just) About the Money

Skills vs. Tasks

Awards

Quantify!

Make Clear Connections

EXAMPLE: EXPANDING DESCRIPTIONS

Job 1:

- Proactive hard worker
- Positive attitude
- Perfect attendance

Job 2:

- Regularly helped others
- Best customer service
- Thrived in learning environment

Job 1:

- Proactively maintained a database of customers to send follow-up correspondence and maintain contact, resulting in a 20% increase in return customers.
- Conveyed company core values by modeling a positive attitude to ensure an enjoyable environment and customer experience.
- Received awards for perfect attendance and employee of the month following a top rated performance review.

Job 2:

- Regularly helped other team members achieve their production goals and set a new regional record for single office turnaround rate.
- Earned the Best Customer Service Award following three customer kudos and two management kudos in the same period.
- Enhanced the organization learning environment by implementing training exercises and piloting a team buddy system, which was later rolled out across the division.

CONTENT AND LANGUAGE

Questions to Ask: Updating or Removing Resume Content

Does it qualify or quantify your skills or achievements?

Can the reader quickly understand the relevance?

Does it add value to the agency or position you are applying for?

Can it be misinterpreted or misunderstood?

Does the reader have to make any guesses or assumptions?

Is there any potential for creating bias (even unconsciously)?

If **No**,
Update or
Remove

If **Yes**,
Update or
Remove

Sample Language	Possible Interpretation
Familiar with... Knowledge of...	You haven't really used or done it before, but you know what it is (maybe).
Working knowledge of... Experience in/with...	You've used or done it before, but not regularly; likely not trained. Or you have been trained, but haven't actually used/done it.
Proficient...	You are able to use or do it, likely have had some training, and regularly used/done it.
Advanced...	You frequently use or do it, and don't need help or direction from others.
Expert...	You have (or could) train others how to use or do it.

FORMATTING IS KEY

Poll Question:

How many versions of your resume do you currently have?

Poll Question:

How many pages do you think is appropriate for a Federal Resume?

- USAJOBS Resume
 - Builder vs. Uploading
 - Mirroring Data Fields
- Aesthetic
 - Bullets vs. Narrative
- Voice
 - Present Tense vs. Past Tense
- Location of Education
- Avoid Images
- Number of Pages

Science Teacher

1900 E Street NW

Washington DC, DC 20415 United States

Day Phone: 2024184325 - Ext:

Email: primatehomosapien@gmail.com

Work Experience:**Department of Homeland Security (DHS)**

3801 Nebraska Ave NW

Washington DC, DC 20016 United States

01/2010 - 03/2013

Salary: 68,712.00 USD Bi-weekly

Hours per week: 40

Series: 0341 **Pay Plan:** GS **Grade:** 11

Administrative Officer (This is a federal job)

Duties, Accomplishments and Related Skills:

Performed quality assurance and quality control reviews, making corrections as necessary. Delegated Signature Authority from DHS. Maintained, reviewed and audited budget files and reports for completion and accuracy. Researched, interpreted, and provided policy explanations orally and in writing to Administrative and Budget Specialists, Division Managers, and the Department. Designed and presented policy materials to various senior management teams at quarterly and biannual meetings. Utilized Personnel and Pay System (PPS) to research historical information. Created, reviewed, and performed quality assurance on requests for pay actions, corrections, and cancellations in the system. Ensured requests were processed timely in accordance with all applicable Federal regulations, Office of Management and Budget (OMB), department and agency policies. Ensured case files met agency, procedural and regulatory guidelines in order to be prepared for internal and external audits. Applied relevant laws, regulations, policies, and principles to Personnel, Pay, Budget, and Contract actions.

Supervisor: Jane Smith (202-222-2222)

Okay to contact this Supervisor: Yes

Education:

American School of Learning Washington DC, DC United States

Bachelor's Degree 05/2007

Major: Public Administration

EXAMPLE:
USAJOBS
RESUME
BUILDER

Science Teacher

1900 E Street NW, Washington DC, DC 20415

Phone: 202-418-4325 Email: primatehomosapien@gmail.com

Work Experience:

Administrative Officer, GS-0341-11

Department of Homeland Security (DHS), Washington, DC

January 2010 – March 2013, 40 hours/week, \$ 68,712.00/year

Supervisor: Jane Smith (202-222-2222), please contact me first

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- Delegated Signature Authority from DHS.
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- Applied relevant laws, regulations, policies, and principles to Personnel, Pay, Budget, and Contract actions.

Education:

American School of Learning Washington, DC United States

Bachelor's Degree, Public Administration, May 2007

EXAMPLE:
CUSTOMIZED
RESUME
FORMAT

Customer Service

Provide courteous and timely service
Answer multiline phones and direct calls
Encourage feedback from customers
Receive commendations for superior service

Computer Systems

Operate two independent proprietary systems
Provide troubleshooting assistance
Test system updates for functionality
Train new employees on company systems

