

# WRITE MARKETABLE APPLICATION MATERIALS

## TRADITIONAL RESUME WRITING

### Resume Purposes

- \*To get an interview – not a job
- \*To introduce yourself to an employer
- \*To act as a guide during a job interview
- \*To be a reminder after the job interview

### Write A Clear Resume for Targeted Position(s)

Choose the resume format that best shows your qualification for the position(s) you are targeting and most highlights your experiences and skills. Generally a resume is used for all the positions you might be applying for. Whereas a cover letter is written specifically for each position.

### Use Traditional Resume Formats:

**Chronological:** Resume formats which list job experiences with the most recent experience first. This is a good basic format to try first and then revise into other formats which highlight your experience best.

**Functional:** This resume format highlights one's skills instead of work experience. This format is often good for those that are changing careers and want to highlight their qualifying skills.

**Combination:** Resume formats which include both skills and work experience. This format is generally the best at tailoring one's resume toward the skills/experiences for the desired position(s). It can include using more specific main headings and/or combining work experiences with skills (educational & other skills) into a format, which best highlights one's qualifications.

**Creative:** Resume formats which are arranged in a creative and unique setup—most appropriate when applying for creative-type positions.

### Resume Preparation, Editing, & Printing

**Gather All Information** (such as dates and locations, in reverse chronological order):

1. Work experience (include paid and unpaid employment, job duties, city, state, dates)
2. Education (include all college(s), certificates, training, graduate, and continuing education)
3. Volunteer activities
4. Awards/professional associations/honors

## **Editing:**

1. Decide what to include/exclude, highlighting the best qualifications after reviewing vacancy announcement(s) requirements, showing focus, commitment, and achievement.
2. Choose format style, which best highlights your experiences and skills and is appropriate for the type of position you are targeting.
3. Have others (particularly those in the field you want) read and review.
4. Polish language for final draft using “action phrases” and take out excess words and repetitive information.

## **Resume Content To Include/Exclude:**

### Include:

Identification section (name, address, telephone(s), email, city, state, zip code)

Summary of qualification (optional)

Job objective (optional)

Education/training/certificates/licenses

Work experience/employment history

Professional affiliations/Awards/Honors\*

Publications\*

Community Work, Volunteer work (can be listed as a job)

Reference phrase...”References Available Upon Request” (Optional)

All Qualifying Information Organized Clearly/Succinctly

Action Words/Phrases to describe work duties (such as “Coordinated program efforts”, “Analyzed data”, “Supervised six professional staff”)

\*If extensive, prepare as an addendum on a separate page with identification section at the top of that page, such as “Awards/Honors” or “Training”.

### Exclude:

Date

Photograph

Personal Data (birthdate, marital status, health, religious/political affiliations)

Salary Requirements

Reasons For Leaving Positions

Names/Addresses of References

Negative Information

**Printing:**

Keep length to one to two pages if possible. (Including all qualifications clearly and succinctly is more important than the length.)

Proofread for accurate content and spelling.

Consider visual clarity and appeal.

**Examples of Clear, Concise Descriptive Phrases Starting With “Action Words”**

“Supervised six professional staff”

“Organized records”

“Taught federal guidelines to new employees”

**FEDERAL STYLE RESUME WRITING**

**Review Federal Vacancy Announcements**

Look at position requirements to determine if education can be substituted for experience, and see the Knowledge, Skills, Abilities (KSAs) or online application questions listed for the position.

Make sure applicant meets the position requirements before applying to avoid wasting valuable application time.

It is often possible to use transferable skills or degrees to substitute for required experience, thus meeting position qualifications.

Use keywords in vacancy announcements to determine most qualifying outline resume headings.

**Prepare Federal Application Materials**

May, 2010 Update! Office of Personnel Management is now in the process of implementing President Obama’s recent order to eliminate the Knowledge, Skills, and Ability (KSA) essays to show applicant’s job requirement qualifications. They are currently updating the federal application process to only require a resume and cover letter as federal application materials.

## Recent Federal Application Forms

**Federal Resume:** This has been the recommended application format instead of the OF-612 because of its flexibility in highlighting one's experience and skills in a variety of more qualifying formats.

**OF-612:** Replaced the SF-171 in 1995; Still used by all federal agencies who give applicants a choice of using the OF-612 or a federal resume

**SF-171:** Standard federal employment application; many pages long

## **Federal Resume Vs. Traditional Resume**

A federal resume is different from a private sector resume, by requiring more personal information and relevant job responsibilities/ accomplishments

Longer than a traditional resume but with same resume guidelines.

## **Information To Include in a Good Federal Resume**

**Job Information:** announcement number, title, series, and job grade level

**Personal Information:** full name, mailing address, day and evening telephone numbers, e-mail address, Social Security number, country of citizenship, veteran's preference, and Federal Status (highest civilian grade held).

