

FEDERAL RESUMES

For Success

Trachtenberg School
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Career Guide

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Trachtenberg School
of Public Policy
& Public Administration

THE GEORGE WASHINGTON UNIVERSITY

FEDERAL RESUMES

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GETTING STARTED

UNDERSTANDING THE FEDERAL RESUME

- **Definition:** A *Federal Resume* is included in official applications for open positions within the Federal Government. You have to develop one version using the resume builder on USAjobs.gov but can also create another version (which gives you more formatting options) to upload as an additional document to your application.
- **Purpose:** The *Federal Resume* is the **most widely accepted** document used in the Federal Government application process. Federal resumes should highlight where, when, and how long the applicant held a position as well as any additional pertinent information or skills that apply to the job description. Though thorough, they are clear and concise documents and must include all the details that support the job qualifications.



Federal Resumes are **long, descriptive narratives** of one's professional history. For recent masters students, federal resumes are about 3-4 pages in length; For more experienced professionals these documents can range from 4-10 pages.



Why does this matter?

Federal Resumes are READ and SCANNED by HUMANS. Therefore, these documents should be succinct, thorough, and powerful.

FEDERAL RESUME NUTS & BOLTS

The Traditional Resume vs. the Federal Resume

Traditional Resume	Federal Resume
One to two pages.	Approximately three to four pages but can be longer.
Scanned by software or human eyes.	Read by Human Resources personnel.
Employees contact candidate's whose accomplishments match the job description.	Candidates typically complete a qualifications questionnaire as part of the application process. The questionnaire <u>MUST be ACCURATE and MATCH</u> your federal resume with supporting qualifications. Human Resource personnel will review these documents and give you a score out of 100 (veterans can score up to 110). Those who score high enough are categorized as "Best Qualified." The hiring manager will then review the applications from the Best Qualified pile and will contact the candidate's whose accomplishments best match the job description.
Bullet accomplishments; use simple bullet symbols.	Use a narrative to highlight your position responsibilities and bullets to show your key accomplishments. The narrative should consist of a small paragraph and be organized to match the responsibilities and qualifications from the job announcement. Your bullets should showcase your knowledge, skills, abilities, and core competencies.
Margins should be no larger than 1 inch and no smaller than 8/10 of an inch.	No formatting if using USA Jobs Builder. Text should be flushed left and ragged right. You can use formatting on your federal resume that is uploaded as a separate document attachment.
Highlight details through consistent usage of bold, italicized, capitalized, or underlined text.	For USA Jobs Builder, you can't include bold, italics, bullets, or underlines. Instead, use ALL CAPS to highlight important details.
Send resume directly to the organization. If sent electronically, resume is in PDF format.	Federal resumes are submitted either on USAjobs.gov or sent directly to the agency as in a PDF format.

FEDERAL RESUME NUTS & BOLTS CONTINUED



As with a traditional resume, federal resumes need to be **aligned to the position** in which you are applying. Accordingly, continuously update your federal resume to cater to the announcement. **DO NOT** write one federal resume and use it for all open positions.



Why does this matter?

Federal Resumes are DIFFERENT from the traditional resume. If applying for a Federal Government position, **DO NOT** just submit your traditional resume as your federal resume.

Seven Steps for Success

Step One: Contact your references	Federal job applications will <i>ask for both personal and professional references</i> . <u>Contact everyone</u> you intend to use as a reference to obtain their updated contact information.
Step Two: Collect Information	Gather the contact information of <u>past employers, dates of employment, names of former supervisors, job titles, responsibility lists, salaries, training, education, and awards achieved</u> . The more information you obtain, the easier it will be to write your federal resume!
Step Three: Select Your Format	Possible formats include chronological, competency-based, a combination of both, or a prescribed template through an online agency such as USA Jobs. All federal resumes should <i>include sections on personal information, education, work experience, and other qualifications</i> .
Step Four: Include Keywords	Read over the position posting carefully. Highlight the nouns (budget, analysis, policies, and plans) and verbs (develop, manage, consult, and design) <u>that appear more than once</u> and include these in your federal resume along with descriptors such as annual, monthly, national, and federal.
Step Five: Print & Check for Errors	Make sure that your printed <u>document matches your computer formatting</u> and that there are no spelling or grammatical errors.
Step Six: Have Others Review your Resume	Seek out individuals with outstanding grammar skills to review your resume and make any necessary corrections.
Step Seven: Send	<u>Print and send</u> your federal resume to a federal agency and/or submit your federal resume electronically through an online system (example: USA Jobs) or through email (sent as a PDF file).

