

Creating a Federal Resume

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Federal resumes come in several different formats

- A Word document resume containing all necessary information required in the vacancy announcement.
- An online-generated resume builder format indicated in the vacancy announcement.
- A specific fill-in form provided in the vacancy announcement like the DS 174.

One key element ties them all together. **Every requirement** for applying to a Federal job **is carefully stated in the vacancy announcement**. There is no guesswork involved, yet many applicants make the mistake of not reading through the entire section on *How to Apply* and upload and submit their private sector resumes! – Doing so will most likely result in a failure to contain all of the required information.

What is a Federal Resume?

Your Federal resume is the Word document you create that will help you fill in any government form job application. It can be sent directly in this Word format to a hiring manager when requested, however, more likely is that this document will assist you in **cutting and pasting into Federal employment forms**, avoiding mistakes that might cost you the job. **Read carefully** and give them exactly what they want!

- If you are applying on USAJobs – use the Resume Building, copying and pasting from your Word doc.
- Copy key words and requirements exactly from the Vacancy Announcement. Give details!
- All information has to be filled out or you could be ineligible.

Best Format for Federal Resume Job Duties/Accomplishments section

Name of Company or Organization, full street address, City, State or City, Country

Position Title (numerical) **Month/Year – Month/Year**

Supervisor: Telephone:

Hours per week:

Okay to contact this supervisor: Yes / No

Series: if known Pay Plan: like FP, FS, GS Grade: Step:

A brief description of your position, the size of your organization or scope of your program can be placed here in 1-2 lines.

Key Duties

JOB SKILLS – emphasize key skills you did that would show how you can perform at your next job.

Key Accomplishments

ACCOMPLISHMENTS – What made you proud? What made you stand out from others doing the same job? Name 1-3 main points that really made a difference to your organization.

SAMPLE FEDERAL RESUME WORD DOCUMENT OUTLINE

myemailname@gmail.com

mobile phone number

City, State or Country

Career Area You Are Targeting such as:

Human Resources | Project Management | Training and Development

Dedicated HR professional with strong grasp of employment laws, compliance issues, training and development and proven customer service. 15+ years of proven ability to manage multiple projects simultaneously in human resources, sales, and marketing occupations. Vast experience in administrative, planning, and program functions in support of the HR development division.

• DOS TOP SECRET (TS) SECURITY CLEARANCE • NCE CANDIDATE (EO12721) • MEMBER FSFRC

KEY SKILLS *(demonstrate what you can do for an employer like the examples below)*

- *Training, presentations, public speaking*
- *Bring creative and innovative flair to training and development programs*
- *Research, data collection and large data analysis*
- *Proficient in MS Office Suite, Sharepoint and eCC*
- *Experience working in highly-regulated work environments*
- *Excellent interpersonal skills, expressing tact, diplomacy, and strong negotiation skills*
- *State Department HR regulations including EEO and Foreign Affairs Manuals (FAM)*
- *Outstanding customer service skills*

PROFESSIONAL EXPERIENCE

NAME OF COMPANY OR ORGANIZATION, *full street address, City, State or City, Country*

Position Title

(numerical) Month/Year – Month/Year

Supervisor:

Tel. (or email)

Hours per week:

Okay to contact this supervisor: Yes / No

Series: if known Pay Plan: like FP, FS, GS Grade: Step:

This part below can be cut and paste into
Work Experience and Accomplishments blocks on USA Jobs Resume Builder

A brief description of the scope of your position can be placed here in brief, 1-2 lines.

Key Duties

JOB SKILLS – emphasize key skills you did that would show how you can perform at your next job.

ALL CAPS HEADERS – use a header to make sure each of the required skill sets are listed and here is where you match skill sets to job.