**Education:** high school (name, city, state, zip code, date of diploma or GED) and colleges /universities (name, city, state, zip code, majors, type and year of degrees received)

**Work Experience:** job title, employer's name and address, supervisor's name and telephone number, starting and ending dates (month and year), hours per week, salary, whether current supervisor may be contacted, and description of duties /accomplishments, results .

**Other Qualifications:** job-related training courses, skills, certificates/ licenses, honors, awards, special accomplishments, publications, memberships , professional/ honor societies, leadership activities, public speaking, and performance awards

## **Purpose of Federal Resume**

Resume needs to include more specifics and language similar to the vacancy announcement so the Human Resource Specialist can determine if the applicant meets the specialized position requirements.

## **Federal Resume Length**

The requirement for the OF-612 is to include at least the past 10 years of work experience and older, relevant/qualifying experience. The resume length depends on the amount of experience, typically, three to six pages. Provide enough information to demonstrate clear, concise qualifications.

## **Federal Resume Writing Guidelines**

1. Emphasize accomplishments. Show amount/quality of experience.
2. Describe major responsibilities. Draw special attention to most relevant responsibilities .
3. Avoid long paragraphs. Use bullets, boldface fonts, and ALL CAPS to draw attention to accomplishments/job duties. All caps can be used to identify/highlight major functional work categories. Keep paragraph lengths to only 8-10 lines. Be consistent in use of indentations, bullets, boldface, italics, and capitalization. Keep margins at approximately 1" on all four sides.
4. Describe accomplishments/experience in complete, concise wording. Avoid long job descriptions. Avoid using the same descriptor two times in one paragraph. Do not use words that don't add value such as "responsible for"; "very"; "participated in"; "duties included"; "the"; and other excess, unnecessary words.
5. Begin sentences with action verbs such as managed, supervised, coordinated, created. Use present tense for current work experience and past tense for previous experience.
6. Check grammar, syntax, and spelling. Use spell check, and proof resume. Avoid abbreviations and acronyms ; use simple terms; be consistent with abbreviations.
7. Use 8 ½" x 11", good quality bond paper in white or a light neutral color. When mailing resume, do not fold it. Mail in flat 9" x 12", nongovernment envelope.
8. Use a clear font, such as Arial, Antigua, Bookman Old Style, or Times New Roman, in a readable size (11 or larger for text, 12 or larger for headings). Leave plenty of white space to make reading and scanning easy.
9. Single space between lines; double space between sections. Number each page after first page and include name and Social Security number on each page, in a consistent format. Use present tense for current job(s) and past tense for previous jobs.
10. Avoid self-congratulatory language, such as "Wrote excellent report "; indicate commendations or if report was accepted and influenced policy.

## **Federal Resume Components**

### **Heading**

Include name, address, day/evening telephone numbers, e-mail address, required information for federal applications: Social Security number, veteran's preference, country of citizenship, federal status (highest civilian grade held). Make name at least one font size larger than other information; use boldface type. Place academic degree or professional certificate after name.

### **Objective**

Objective should include the vacancy title and position number.

### **Profile**

This optional, concise statement can include capitalized phrases highlighting experiences. Use three to six sentences, which include name of career field, experience level, years of relevant experience, where experience has been applied, specialized skills, and knowledge, training, and/or education, special certifications/clearances

A Profile, Qualifications Summary, Career Profile, Executive Summary, Professional Summary, Skills Summary, or a professional title, such as Intelligence Analyst or Trade Expert, is to summarize qualifications. Experience can also be highlighted using more specific main headings summarizing work experience.

### **Chronological Experience Presentation**

This most common resume format is appropriate when recent experience is most qualifying. List experience in reverse chronological order. Include relevant/qualifying experience. Go back at least ten years. Emphasize accomplishments/special contributions; quantify results; describe major responsibilities.

#### Possible Chronological Titles:

“Experience”, “Management Experience”, “Government Experience”, “Supervisory Experience”, “Securities Experience”, “Professional Experience”, “Work Experience”, “Work History”, “Career History”, “Employment History”

#### Typical Position Information Order:

Position title, name of employer, address, zip code, and dates of employment (months and years). Include number of hours worked per week, supervisor’s name, telephone number, current federal salary, all previous non-federal position salaries. Indicate whether supervisor may be contacted for current position.

### **Chronological and Functional Experience Presentation**

This format best highlights relevant experience/accomplishments, particularly when most recent skills are not as qualifying as skills/experience in previous positions.

Two to four subheadings describing relevant accomplishments will highlight qualifications best such as “Supervision Experience” and/or “Project Management Experience”. Create subheadings and list accomplishments under each.

List experience in reverse chronological order, and include all required information, such as descriptions of major responsibilities/ accomplishments not previously described.