WHAT HUMAN RESOURCE SPECIALISTS ARE LOOKING FOR

Information to Include in a Federal Resume:

- Position Information
 - Announcement number
 - Title and grade(s) of the position
- Personal Information
 - Full name, mailing address (with zip code), and day and evening phone numbers (with area code)
 - Country of citizenship (most require U.S.)
 - Veteran's preference
 - Reinstatement eligibility
 - Highest federal civilian grade held (include job series and dates held)
- Education
 - Colleges or universities attended (undergraduate, study abroad, and graduate)
 - Name, city, state, zip of college/university
 - Majors
 - Classes and course work (if it relates to the position)
 - Type and year of any degrees received (if no degree, include total credits earned and indicate whether semester or quarter hours)
 - Send copy of your college transcript if the job vacancy requests it (Note: usually need copies from both your undergraduate and graduate institutions)
- Work Experience
 - Include all paid and unpaid work related to the job to which you are applying (do not just send job descriptions)
 - Job title (if federal job, include series and grade)
 - Duties and accomplishments
 - Employer's name and address
 - Supervisor's name and phone number
 - Starting and ending dates (month and year)
 - Hours per week
 - Salary (Include relevant positions even if work was pro bono, stipend-based, or hourly)
 - Indicate if HR or hiring manager can contact current supervisor
- Other Job-related Qualifications
 - Training courses (title and year)
 - Skills (other languages, computer software/hardware, tools, machinery, typing speed)
 - Certificates and licenses (current only)
 - Honors, awards, and special accomplishments (publications, memberships in professional or honor societies, leadership activities, public speaking, and performance awards)



QUICK
TIP

DO NOT assume that Human Resource Specialists will infer anything. If it is not written in your federal resume, the information will not be known. Be as **clear, precise, and specific** as possible.



Why does this matter?

Human Resource Specialists **read and score** your federal resume. In order to be considered for the positions, your federal resume must receive a "Best Qualified" rating, which is a score of 90 or higher.

SHOWCASING YOURSELF & YOUR SKILLS

To obtain a “Best Qualified” rating, your resume should include as many **relevant micro details** about your educational and work experiences.

Consider:

- Have I attended any trainings that relate to this job position?
- What job experience do I hold that is directly related to the general nature of the work?
- What knowledge, skills, and abilities do I possess that make me marketable for this opening?



Why does this matter?

Thousands of applicants apply for openings in the federal government. As such, your resume needs to **STAND OUT**.

Getting Started: Brainstorm

On a separate piece of paper, brainstorm your best accomplishments and think “What have I done that is unique?” List as many specific examples of projects, events, or programs and for each example, record the action steps that you took to reach your final result(s). Use this list of accomplishments to help build your federal resume and to prepare for a future interview.

EXAMPLE:

EXPERIENCE	PROJECT	ACTION STEPS
<ul style="list-style-type: none"> • Congressional Intern for Senator Renacci 	<ul style="list-style-type: none"> • Congressional office support 	<ul style="list-style-type: none"> • Answered office phones, recorded constituents’ messages, and transferred callers to staffers • Researched and summarized education and immigration legislation and related political issues • Attended House briefings and Committee hearings; drafted briefs for legislative staff

Transferring your Core Competencies & Aligning Keywords:

Core competencies are the value-added skills or abilities that you can offer a supervisor. These attributes exceed your general capabilities and are skills that you have acquired or that you were given inherently which make you unique.

- **Examples** that can make a difference in your resume:
 - Organizational Management
 - Change Management
 - Budget Planning & Execution
 - Performance Improvement
 - Strategic Alliance Building
 - Research Methodology & Data Analysis
 - Cross-Functional Team Building and Leadership
 - Business Development
 - Consensus Driven Leader

Keywords are the words that are repeated numerous times in the responsibilities, qualifications, and specialized experience sections in the federal position job description.

- **GOAL:** Your federal resume needs to mirror the job announcement.
- **STEPS:**
 1. Read over the following sections within the job posting carefully to capitalize on keywords: Duties, Qualifications, and Job Questions.
 2. Highlight all the terms that come up more than once.
 3. Intentionally include these words when elaborating on your educational and work experience narratives.

DEVELOPING YOUR FEDERAL RESUME TO FIT TARGETED OCCUPATIONAL SERIES PRIOR TO APPLYING FOR A SPECIFIC JOB

Positions in the federal government have unique titles that are different from those in the private sector. Prior to selecting the position that is right of you, use the general descriptions within the Occupational Series (<http://www.opm.gov/policy-data-oversight/classification-qualifications>) as a guide to help you **align your document with the core competencies of these positions.**



Reading through the descriptions within the Occupational Series is **time consuming**; however, taking the time to do so will help you to **STAND OUT**.