Key Accomplishments

- *ACCOMPLISHMENTS – What made you proud? What made you stand out from others doing the same job? Name 1-3 main points that really made a difference to your organization.*

EDUCATION

NAME OF UNIVERSITY, *City, State or City, Country*

Degree Obtained, Year only

ADDITIONAL TECHNICAL SKILLS AND TRAINING

Best Format for Federal Resume Job Duties/Accomplishments section

OUTLINE FORMAT RESUME

STAND OUT: The Outline Format was developed by Kathryn Troutman “Federal Resume Guru” in 1995 and has been accepted and highly praised by Human Resources specialist as the easiest to read.

KEYWORD HEADERS: Keywords are the orange traffic cones of your resume. The HR specialist scanning the resume can immediately jump to the keywords they are looking for to find your experience with a particular knowledge, skill, or ability from the announcement.

ALL CAPS HEADERS: This is another tool we use to make the keywords stand out even more. We don’t have the option to use underline and bold in the USAJOBS resume builder, so we are limited to using all caps. But doesn’t it work really well?

PLENTY OF DETAILS: Your paragraphs should make a great case on how much experience you have with the topic keyword. Don’t just list boring duties that no one else can understand. Write for someone who does not know your line of business, and provide plenty of supporting details.

ACCOMPLISHMENTS: Telling one or two significant accomplishments that you have had at the end of a job block really helps the HR specialist to visualize your level of success at your job. We like to present these accomplishments as stories to make them come alive, using our CCAR format. You can add them into your outline format paragraphs or set them apart with bullets at the end of the job block.

Basic Format for Work Experience Section

This section of each job entry should be in a very specific format. It can include both paid and unpaid work.

NAME OF COMPANY OR ORGANIZATION, *full street address, City, State or City, Country*
Position Title *(numerical) Month/Year – Month/Year*
Supervisor: **Tel.** *(or email if overseas)* **Hours per week:**
Okay to contact this supervisor: Yes / No **Series:** if known **Pay Plan:** like FP, FS, GS **Grade:** **Step:**

A brief description of the scope of your position can be placed here in brief, 1-2 lines.

Key Duties

JOB SKILLS – emphasize key skills you did that would show how you can perform at your next job.

Key Accomplishments

ACCOMPLISHMENTS – What made you proud? What made you stand out from others doing the same job?
Name 1-3 main points that really made a difference to your organization

Reviewing a Vacancy Announcement for Keywords

Office Management Specialist Duties - Duties must have been a combination of secretarial, administrative assistant or office management components, including but not limited to managing the calendar(s) and schedule(s) for one or more senior staff; proofing and editing documents as well as tracking written materials and maintaining office files; preparing documents or computer presentations for meetings, including facilitating agendas and following up on commitments made at meetings; providing computer support of all types and knowledge management; and planning and assisting with official events and visitors.

OMS Keywords List:

- OFFICE MANAGEMENT
- ADMINISTRATIVE SUPPORT
- EXECUTIVE OFFICE SCHEDULING AND AGENDA MANAGEMENT
- TRACKING AND EDITING DOCUMENTS
- MEETING AND CONFERENCE PREPARATION AND FOLLOW UP
- PREPARING PRESENTATIONS, FACILITATING AGENDAS, FOLLOW UP ON COMMITMENTS
- EVENT AND VISITOR MANAGEMENT

Using the Targeted Keywords in your Resume

WORK EXPERIENCE ENTRY 1

U.S. DEPARTMENT OF STATE, U.S. Embassy Kinshasa, Democratic Republic of the Congo

Community Liaison Program Coordinator

(numerical) **Month/Year – Month/Year**

Supervisor:

Tel. (or email)

Okay to contact this supervisor: *Yes / No*

Hours per week:

Series: *if known* **Pay Plan:** *like FP, FS, GS* **Grade:** **Step:**

Working with the US Embassy XYZ mission community direct of XX direct hire employees and family members, identified and advocated for the needs of the community and respond with effective programming, informational resources and referrals.

Key Duties

OFFICE MANAGEMENT: Managing office staff, tracking performance, reporting time and attendance, maintain leave information to Management OMS. Independently supporting CLO office when Administrative Assistant is away.