### **Education**

List education in reverse chronological order, including degree, major, school, city, state, zip code, and year of graduation. High school information should be included on a federal resume. If education is most qualifying, put it on page one.

## **Professional Training**

A separate category for training can be clearer. Include relevant training, year of completion, in reverse chronological order, relevant special skills, clearances, certifications, publication information, licenses, computer skills, professional affiliations, military service, community service, presentations, and awards.

## **Awards**

Awards should be grouped by type and listed in reverse chronological order. Clearly list "Award Name", "For what Honor/Achievement", "Company Giving Award", and "Date". An award can also be referred to in the resume work experience section to illustrate an accomplishment .

## **Military experience**

Include military experience here, including rank and dates

## Resume Samples

### CHRONOLOGICAL RESUME SAMPLE

**Bill Gray**  
**1111 Scott Street**  
**Washington, DC 20016**  
**xxx-xxx-xxxx (Home)**  
**xxx-xxx-xxxx (Cell)**  
[xxxxxx@xxxx.com](mailto:xxxxxx@xxxx.com) (Email)

### EDUCATION

**Master of Arts in Government**, The Johns Hopkins University, Washington, DC, 2012

**Bachelor of Science, Political Science**, Georgetown University, Washington, DC, 2008

### HONORS/AWARDS

Deans List, For High Academic Achievement, Georgetown University, 2004-2008

### EXPERIENCE

Political Aide, Office of U.S. Representative Mary Smith, Washington, DC, 2008-2009

- \*Communicated with constituents
- \*Researched important political issues
- \*Managed special projects
- \*Performed various administrative assignments
- \*Supervised two administrative staff members

Legal Assistant, Brown and Bain, LLP, Phoenix, AZ, 2007

- \*Managed document reviews
- \*Prepare and organize case materials
- \*Analyze case documents
- \*Communicate effectively with clients, attorneys, and staff
- \*Review document production and database

**BILL GRAY, p. 2**

Office Assistant, Washington Hospital Center, Washington, DC, 2006

\*Organized records

\*Answered telephones

**COMPUTER EXPERIENCE**

Proficient in MS Windows, Word, Excel, Access, Outlook

**LANGUAGE SKILLS**

Proficient in French and Spanish languages

**REFERENCES**

Available Upon Request

## FUNCTIONAL RESUME SAMPLE

**Bill Gray**  
**1111 Scott Street**  
**Washington, DC 20016**  
**xxx-xxx-xxxx (Home)**  
**xxx-xxx-xxxx (Cell)**  
**[xxxxxx@xxxx.com](mailto:xxxxxx@xxxx.com) (Email)**

### EDUCATION

**Master of Arts in Government**, The Johns Hopkins University, Washington, DC, 2012

**Bachelor of Science, Political Science**, Georgetown University, Washington, DC, 2008

### GOVERNMENT SKILLS

- \*Communicated with U.S. House of Representative constituents
- \*Analyze public policy topics
- \*Debate and analyze political perspectives and policy
- \*Draft and deliver political speeches
- \*Investigate federal government laws, procedures, and regulations

### GLOBAL SECURITY SKILLS

- \*Familiarity with economic, environmental, and military global security
- \*Researched security issues

### MANAGEMENT SKILLS

- \*Managed administrative work in hospital setting.
- \*Excellent teamwork skills

**BILL GRAY, p. 2**

**EXPERIENCE**

Political Aide, Office of U.S. Representative Mary Smith, Washington, DC, 2008-2009

Legal Assistant, Brown and Bain, LLP, Phoenix, AZ, 2007

Office Assistant, Washington Hospital Center, Washington, DC, 2006

**COMPUTER EXPERIENCE**

Proficient in MS Windows, Word, Excel, Access, Outlook

**LANGUAGE SKILLS**

Proficient in French and Spanish languages

**REFERENCES**

Available Upon Request

## COMBINATION RESUME SAMPLE

**Bill Gray**  
**1111 Scott Street**  
**Washington, DC 20016**  
**xxx-xxx-xxxx (Home)**  
**xxx-xxx-xxxx (Cell)**  
[xxxxxx@xxxx.com](mailto:xxxxxx@xxxx.com) (Email)

### EDUCATION

**Master of Arts in Government**, The Johns Hopkins University, Washington, DC, 2012

**Bachelor of Science, Political Science**, Georgetown University, Washington, DC, 2008

### POLITICAL EXPERIENCE

Political Aide, Office of U.S. Representative Mary Smith, Washington, DC, 2008-2009

- \*Communicated with constituents
- \*Researched important political issues
- \*Managed special projects
- \*Performed various administrative assignments
- \*Supervised two administrative staff members