Thinking about **tools, methods, and outcomes** you achieved throughout your experience that highlight core competencies of positions will place you one step closer to earning an interview.

The following are Occupational Series examples commonly used for those with MPP/MPAs.

PUBLIC ADMINISTRATION	
GS-300 Series: General Administrative & Clerical Office Services	
Description of Responsibilities:	Sample Position Titles:
<ul style="list-style-type: none"> ▪ Ability to administer, supervise, or perform management analysis work ▪ Proven secretarial skills: typing, stenography, and other correspondence ▪ Knowledge of office appliances ▪ Strong communication series: ability to use codes and ciphers, experience managing communications equipment ▪ Other duties in the realm of clerical and/or administrative nature 	<ul style="list-style-type: none"> ▪ GS-301: Miscellaneous Administration and Program Series ▪ GS-318: Secretary Series ▪ GS-340: Program Management Series ▪ GS-341: Administrative Officer Series ▪ GS-343: Management and Program Analysis Series ▪ GS-346: Logistics Management Series ▪ GS-350: Equipment Operator Series ▪ GS-356: Data Transcriber Series ▪ GS-357: Coding Series ▪ GS-392: General Telecommunications Series

PUBLIC AFFAIRS	
GS-1000 Series: Information & Arts Group	
Description of Responsibilities:	Sample Position Titles:
Professional, artistic, technical or clerical work in: <ul style="list-style-type: none"> ▪ Verbal, visual, or pictorial communication ▪ Collection and presentation of art works and/or artifacts ▪ Understanding of applied arts ▪ Strong writing, editing, and language skills ▪ Mastery of foreign language and cultural diversity 	<ul style="list-style-type: none"> ▪ GS-1035: Public Affairs Series ▪ GS-1040: Language Specialist Series ▪ GS-1046: Language Clerical Series ▪ GS-1082: Writing and Editing Series ▪ GS-1087: Editorial Assistance Series

FINANCIAL MANAGEMENT	
GS-500 Series: Accounting & Budget Group	
Description of Responsibilities:	Sample Position Titles:
<ul style="list-style-type: none"> ▪ Advise, administer, supervise, or perform professional, technical, or related clerical work on accounting, budget administration, or a related field 	<ul style="list-style-type: none"> ▪ GS-501: Financial Administration and Program Series ▪ GS-505: Financial Management Series ▪ GS-511: Auditing Series ▪ GS-544: Civilian Pay Series ▪ GS-560: Budget Analysis Series

EXAMPLE OCCUPATIONAL INFORMATION:

PUBLIC AFFAIRS POSITIONS AND THEIR CORE COMPETENCIES



Positions that Conduct Public Affairs Programs within an Agency or Organization:

- Formulate and recommend policies, programs, and procedures governing information functions related to the work of the agency.
- Plan, initiate, and implement comprehensive public affairs campaigns to enhance the understanding of the agency's programs among the general public and specialized groups and organizations.
- Evaluate the effectiveness and efficiency of the internal information program, media relations, and community relations programs in achieving greater understanding of the facility's mission and programs.
- Advise agency's top management officials on the possible public and media reactions to proposed policy statements or agency actions.



Positions Concerned with Gathering Feedback to Inform Programs, Policies, or Services:

- Develop and disseminate a wide range of information and data concerning the nature and objectives of agency programs, employing all types of media, including radio, television, newspapers, magazines, professional and scientific journals, still and motion pictures, posters, exhibits, and advertisements.
- Arrange and conduct workshops, seminars, and other meetings with various organizations in stimulating participation in agency activities, identifying their concerns, and motivating these groups to conduct similar programs for their membership.
- Advise and assist personnel at subordinate echelons on carrying out community relations activities, furnishing policy guidance, developing directives for policy procedures, and evaluating program effectiveness.
- Collect and summarize input from specialized groups or individuals through surveys, public opinion studies, or group meetings, and prepare reports to management on the public's perception of agency programs.
- Arrange and conduct tours of facility, briefing local, national, and international visitors and officials on the function and operation of the organization.



Positions that Provide Evaluations of Programs, Staff Achievements, Awards, etc.:

- Prepare newsletters or other communications for distribution to field offices to keep them acquainted with programs at agency headquarters.
- Conduct a facility's internal information program designed for the benefit of all employees including foreign nationals employed by the organization.
- Maintain liaison with subordinate organizations' public affairs personnel to produce ideas or communication materials for use in a headquarters magazine, or develop recommendations on ways the magazine can better serve the total mission.
- Plan, design, and conduct information programs for awards and special recognition designed to improve employee morale.
- Plan and conduct attitude and opinion surveys among employees in developing recommendations to improve communication.