ADMINISTRATIVE SUPPORT; TRACKING AND EDITING DOCUMENTS: Independently managed schedule; coordinated with other offices; and prepared documents, handouts and Microsoft computer presentations for events and bi-annual post welcome orientation.

EXECUTIVE OFFICE SCHEDULING AND AGENDA MANAGEMENT: Prepared briefing materials, drafting documents, facilitating agendas and meeting notes from management, section management, country team, DCM, Ambassador, and meetings to inform community via email with support of Microsoft Office software.

SCHEDULING, CALENDAR, AND MEETING COORDINATION: Coordinated monthly internal and personal meetings and events on Microsoft Outlook calendar. Regulated SharePoint site, calendar and HR arrival SharePoint with new arrival, visa and sponsor information.

TECHNOLOGY ASSISTED COMMUNICATION AND LIAISON SUPPORT: Maintained daily communication with community through electronic message delivery system, attaching and distributing documents with support of Microsoft Office Word, Publisher, PowerPoint, SharePoint, Excel and OneNote. Answer phone calls and worked the phone system when receiving inquiries.

PREPARED, EDITED, LOCATED, AND ASSEMBLED INFORMATION FOR VARIOUS ANNUAL REPORTS. Completion of FAMER, Post Info To Go and School reports composed from inquiries and correspondence throughout mission.

DATA TRACKING | SHAREPOINT: Developed a tracking system database for new arrivals, departures, and sponsorship programs.

EVENT MANAGEMENT: Organized, planned and supported official and non-official events with executive office and association board, created and tracked CLO annual budget and event related expenses, maintained various event volunteer participation lists.

Key Accomplishments:

- Ordered Departure: Developed a solid working relationship with management team under supervisor of previous and current management officers during the last 2 years which served well in this crisis situation. Successfully assisted all families required to leave post in short notice.

WORK EXPERIENCE ENTRY 2

NAME OF COMPANY OR ORGANIZATION, full street address, City, State or City, Country

Health Care Assistant

(numerical) **Month/Year – Month/Year**

Supervisor:

Tel. (or email)

Okay to contact this supervisor: Yes / No

Hours per week:

Series: if known Pay Plan: like FP, FS, GS Grade: Step:

Key Duties:

SCHEDULING, CALENDAR, AND MEETING COORDINATION: Scheduled date, time and location for health exam appointments with applicants.

EVENT ORGANIZATION: Organized events and client companies coordinating the setup of health stations and managing the onsite examiners.

CUSTOMER SERVICE: Met and greeted applicants at home or business to complete health exams.

OFFICE ADMINISTRATION: Served as an examiner responsible for completing physical and medical history for paramedical exam as requested by agents for life insurance companies

DOCUMENT UPDATE AND REVIEW: Updated and reviewed documents for accuracy and scanned documents into the company system. Packaged and processed all original documents to secure labs.

Key Accomplishments:

- While completing exams with a variety of insurance companies and health & wellness events, was assigned as the first examiner to complete medical research in the area of xyz.

Showcasing “Results” in Key Accomplishments

U.S. DEPARTMENT OF STATE, U.S. EMBASSY BUCHAREST, Romania

Human Resources Assistant

Supervisor: John Smith, **Email:** NAME@state.gov

Okay to contact this supervisor: Yes

April 2013 – July 2015

Hours per week: 20

Pay Plan: FP **Grade:** 07 **Step:** 04

Part of a large multi-mission human resources team for a large embassy and regional hub.

KEY DUTIES INCLUDE:

PROGRAM MANAGEMENT: Managed year-round intern program for U.S. Embassy Bucharest.

LIAISON: Maintained regular contact with all sections to determine staffing requirements and verified accurate position descriptions. Coordinated the review of intern resumes by all sections.

COMMUNICATION: Communicated with the interns regarding the process and provided various time-sensitive materials and instructions at different stages as appropriate. Provided interns with information about living in Romania and working in an embassy to prepare them for internship.