### LEGAL EXPERIENCE

Legal Assistant, Brown and Bain, LLP, Phoenix, AZ, 2007

- \*Managed document reviews
- \*Prepare and organize case materials
- \*Analyze case documents
- \*Communicate effectively with clients, attorneys, and staff
- \*Review document production and database

**BILL GRAY, p. 2**

**ADMINISTRATIVE EXPERIENCE**

Office Assistant, Washington Hospital Center, Washington, DC, 2006

\*Organized records

\*Answered telephones

**COMPUTER EXPERIENCE**

Proficient in MS Windows, Word, Excel, Access, Outlook

**LANGUAGE SKILLS**

Proficient in French and Spanish languages

**REFERENCES**

Available Upon Request

## FEDERAL RESUME SAMPLE

### Mary Smith

123 Spring Street

Baltimore, MD 20225

Home: (xxx)xxx-xxxx, Cell: (xxx)xxx-xxxx

Email: [XXXXX@XXX.com](mailto:XXXXX@XXX.com)

Social Security Number: xxx-xx-xxxx

Citizenship: United States

Veterans Preference: +5 points

Security Clearance: Interim Top Security Clearance

Objective: Job Title, Pay Scale – Series-Grade, Agency, Location  
Job Announcement Number: \_\_\_\_\_

### SECURITY MANAGEMENT EXPERIENCE

SECURITY INTERVIEWER, XX/20XX to Present, (4 years)

KTO COMMUNICATIONS, Contractor, United States Recruiting Command, Baltimore, MD

40 hours per week, Salary: \$35,000 per year,

Supervisor, John Smith, 333-333-3333, may contact

**CONDUCT INTERVIEWS, RESEARCH, AND EVALUATE DOCUMENTS** for preparation of security packets. Interview applicants to determine eligibility for top-secret clearance. Complete record searches to gather information about applicants seeking federal security clearances. Evaluate requests **ensure compliance with security regulations**. Maintain sensitive information, access-related files, records, and reports.

**PERFORM INVESTIGATIONS** for personnel security investigations; conduct local file checks. Evaluate and notify other organizations of unfavorable actions. **Direct security investigations, review and analyze reports of findings; determine and direct necessary remedial action.**

**POSSESS THOROUGH KNOWLEDGE OF SECURITY PERSONNEL PRINCIPLES, POLICY AND PROCEDURES.** Utilize knowledge of national level Department of Defense (DOD) personnel security policies, procedures, theories, and principles. Advise and guide colleagues on proper law interpretation.

SUPERVISOR/SECURITY MANAGER, 20XX-20XX (2 years)

KDD COMMUNICATIONS, Contractor, United States Recruiting Command,  
Baltimore, MD

40 hours per week, Salary: \$28,000 per year,

Supervisor: Mary Bond, 444-444-4444, may contact

**UTILIZED WIDE RANGING KNOWLEDGE OF SECURITY PERSONNEL POLICIES**, to support investigation activities. Interpreted federal laws, operating policies, and procedures including Equal Employment Opportunity and Privacy Act, among others.

**CONDUCTED INVESTIGATIVE ANALYSIS; provided guidance and information to subordinates regarding technical advice.** Studied, reviewed, and recommended new procedures, policies, and programs. Performed difficult and complex personnel security duties.

**SUPERVISED SIX PROFESSIONAL STAFF.** Evaluated performance, monitored job requirements, assigned tasks.

## **EDUCATION**

### **Master of Science, Government**

The Johns Hopkins University, Baltimore, MD, June, 2011

### **Bachelor of Science, Communications**

The Johns Hopkins University, Baltimore, MD, June, 2009

## **HONORS/AWARDS**

Cash Award, for excellence in communication competition, The Johns Hopkins University, 2009

Deans List, for high grade point average, The Johns Hopkins University, 2008

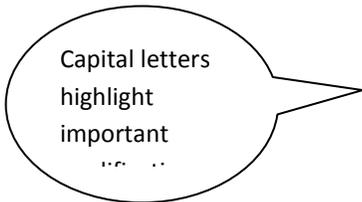
**USAJOBS RESUME SAMPLE**

**Kara Smith**  
100 Clear Avenue  
Rochester, NY 08000  
Day Phone: 718.222.3333  
Email: [Kara.Smith@dhs.gov](mailto:Kara.Smith@dhs.gov)

**Country of citizenship:** United States of America  
**Veterans' Preference:** No  
**Highest Grade:** D-SV-1802, 11/2007-Present  
**Contact Current Employer:** Yes

**DESIRED LOCATIONS**  
US-NJ-Northern  
US-NY-Long Island  
US-NY-New York City

**WORK EXPERIENCE** Transportation Security Administration 11/2007 - Present  
Jamaica NY US  
Grade Level: SV-1802-D  
Salary: \$29,000 USD Per Year  
Hours per week: 40



**TRANSPORTATION SECURITY OFFICER**

**LEADERSHIP:** Chosen to serve as ACTING LEAD based on exemplary performance. Monitor, direct, and rotate duties of 6 screening personnel to ensure established goals and priorities are met. Gain compliance, teamwork, and cooperation. Maintain an open line of communication between Supervisors and Transportation Security Officers. Make responsible decisions regarding prohibited and hazardous items.