Source: <http://www.opm.gov/policy-data-oversight/classification-qualifications/classifying-general-schedule-positions/standards/1000/gsl035.pdf>

WRITING THE FEDERAL RESUME

After identifying what the agency is looking for and what your skills are, it's time to actually start writing!



Have a peer read and review your federal resume.
Chances are, if they have questions, so will human resource specialists!

BASIC DO'S & DON'T'S

DO

- Keep your resumes to **3 OR 4 pages**, unless you have significant experience.
- Make an account on USAJOBS. Through this online source you can update your profile information and customize your resume to fit positions.
- Continue to manage your USAJOBS resume through your email ID.
- Update your job preferences as human resource specialists often search for candidates.
- Include a current and relevant goal for all resumes that you create and upload on USAJOBS.
- Name your resumes carefully if you have more than one in your USAJOBS account to make sure that the resume name matches the position you are applying for at that time.

DON'T

- Include your full social security number. Use the last four digits.
- Only bullet your accomplishments. Use a narrative as well to highlight your responsibilities.
- Use a condensed style of writing.
- Use abbreviations.
- Write one federal resume and use it for all of your positions.
- Submit your traditional resume as your federal resume.
- Only depend on your uploaded federal resume as some agencies still want to see the USAJOBS resume builder version so submit both to cover all your bases.



Remember: The USAJOBS resume builder **DOES NOT** recognize formatting, including bulleted lists and words that are **bold**, *italicized*, or underlined. To highlight important points in your federal resume, use CAPITAL LETTERS. When describing your information in a list, use hyphens (-) or asterisks (*).

WRITING THE FEDERAL RESUME CONTINUED

POSITION DETAILS

Announcement number
Title and grade(s) of the position

Sample 1:

OBJECTIVE: Accounting Technician, Defense Finance & Accounting Service
GS-0525-05/07, Job Announcement number: D00107

Sample 2:

OBJECTIVE: General Attorney, GS-0905-07/09; Announcement: CS/05-117

PERSONAL INFORMATION

Full, legal name (no nicknames)
Permanent/current mailing address (with zip code)
Day and evening phone numbers (with area code)
Country of Citizenship
Last 4 Digits of your Social Security Number
Veteran's preference (if applicable)
Reinstatement eligibility (if applicable)
Highest federal civilian grade held (if applicable – include job series and dates held)
Languages

Sample 1:

EMILY HUNTER
2100 Foxhall Road, NW
Washington, DC 20007
Daytime/Evening Phone: 555-969-2323
Email: ehunter@email.com

United States Citizen
SSN: xxx-xx-1234
Languages: English (fluent) and Spanish (native)

Sample 2:

SAMUEL M. BERNIER

2025 G Street
Washington, DC 20052
Phone: 555-200-1234
Email: smbernier@gmail.com

US Citizen
Social Security Number: xxx-xx-2222
Veterans Preference: 5 points, US Marine Corps, 08/2009 to 01/2011, honorable discharge
Security Clearance: Secret (active), Interim Top Secret (active)

SUMMARY OF EXPERIENCE

The summary of experience or profile statement is a paragraph or list that summarizes your most relevant skills for the position. In this section you want to include the skills, competencies, and keywords from the position description that highlight your potential contribution.



While the summary is important in getting noticed once you make it to the Best Qualified list, don't assume it will be during the initial review. **Everything that illustrates your qualifications/specialized experienced MUST be in the other sections of your resume.**

Sample 1:

SUMMARY OF EXPERIENCE:

- PUBLIC ADMINISTRATION, POLICY ANALYSIS, AND GOVERNMENT AFFAIRS
- Collaborative leader with 15 years of progressive experience specializing in developed and developing nations
- Trilingual policy analyst with a high level of domestic and overseas experience in policy development, project management, foreign affairs, and communications
- Chief liaison between U.S. and state and foreign government officials

Sample 2:

ADDITIONAL INFORMATION:

- Program analyst and policy manager specializing in Energy Policy and Economic Development Issues with a passion for practical solutions to environmental challenges
- Eight years experience in domestic policy research, project management, and community outreach in private and nonprofit sectors
- Professional international involvement in the education, real estate, trade, ecotourism, and technology sectors
- Research focus in climate change, conservation, land use, agriculture, and indigenous business development

CORE COMPETENCIES

- Program Design/Development
- Negotiation and Advocacy
- Policy Research and Analysis
- Program Evaluation
- Strategic Planning
- External Relations/Fundraising

Sample 3:

ADDITIONAL INFORMATION:

- * Action-oriented public affairs professional
- * Skilled in directing complex, mission-driven projects from concept to operation
- * Successful navigator in managing competing deadlines, composing outreach materials, organizing interagency meetings, and planning outreach events
- * High level of communication skills, global knowledge and critical thinking strategies
- * Effective leadership with a solid work ethic and a commitment to fairness

LANGUAGES:

Spanish
Spoken: Intermediate
Written: Intermediate
Reading: Advanced

SUMMARY OF EXPERIENCE CONTINUED

Sample 4:

QUALIFICATION SUMMARY

Highly experienced consultant with eight years of advanced economic analysis and corporate fundraising experience in the nonprofit and private sectors. Master of Public Policy candidate graduating in May 2012 who has consistently realized financial and membership gains for organizations at all professional levels.

Sample 5:

PROFILE:

Master of Public Administration candidate specializing in program evaluation, analysis and management. Skilled in leading and collaborating with diverse international teams, marketing, conflict resolution and data analytics. Proven talent for analyzing problems, developing and simplifying procedures, and finding innovative solutions within multilateral organizations. Core competencies in program management, capacity building, and international negotiation.

Sample 6:

QUALIFICATION SUMMARY

Environmental Studies student graduating with a Master of Public Policy (MPP) degree in May 2013. Exceptional interpersonal, customer relations, organizational assessments and oral and written communication skills. Cross-cultural experience providing program support and project management. Entrepreneurial thinker with a meticulous eye for detail. Conducted more than six years of research in micro-financing that led to the creation of a green community.

Sample 7:

PROFILE:

Motivated, global citizen with twelve years of substantive travel experience. Extensive experience in dynamic environments and working with a diverse client-base from varying socioeconomic and religious backgrounds. Outstanding organizational, oral, and written communication skills and effective project and financial management skills and abilities.

EDUCATION

A list, in reverse chronological order, of all of the schools you have attended and degrees earned. Include your courses, projects, research papers, and extracurricular activities as these items are likely to impress the human resources staff reading your federal resume.

What to include?

- Current, or anticipated, degree at the Trachtenberg School of Public Policy and Public Administration. The number of credit hours and semester/quarter hours if you do not have a degree.
- Only if relevant to the specific job, include coursework, academic research/thesis, and presentations.
- Academic honors including scholarships, fellowships, Dean's list, honorary societies, graduation with honors (high honors, magna cum laude) and/or GPA (Minimum 3.0 and preferable to be 3.5 – 4.0 or above).
- Activities that highlight specialized interests, skills, and/or values. (For example, if you are a member of a sports team, you demonstrate discipline, teamwork and ability to manage a schedule).
- Highlight any special workshops, training programs, and conferences you may have attended during college that are relevant to the position description.

Sample 1:

May 2012, Master of Public Administration (MPA), Government Contracting concentration, cum laude. The George Washington University, Washington, DC. Relevant Coursework: Policy Analysis; Economics in Policy Analysis; Urban Policy; Community Development and Management; Land Use Development and Community Planning. GPA: 3.6 out of 4.0.

May 2010, Bachelor of Arts (BA), History, magna cum laude. Connecticut College, New London, CT. Relevant Coursework: Economics; American Government; American History; English; PowerPoint. GPA: 3.8/4.0.

June 2006, High School Diploma, Bethesda-Chevy Chase High School, Bethesda, MD.

Sample 2:

Enrolled in Master of Public Policy program; Program Evaluation; The George Washington University; Washington, DC: completed 9 quarter hours out of 54 total; anticipated graduation date, 05/2014; GPA: 3.5/4.0.

Bachelor of Arts; English and Linguistics (double major); University of Maryland; College Park, MD; May 2010; completed 129 semester hours; GPA: 3.67/4.0.

Study abroad program; University of Sheffield, Sheffield, England, 09/2008-06/2009.

Diploma, Century High School, Eldersburg, MD, 2006.

Sample 3:

August 2010 - December 2012, Master of Public Policy at The George Washington University, Washington, D.C. GPA: 3.68 out of 4.0. Relevant Coursework: Research Methods and Applied Statistics, Introduction to Public Policy, Research Methods in Policy Analysis (Multivariate), Economics in Policy Analysis, Public Budgeting, Revenue and Expenditure.

June 2009 – August 2009, Study Abroad Experience at CEU San Pablo University, Madrid, Spain. GPA: 3.75 out of 4.0. Relevant Coursework: Drug Policy and International Terrorism Policy Global Seminar.