PROCEDURE and RESOURCE MANAGEMENT: Managed multiple time-sensitive procedures with very short deadlines. Reviewed and updated resources using Internet research.

EVALUATIONS: Processed Employee Evaluation Reports (EERs) in GEMs ePerformance in the HR role, responded to technical and non-technical questions and/or provided troubleshooting assistance.

DATA TRACKING: Maintained electronic records in accordance with policies and procedures. Assisted SHRO by updating bidding cycle spreadsheet, tracking bids, resumes, 360 responses and any other pertinent data.

Key Accomplishments:

- Organized processes for the embassy’s intern program by increasing communications and liaison with the embassy offices, providing more instruction, and involving the offices in the interviewing and selection process. **Result:** These actions resulted in a 66% increase in the number of interns utilized over the course of one year. Gained multi-office appreciation for the increase in the quality and efficiency of the program.
- Created detailed spreadsheets to track the interns and where they were in the process. **Result:** This meticulous tracking led to seamless, reliable arrivals of interns.

Sample Work Block for USAJobs Resume Builder

U.S. DEPARTMENT OF STATE, U.S. EMBASSY BUCHAREST, Romania

Human Resources Assistant

Supervisor: John Smith, **Email:** NAME@state.gov

Okay to contact this supervisor: Yes

April 2013 – July 2015

Hours per week: 20

Pay Plan: FP **Grade:** 07 **Step:** 04

Part of a large multi-mission human resources team for a large embassy and regional hub, managed year-round intern program for U.S. Embassy Bucharest.

Key duties:

COMMUNICATION: Communicated with the interns regarding the process and provided various time-sensitive materials and instructions at different stages as appropriate.

PROCEDURE and RESOURCE MANAGEMENT: Managed multiple time-sensitive procedures with very short deadlines. Reviewed and updated resources using Internet research.

DATA TRACKING: Maintained electronic records in accordance with policies and procedures. Updated bidding cycle spreadsheet: tracking bids, resumes, 360 responses and any other pertinent data.

RECRUITMENT: Provided back-up assistance to the recruitment program manager as needed.

Key accomplishments:

DATA FLOW MANAGEMENT: Organized processes for the embassy's intern program by increasing communications and liaison with the embassy offices, providing more instruction, and involving the offices in the interviewing and selection process. Created detailed spreadsheets to track the interns, creating a seamless, reliable tracking system of interns. **Result:** These actions resulted in a 66% increase in the number of interns utilized over the course of one year.

Remember, if all your information requested isn't on the form, it didn't happen.

U.S. Department of State, U.S. Embassy Dhaka, Bangladesh

Consular Assistant

8/2010 – 6/2013

Supervisor: Sally Brown, **Email:** NAME@state.gov

Hours per week: 20

Okay to contact this supervisor: Yes

Pay Plan: FP **Grade:** 08 **Step:** 02

Working in a heavy-volume office with 17 officers and 35 support staff, helped facilitate the smooth and accurate processing of over 500 visa applicants daily.

Key duties:

ADMINISTRATIVE SUPPORT: Provided a wide-range of administrative support for separate and diverse consular operations, including the collection of biometric data, observation of DNA collection and fraud prevention.

WRITTEN COMMUNICATION: Drafted Security Advisory Opinion requests, congressional correspondence and communications with diversity visa applicants.

PASSPORT AND CONSULAR SUPPORT: Supported processing of passport, Consular Report of Birth Abroad and visa applications, by verifying identity of applicants and confirming the completeness of applications and supporting documents.

CUSTOMER SERVICE: Provided excellent customer service, explaining complex procedures in an easy to understand step-by-step way, and helping a diverse applicant pool navigate the consular process.

Key accomplishments:

WORKFLOW MANAGEMENT: Systematically organized processing of cases, to facilitate workflow for adjudicating officers. Screened applicants and flagged cases requiring extra help or scrutiny.