**SECURITY SCREENING:** Perform thorough screening of individuals and baggage at extremely busy checkpoint. Detect unusual behavior in passengers and perform additional screening based on Standard Operating Procedures. Identify dangerous and prohibited items. Operate, calibrate, and perform alarm resolution on screening equipment including the X-Ray Machine, Explosive Threat Detection, Explosive Detection System, Walk Through Metal Detector, and Hand Held Metal Detector.

**CUSTOMER SERVICE / COMMUNICATION:** Inform passengers of the rules and regulations to help them through the screening process quickly and less stressfully. Confidently interact with agitated passengers with a calm and professional voice. Treat each passenger with respect, and help them with their individual needs. Maintain

communication with stakeholders and passengers.

**MULTI-TASKING:** Concurrently perform task at hand while maintaining acute domain awareness. Adapt and respond to continuous changes in the Standard Operating Procedures and to the diverse needs of the passengers. Worked between JFK and spoke airport at the same time thus obtaining certifications in screening of passengers and their accessible property as well as screening of their checked baggage.

**ACCOMPLISHMENTS/AWARDS**

- + 1 of 20 Dual-function certified Transportation Security Officers out of 300 Transportation Security Officers at JFK, 2009.
  - + Hand-picked by supervisors to serve as part of an airport-wide screening team for the Philly's baseball team, 2008
  - + Certificate of Appreciation from Federal Security Director as the only Officer to pass a "Red Team" test, 2008
  - + 8 hour "Time Off" Award for teamwork, guidance to others, flexibility, knowledge, skills and performance, 2008
  - + 8 hour "Time Off" Award for catching a "Red Team" IED test, 2008
- (Contact Supervisor: Yes, Supervisor's Name: Patricia Young, Supervisor's Phone: 718-333-4444)

**Bronx County Sheriff's Office**

**6/2007 - 8/2007**

**Bronx NY US**

**Salary: N/A USD Per Year**

**Hours per week: 25**

**CRIME SCENE TECHNICIAN INTERN**

ACCEPTED INTO HIGHLY SELECTIVE 200+ HOUR INTERNSHIP. Successfully completed stringent interview and selection process including polygraph, drug test, and required faculty recommendations.

DEMONSTRATED ATTENTION TO DETAIL when processing crime scene evidence, crime scene investigations and comparing latent fingerprints. Photographed and measured crime scenes to give an accurate representation of the scope of the crime scene. Trusted by supervisors to work independently based on competencies, prior work experience, and superior academic performance. As a member of the crime scene investigative unit, helped co-workers complete their duties in a timely manner.

**ACCOMPLISHMENTS**

- + Requested by the Bronx County Sheriff's Office to extend my employment beyond the final internship date in order to assist with processing evidence for a federal drug case.
  - + Responded in a professional manner while working in traumatic crime scenes and attending autopsies.
- (Contact Supervisor: Yes, Supervisor's Name: Sergeant Stella Smith, Supervisor's Phone: 718-333-4444)

**Outback Steakhouse**

**5/1999 - 10/2007**

**New York NY US**

**Salary: \$18,000 USD Per Year**

**Hours per week: 20-40**

**HEAD WAITRESS / BARTENDER**

**CUSTOMER SERVICE / CONFLICT MANAGEMENT:** Tactfully dealt with difficult and irate customers. Diffused emotional situations by listening carefully, staying calm, and maintaining a positive attitude while addressing customers' concerns. Constantly communicated with guests whether informing them of the specials or keeping them satisfied. Skillfully interacted with people of different nationalities.

**LEADERSHIP / MULTI-TASKING / TEAMWORK:** Prioritized and orchestrated job functions of 8 wait staff under high-stress conditions while maintaining composure and making quick decisions. Mixed and poured drinks for my guests and the rest of the guests in the restaurant while taking orders, delivering food, greeting guests, keeping beverages filled, continually checking on guests, getting them what they need, cashing out guests, and clearing tables.

**ACCOMPLISHMENTS/AWARDS**

- + Promoted to Supervisor after 8 months based on maturity and professionalism.
- + History of repeat and new customers requesting my service as their waitress.
- + During 8-year tenure, was selected as Employee of the Month 15 times by coworkers and management.