September 2006 – May 2010, Bachelor of Arts in Communication, Political Science, and History at The University of California, San Diego, CA. GPA: 3.65 out of 4.0. Graduated Cum Laude with Distinction. Honors: Communication Honors Thesis Program, Order of Omega Greek Honors Society, Provosts Honors.

PROFESSIONAL EXPERIENCE

*Included in this section is **all paid and non-paid experience gained** from jobs and internships.*

What to include?

- Enough information for Human Resource reviewers to have sufficient information to check your references, determine how much time you spent performing specialized work during your experience and assess the strength of your application based on the qualifications needed.
 - This includes:
 - The job title of all positions held (that are relevant for the position to which you are applying)
 - Location (Town, State, Country, if pertinent)
 - A thorough description of your duties and accomplishments in the position
 - As the traditional resume, start each line with strong action words like: Leveraged, Doubled, Spearheaded, Produced, Authored.
 - Illustrate the impact of what you did and why it mattered.
 - Include all micro details that will make your federal resume more competitive.
 - Employer’s name and address
 - Supervisor’s name and phone number
 - Date of Employment (starting and ending dates including the month and year)
 - Number of hours worked per week
 - Salary
 - Indicate whether the Human Resource reviewer or Hiring Manager can contact your current supervisor.

Questions to ask when writing accomplishment statements:

- **What did you do?** (the task)
- **How did you do it?** (the method, tools, skills)
- **Why did you do it?** (the purpose or the value you brought)
- **What were the results?** (positive outcome)

BEFORE	AFTER
Established a professional program for members of trade association.	Established, designed, and managed a professional certification program for members of the foreign-trade zone community, leading to the certification of 100+ of the 550 members of trade association in a 6 month period.
Project Management: Monitored human capital system design and deployment contracts.	Project Management: Tracked and monitored approximately 20 IT and human capital system design and deployment contracts, ranging in value from \$20,000 to \$41,000,000; coordinated with both internal and external stakeholders on a regular basis to ensure timely and accurate delivery of contract deliverables.
Establish partnerships with policymakers, individuals, corporations and foundations.	Pursue diversified partnerships with policymakers, individuals, corporations, and foundations to raise program visibility, resulting in a \$315,000 increase in private resources.



Create headings to better describe the area or category under which your responsibilities and accomplishments fall. Examples include: database administration, training, critical thinking and problem solving, technical skills, oral and written communication skills, and supervision.

Sample 1:

05/2011-Present, Program Specialist, ABC Associates, Washington, DC, 25 hours/week, Salary: \$22/hour, Supervisor: Patricia Tomlins, 202-555-3333, may contact.

Research topics of concern including comprehensive community initiatives, cross-agency collaboration, disproportionate minority contact in the juvenile justice system, adolescent brain development, mental health, substance abuse, youth aging out of foster care, and workforce development.

PROJECT COORDINATION: Under supervision, create, update, and maintain committee databases, spreadsheets, and public records. Projects revolve around blogging, community development and management, social bookmarking, and commenting. Use judgment in selecting appropriate software tools and outlets.

ORAL COMMUNICATION AND CUSTOMER RELATIONS: Develop and streamline office and meeting procedures; coordinate and participate in all conference calls and meetings. Prepare meeting summaries for the public record. Plan and manage logistical components for more than six meetings per year including site selection, on-line registration, agenda development, invoice reconciliation, and staff coordination.

Sample 2:

01/2010 to present, INTELLIGENCE ANALYST; E-5; Maryland National Guard, Baltimore, MD, Hours per week 40: Salary: \$45,000/year; Supervisor: Buddy Smith (410) 744-4444.

DATABASE ADMINISTRATOR: Maintain, process, and manage security clearance database and associated procedures for 1-175th Infantry Battalion utilizing JPA. Initiate clearance process for personnel requiring new clearances and identify personnel whose authorization has been revoked. Process and secure sensitive and/or derogatory personnel information in close coordination with Army security managers. Enter coded information into Army systems.

TRAINING: Lead 50 classes on Army critical skills and required knowledge, including Operational Security and Human Trafficking.

Sample 3:

Program Assistant: The George Washington University. 2121 Eye Street, NW, Washington, DC 20052. 08/2012 to present, Hours per week: 40; Salary: \$15,000; Supervisor: Mary Colette, (555) 744-4444, may contact

ADMINISTRATIVE: Provide administrative, clerical, and technical support for The George Washington University Research and Advising Center. Organize and coordinate logistics and technical support for special events, meetings, conferences, and seminars. Maximize use of software applications, including Excel and PowerPoint, to create project correspondence, produce support materials, and record program documentation.

DATA COLLECTION: Assisted with financial report review and uncovered a \$20,000 calculation error. Revised and improved the process of data collection, documentation, and access, and reduced errors by consolidating six spreadsheets into one.