AB Company March 2012 - May 2103
XY Store June 2009 - February 2012

AB Company March 2012 - May 2103
Provide troubleshooting assistance
Provide courteous and timely service
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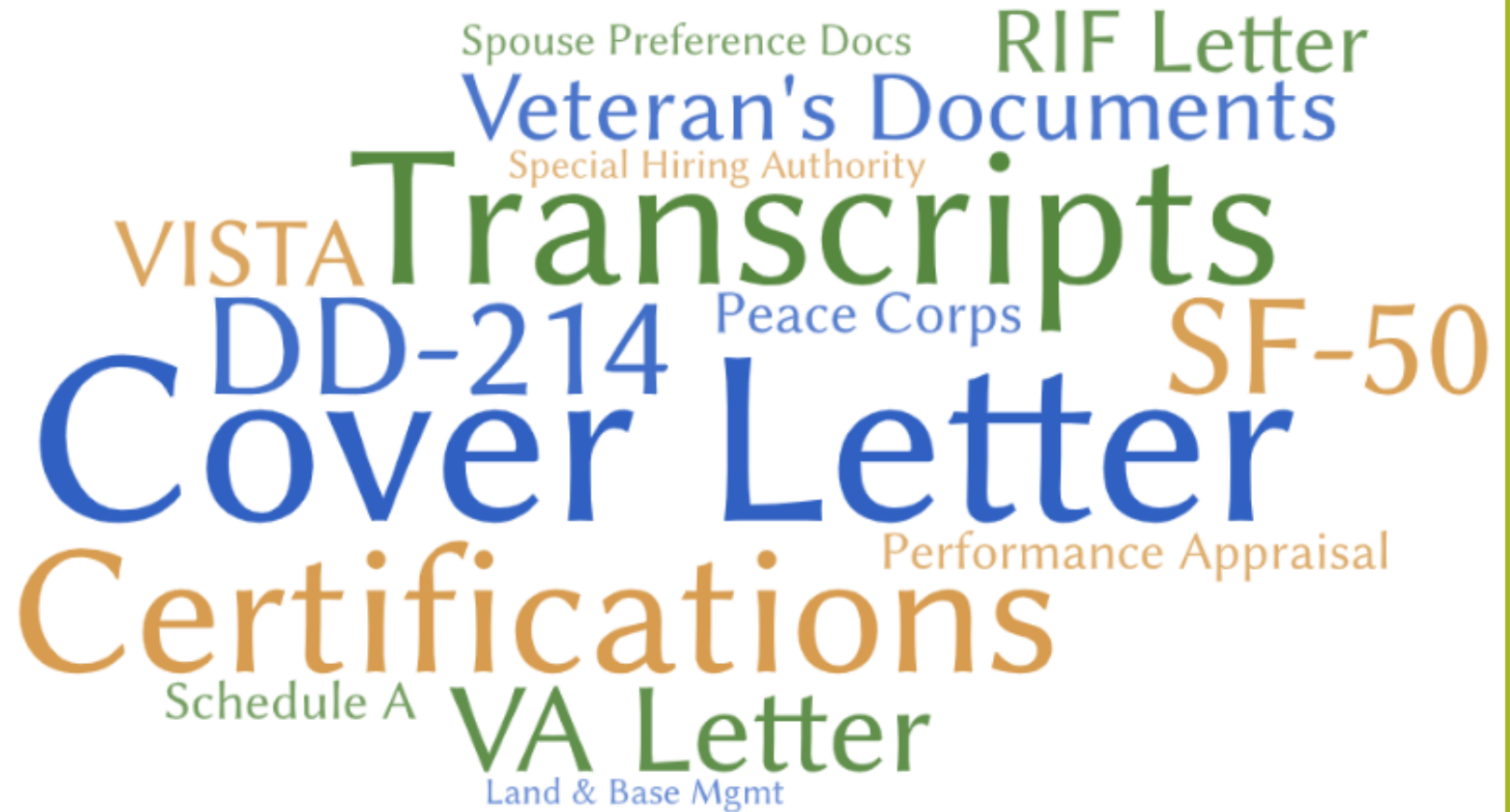
XY Store June 2009 - February 2012
Encourage feedback from customers
Test system updates for functionality
Train new employees on company systems
Receive commendations for superior service

EXAMPLE: DATE FORMATTING

SUPPORTING DOCUMENTS

Poll Question:

What types of documents do you have saved to USA Jobs, or quick/easy access to when applying to a job?

A word cloud of various supporting documents and forms. The words are arranged in a non-linear fashion, with some larger than others. The colors used are green, blue, orange, and brown. The documents listed include: Spouse Preference Docs, RIF Letter, Veteran's Documents, Special Hiring Authority, VISTA, Transcripts, DD-214, Peace Corps, SF-50, Cover Letter, Performance Appraisal, Certifications, Schedule A, VA Letter, and Land & Base Mgmt.

Spouse Preference Docs RIF Letter
Veteran's Documents
Special Hiring Authority
VISTA Transcripts
DD-214 Peace Corps SF-50
Cover Letter
Performance Appraisal
Certifications
Schedule A VA Letter
Land & Base Mgmt

USAJOBS RESOURCES

- Bring it all together with OPM's Resume Writing video:
 - <https://www.youtube.com/watch?v=8YX7oIPBoFk>
- Attend an OPM Event for Resume Writing, Interviewing, Navigating USAJOBS and more!
 - <https://www.usajobs.gov/Notification/Events/>
- Do you know about Open Opportunities for Federal Employees?
 - <https://openopps.usajobs.gov/>
- Set up a search so you receive notifications for new jobs in your inbox!
 - <https://www.usajobs.gov/Help/faq/search/job/not-posted/>
- Let your resume work for you! Make it searchable, and let the recruiters find you!
 - <https://www.usajobs.gov/Help/how-to/account/profile/searchable/>

OTHER NOTES AND SUGGESTIONS

- Use a “Personal” Email
- Be Aware of Hurdles
- Applying for Jobs ≠ “One and Done”
- Referred Status = Sent to Hiring Manager ≠ Interview