(Contact Supervisor: Yes, Supervisor's Name: Raymond Jones, Supervisor's Phone: 781.222.2222)

**Suffolk County Community College**

**1/2004 - 5/2004**

**Suffolk NY US**

**Salary: N/A USD Per Year**

**Hours per week: 30**

**RESIDENTIAL ADVISOR**

**DECISIVENESS / COMMUNICATION**

Ensured the safety and comfort of 20 students living in the dorm. Served as primary point person for Campus Security. Communicated and enforced dormitory rules set forth by the College. Served as liaison between students and administration to resolve and address students' questions, concerns, or complaints. Entrusted with master keys to all the dormitories.

**DETAIL ORIENTATION**

Inspected dormitory rooms prior to and following student check in/out. Recorded any damage done to property. Provided administrative support through data entry and record management.

(Contact Supervisor: Yes, Supervisor's Name: Mardi Holmes, Supervisor's Phone: 718-555-1234)

Look for transferable skills in unrelated jobs.

## EDUCATION

John Jay College of Criminal Justice

New York, NY US

Bachelor's Degree - 5/2008

Major: Criminal Justice

GPA: 3.7 out of 4.0

Relevant Coursework, Licensures and Certifications:  
ACADEMIC HONORS / DISTINCTIONS  
Member of Phi Theta Kappa Honor Society 2006-2008  
National Dean's List 2006-2008

Suffolk County Community College

Suffolk, NY US

Associate Degree - 5/2004

Major: Criminal Justice

Relevant Coursework, Licensures and Certifications:  
ACADEMIC HONORS / DISTINCTIONS  
New York Merit Scholarship 2000  
President's Education Awards Program 2000

Eastern Suffolk Vocational Technical School

Brentwood, NY US

High School or equivalent - 5/2000

Major: Law Enforcement Vocational Training

Relevant Coursework, Licensures and Certifications:  
ACADEMIC HONORS / DISTINCTIONS  
Dual enrolled/earned college credits while in high school 1998-2000

## JOB RELATED TRAINING

### CERTIFICATIONS

2007, 2008

X-Ray Image Proficiency

Walk-Through Metal Detector

Physical Bag Search

Hand-Held Metal Detector

Full-Body Pat Down

Explosive Trace Detection

Fraudulent Documents

### JOB RELATED TRAINING

TSA Basic Screener, 40 hours of classroom training; 60 hours of on-the-job training, 2007

TSA Basic Checked Baggage Screening, 4 hours of classroom training; 35 of on-the-job training, 2008

TSA Baggage Screener Basic L3 Version 2.9, 8 hours of classroom training; 40.5 hours of on-the-job training, 2008

TSA L3 Version 2.9 with OSARP, 13 hours, 2008

Conflict Management Essentials, 4 hours, 2007

Travel Document Checker Behavior Awareness, 2008

Hazardous Materials Awareness, 2008

Improvised Explosive Device Training, 2008  
Exit Lane Monitor Training, 2008  
Customer-Focused Security, 2008  
Numerous TSA Transportation Intelligence Gazettes  
Successfully completed over 40 Online Learning Center courses to date

COMPUTER SKILLS  
Microsoft Office: Word, Excel, Outlook, PowerPoint, Access

## LANGUAGES

### Spanish

**Spoken:** Intermediate  
**Written:** Intermediate  
**Read:** Intermediate

## REFERENCES

**Patricia Young** Transportation Security AdminSupervisory TSO  
**Phone Number:** 718-333-4444  
**Reference Type:** Professional  
**Stella Smith** Bronx County Sheriff's Office Sergeant  
**Phone Number:** 718-333-4444  
**Reference Type:** Personal  
**Raymond Jones** Outback Steakhouse Operations Manager  
**Phone Number:** 781-222-2222  
**Reference Type:** Professional

## ADDITIONAL INFORMATION

In USAJobs Resume Builder, qualification highlights can be added to the additional

### QUALIFICATIONS

Committed, conscientious DUAL-FUNCTION Transportation Security Officer dedicated to a career with the Transportation Security Administration. Commended for keen ATTENTION TO DETAILS and exceptional OBSERVATION SKILLS at a checkpoint that averages 10,000 national and international passengers a day. Reputation for DECISIVENESS, FLEXIBILITY, HONESTY, and the ability to stay CALM AND FOCUSED in stressful situations. Well developed COMMUNICATION and INTERPERSONAL SKILLS from over 8 years experience in a fast-paced CUSTOMER SERVICE environment. Strong follow-through and time management skills helped to earn a B.S. in CRIMINAL JUSTICE with top honors while working full-time. Financed 100% of my education. Loyal, possess strong common sense with a keen sense of humor, and commitment to a job well done.

## **ELECTRONIC RESUME WRITING**

### **Prepare resume for electronic submission**

Save primary resume and use it whenever asked to submit a hard copy of your resume, fax your resume, or send your resume as an attachment to an e-mail.