PROGRAM IMPLEMENTATION: Analyzes program data and processes to report on the benefits of resources/technology used to improve administrative efficiency. Conducts research using SPSS and STATA to develop and support the GW program initiatives. Prepares reports in Excel on campus activities and trends relating to the departmental goals. Develops flowcharts of work processes, diagrams of project design and similar program measures to assist The George Washington University Research and Advising Center's strategic plan and level of program efficiency and effectiveness.

Sample 4:

Program Coordinator, Central DC Institute, Washington, DC. Supervisor: Contract Employee. September 2010 to present: 40 hours per week, \$34,000/year, (555) 222-2222, contact me first.

PROJECT COORDINATION: Served as the main liaison between senior executives and external clients. Completed training in social media activities and strategies focused on blogging, community development and management, social bookmarking, and commenting. Selected appropriate social media/new media tools and outlets to market to external clients.

TEAMWORK AND COLLABORATION: Utilized creativity and critical thinking strategies to establish eight online websites and webpages that met the social media needs of Central DC Institute clients. Continuously researched media requirements and ensured that senior executives were in compliance. Formed and maintained relations with staff and clients to support organization's mission and goals.

ORAL COMMUNICATION AND CUSTOMER RELATIONS: Drafted weekly meeting agendas for staff conferences, and effectively contributed to social media discussion and developments. Prepared Excel spreadsheets that forecasted trends in social media sites including Facebook, Twitter, and LinkedIn. Facilitated fifty-plus presentations to external clients and stakeholders on the impact of maintaining a social media presence. Increased number of clients by 47%.

Sample 5:

MANAGER: Washington Real Estate. 248 Third Street, Washington, DC 20008. May 2011-August 2012. 35 hours/week, \$50,000/year. Supervisor: Richard Bore, 555-123-4567, may contact.

Concentrated in providing clients with affordable housing. Utilized experience with Federal Low Income Housing Tax Credit, Section 8 housing, USDA Rural Development housing, and other federal and state affordable housing programs to conduct feasibility analysis, market analysis and appraisals.

PUBLIC REATIONS:

- Developed and implemented communication strategies to assist over eighty families in their housing search
- Increased online profile of real estate group through monthly participation in the professional real estate conference *DC Housing Professionals*, which focused on social media strategies and platforms
- Collaborated with other agents to edit, write, and oversee the production and distribution of quarterly company progress reports and newsletters that circulated to 20,000 DC community members

SUPERVISION AND MANAGEMENT:

- Managed company's assignments with total fees of \$770,000 in 2011; and \$1,000,000 in 2012
- Recruited and oversaw eight part-time research analysts; conducted annual performance reviews
- Created and facilitated an eight-week training session for twenty interns

Sample 6:

Political Research Intern, Northwest DC Associates. 234 H Street, Washington, DC 20000; October 2011 – January 2013; Hours per week: 25; Supervisor: Nicole Adams, 555-123-7894, may contact.

WRITTEN AND ORAL COMMUNICATION: Worked alongside five Congressional offices to develop web strategies that included the creation of thirty-five e-newsletters, fifteen email campaigns, and twelve teleconference town halls. Drafted weekly meeting agendas, recorded meeting minutes, and created six webinars for senior associates. Built 2012 political race tracking database utilizing SPSS software, which increased the organization's business leads by 67%.

SOCIAL MEDIA: Created and managed five websites using Dreamweaver software for local nonprofit health care advocacy groups. Served as the Webmaster for DC Associates Facebook, Twitter, and LinkedIn pages. Conducted ongoing research on social media strategies and platforms to increase the organization's online presence and to stay current in best practices.

OTHER QUALIFICATIONS

This section **highlights relevant additional skills and experience** that are significant and applicable to a specific opportunity and/or the field. Information to include any of the following:

- **Volunteer or community service work**
 - Number or hours
 - Name of the organization and supervisor
 - Type/nature of work

- **Honors, awards, and special accomplishments**
 - Research or relevant publications (cite using proper style such as APA, Chicago, or MLA)
 - Leadership activities (sports team captain, club leader, etc.)
 - Professional affiliations and memberships
 - Public speaking experiences
 - Performance awards (scholarships, grants, standardized tests, scores, etc.)

- **Language skills with fluency level**
 - Possible Descriptions: Full Professional Proficiency, Low-Intermediate Proficiency, Elementary, Written and Oral Fluency, Conversational Proficiency, and Fluent

- **Professional trainings and certifications** (only if current and related)

- **Travel Experience**
 - Only include travel that is relevant as this is not just a place to list all the locations where you've visited.
 - Example One: if the position is working with the Argentinian immigrant community in the U.S. and you've been to countries in South America, you'll want to include them.
 - Example Two: if the position is looking for someone with cultural adaptability/awareness and you've lived and traveled abroad.