To convert resume for electronic submission so it can be copied/pasted onto most online application systems:

Change all bullets to dashes

Remove all boldface font (but substitute capitals when appropriate)

Left justify all text

Remove all page headings

Use ALL CAPS for highlighting job titles or other qualifying phrases. Do not overuse all caps.

### **Write Standard Electronic, Online Federal Employment Application Forms**

OF-612 (Optional Application For Federal Employment)

1203-FX (Supplemental)

SF-15 (Application for 10-Point Veterans Preference)

Found at <http://www.opm.gov/forms/html/sf.asp>

## **LETTER WRITING**

### **Write Cover Letters Highlighting Relevant Experiences For Specific Job Openings**

#### **Cover Letter Purposes:**

- Introduce Yourself to an Employer
- Request an Interview
- Display your organizational and communication skills
- Accompany your resume
- Impress potential employer with your qualifications
- Address each opportunity individually

#### **Successful Cover Letter Components:**

- Addressed to a specific individual
- Targeted, concise, interesting to reader
- Focuses on what you can do for the employer
- Addresses all major requirements listed in job posting/advertisement and other qualifications you have to offer an employer
- Uses action, achievement words and phrases
- Provides contact information where an employer can easily reach you (telephone number, email address)
- Is error-free, typed, professional tone and format
- Refers to attached resume

#### **Good Cover Letter Content/Format:**

##### Opening Paragraph:

- Write that you would like to apply for “specific position title”.
- List the minimum qualifications that you have that the employer requires.

##### Middle Paragraph:

- Refer to your attached resume.
- Concisely summarize that you have the requirements/qualifications that the employer wants to see as shown on your resume. List those qualifications using professional language similar to the position description in the order that is most qualifying to this potential employer.
- Write everything from the perspective of what you can do for the employer.
- Use action phrases and highlight accomplishments.

After first highlighting the required qualifications that you have, briefly summarize/point out any other qualifications that you have as listed on your resume, that might also qualify you.

Closing Paragraph:

Request an interview.

List all of your contact information (telephone – home/work, email, cell phone) again in the cover letter, even though it is on your attached resume, to make it easy for an employer to contact you.

### **Write Thank You Letters Highlighting Your Experience, Continued Interest, Qualification**

#### **Thank You Letter Purposes:**

Highlight points and your qualification from the job interview or networking meeting  
Close the interview process with a positive tone  
Display continued interest in the position in a brief, professionally typed format

#### **Successful Thank You Letter Components:**

Briefly thank the individual(s) who interviewed you preferably within 24 hours of the interview  
Summarizes your qualifying experience and skills  
Mentions any qualifying information you forgot to mention during the interview  
Conveys enthusiasm/interest in the position  
Reiterates the “next steps” that were discussed during the interview  
Provides contact information where you can be reached (telephone numbers and email addresses)  
Is professional, error-free, typed

### **Write Approach/Broadcast Letters to Potential Employers**

#### **Approach/Broadcast Letter Purposes:**

Send to potential employers when a specific opening does not exist  
Generate interest and gather career information

#### **Approach/Broadcast Letter Components:**

Use a similar format to the cover letter (above) except request information about specific type job titles rather than known job openings.  
Addressed to a specific individual  
Get right to the point and concisely hold reader’s interest  
Request further contact

Provide contact information (telephone number, email address)

Is error-free, typed, professional

Networking in person with people who work in interesting jobs is usually a more effective method of gathering information about career fields or hearing about job openings than broadcast letter writing.

### **Write Professional Acceptance or Rejection (Of Offer) Letters**

Stipulate conditions of acceptance or reason(s) for rejection in a professional tone.

#### **Acceptance/Rejection Of Offer Letter Components:**

Thanks the interviewer(s) or person (s) offering the position

Graciously/professionally accepts or rejects the offer

If accepting, specify the hiring conditions discussed

If declining, leave your options open for the possibility of future employment with this employer

Provide contact information (telephone number/email address) where you can be reached

Is professional, error-free, typed

**Letter Samples**

**COVER LETTER SAMPLE**

**Mary Jones**  
**8533 Chain Bridge Road**  
**Arlington, VA 22533**  
**Telephone: xxx-xxx-xxxx**  
**Email: [xxxxx@xxxx.com](mailto:xxxxx@xxxx.com)**

May 31, 2010

Internal Revenue Service  
Attention: Mr. John Smith  
4333 Garden Road  
Washington, DC 20018

Dear Mr. Smith:

I am writing to apply for the Program Analyst position. My management, supervisory, and analysis experience should qualify me for this position. My masters degree in Government from The Johns Hopkins University, and my Bachelor of Science degree in Communications also add to my qualification.

On the enclosed resume, you can see my proven record of providing strong program management work at the Department of Health and Human Services and the Department of Labor, where I supervised many staff members, analyzed records, and utilized my ten years of work experience in program analysis. I particularly enjoy supervising staff and writing detailed materials. Additionally my strong communications and computer skills should add to my qualification.

I am available for an interview at your convenience. My home telephone number is xxx-xxx-xxxx, and my email address is [xxxxx@xxxx.com](mailto:xxxxx@xxxx.com). Please let me know if I can provide any further qualifying information.

Sincerely,

Mary Jones  
Enclosure

## THANK YOU LETTER SAMPLE

**Bill Gray**  
**2222 Chain Road**  
**Fairfax, VA 22533**  
**Telephone: xxx-xxx-xxxx**  
**Email: [xxxxx@xxxx.com](mailto:xxxxx@xxxx.com)**

May 2, 2010

Department of Commerce  
Attention: Mr. John Smith  
3343 Talley Road  
Washington, DC 20011

Dear Mr. Smith:

Thank you for interviewing me today for the Program Analyst position at the Department of Commerce recently. This position seems to match my strong analysis and management experience. The creative approach to management analysis that we discussed confirmed my desire to work for you, since I value that perspective.

As we discussed in the interview, I could bring to this position strong writing skills and the ability to encourage others through my supportive management style and experience. My additional analysis experience at the Department of Labor and coursework on international analysis should add to my qualification. I understand your need to fill this position as soon as possible, so I wanted to let you know that I am now available as of the end of this month, which is earlier than I told you in the interview.

I am very interested in working for you and look forward to hearing from you . As you know, my telephone number is xxx-xxx-xxxx, and my email address is [xxxxx@xxxx.com](mailto:xxxxx@xxxx.com). Please let me know if I can provide any further information to support my application.

Bill Gray

**APPROACH/BROADCAST LETTER SAMPLE**

**Bill Gray**  
**2222 Chain Road**  
**Fairfax, VA 22533**  
**Telephone: xxx-xxx-xxxx**  
**Email: [xxxxx@xxxx.com](mailto:xxxxx@xxxx.com)**

Department of Commerce  
Attention: Mr. John Stevenson  
3343 Talley Road  
Washington, DC 20011

Dear Mr. Stevenson:

Mary Jones, whom I met at a recent meeting of the Association of Government Employees, suggested that I contact you for information about your work on Capitol Hill.

I am a graduate student in Government at The Johns Hopkins University and am interested in gathering more information about various career fields in government. I would like to hear more about your work in Senator Hatch's Office as part of my efforts to learn more information about this field.

Please contact me when convenient at xxx-xxx-xxxx or email me at [xxxx@xxxxx.com](mailto:xxxx@xxxxx.com) to find a mutually convenient time to talk. I look forward to hearing from you. Thank you, in advance, for your assistance.

Sincerely,

Bill Gray

**ACCEPTANCE/REJECTION (OF OFFER) LETTER SAMPLE**

**Bill Gray**  
**2222 Chain Road**  
**Fairfax, VA 22533**  
**Telephone: xxx-xxx-xxxx**  
**Email: [xxxxx@xxxx.com](mailto:xxxxx@xxxx.com)**

Department of Commerce  
Attention: Mr. John Stevenson  
3343 Talley Road  
Washington, DC 20011

Dear Mr. Stevenson:

Thank you very much for offering me the position of Marketing Manager with the Department of Commerce. It was a difficult decision to make, but I have accepted another position.

I appreciate you taking the time to interview me and to share information about this opportunity .

Thank you again for your consideration.

Sincerely,

Bill Gray

## RESOURCES

Federal Resume Guidebook, Kathryn Kraemer Troutman, fourth edition, published 2007, JIST Works, Indianapolis, IN

Guidelines and formats for creating a federal resume; electronic resumes; strategies for moving up in government; how to read federal vacancy announcements, writing cover letters, and KSAs (Knowledge, Skills, Abilities), now being replaced by other ways of determining job qualification

The 90 Minute Resume, Peggy Schmidt. Princeton, NJ: Peterson's Guides, 1990.

The Overnight Resume, Donald Asher. Berkeley, CA: Ten Speed Press, 1991.

High Impact Resumes & Letters, Krannich, Ronald & William Banis. Manassas, VA: Impact Publications, 1988.

Dynamite Cover Letters, Caryl Rae & Ronald Krannich. Woodbridge, VA: Impact Publications, 1992.

200 Letters for Job Hunters, William S. Frank. Berkeley, CA: Ten Speed Press, 1990.

The Resume.com Guide to Writing Unbeatable Resumes, Rose Curtis & Warren Simons, McGraw Hill, 2004.

The Guide to Basic Resume Writing, Public Library Association, VGM Career Book Firm, 2003.

*Government & Global Security Programs, Career Services*

The Johns Hopkins University

Zanvyl Krieger School of Arts and Sciences

Advanced Academic Programs

Lucy Shapiro, Career Counselor

lucyshapiro@jhu.edu