- **Technology Skills**
 - Unless the employer notes that the position needs specific basic computer/internet skills, refrain from including things like Microsoft Word or Excel.
 - Highlight software like GIS, STATA, SPSS, Salesforce

Why does this matter?

As the final section of your Federal Resume, it is your last area to sell yourself to the human resource specialist reading your application. Your goal is to include job-related information that will further make your application **STAND OUT** in comparison to your competition.



Sample 1:

EXTRACURRICULAR/VOLUNTEER ACTIVITIES:

- * JumpStart, 08/2010-05/2011: Participated in yearlong service project serving eighteen preschool students from low-income households in Washington, DC. Trained and taught students games and activities to enhance language and literacy skills.
- * GW STAR, 08/2008-05/2009: Gave tours to prospective George Washington University students and their families, providing introductory information and university history. Maintained upbeat attitude, provided information, and tactfully answered difficult questions.

TRAINING/CERTIFICATIONS: Peer Mentoring and Tutoring, 10 hours, 06/18/11; CPR, 4 hours, 10/2012; and First Aid, 4 hours, 10/2012.

PROFESSIONAL PUBLICATIONS: Student Ambassadors: Connecting Campuses to Energy, posted to the DOE Blog September 2011. The Intern Experience, a quarterly newsletter for DOE Interns. Life Before Last (Biographical Information).

COMPUTER SKILLS: Able to quickly learn computer software. Proficient in GIS, STATA, SPSS, Salesforce, and Social networking websites including Facebook, LinkedIn, Twitter, and Flickr.

HONORS/AFFILIATIONS: Member, National Society of Collegiate Scholars. Student member, Beyond the Classroom.

Sample 2:

PROFESSIONAL DEVELOPMENT

U.S. Young Leadership Fellows Program: Action Planning Workshop Presenter, 07/2011; The Performance Institute: Demand Driven Workforce Development Participant, 05/2010; Edwin Muskie Fellowship Program: Application Reviewer and Interviewer, 01/2009.

AWARDS, HONORS, RECOGNITION

Board Fellow, DC Arts and Humanities Education Collaborative
Bernard "Ben" Brenman Archaeology in Alexandria Award for Outstanding Community Research
CIEE Merit-Based Scholarship

TECHNOLOGY AND LANGUAGES

Computers: Microsoft; SPSS; InDesign; Photoshop
Languages: Spanish (intermediate), French (basic), Hindi (basic)

Sample 3:

JOB RELATED TRAINING

Managing Multiple Projects, American Management Association, 2012
Project Management, American Management Association, 2011
Administrative Office Management, USDA Graduate School, 2011
Federal Government Grant Writing, USDA Graduate School, 2010

HONORS AND AWARDS

Excellence in Management (NCI), 2011
NCI Director's Award for Excellence in Extramural Program Development, 2008 & 2009
Received outstanding performance appraisal, 2005 – Present
NCI Outstanding Leader Award (2007 & 2008)

COMMITTEES/ORGANIZATIONS

NIH Human Resources Consolidation Committee (2010)
NCI Human Resources Computer Research Team (2007 - 2012)

FINAL CHECKLIST

Have you done the following?



	Format. Is your resume 3-5 pages? Is your information flushed left and ragged right? Did you use all CAPS to highlight important information? Did you remember NOT to bold, italicize, or underline content?
	Abbreviations. Does your resume contain any abbreviations that are not explained?
	Dates. Do dates follow reverse chronological order?
	Job Announcement Information. Check that you have the correct announcement number, title, and grade of the position.
	Personal Information. Did you include your full name, mailing address, day and evening phone number, country of citizenship, and if applicable veteran's preference, reinstatement eligibility, and highest federal position held?
	Education. Are your school, degree, major/minor and graduation dates (month and year) included? Did you include high school information? How about relevant coursework, thesis, research, and study abroad experiences?
	Work Experience. Are your descriptions detailed and do they include specific projects, knowledge gained, skills developed, and programs supported? Did you include the company/organization name, job/internship title, dates of employment and location (city, state)? Did you also provide the contact information of your current supervisor? Can a Human Resource Specialist contact him/her; do you indicate this on your resume?
	Other Information. Did you include all of your relevant experiences, including community service or internships; and professional affiliations, language fluency, and licensures?
	Quantifiable results. Did you include specific results and quantifiable accomplishments in your experience section, if possible?
	Key Words. Does your resume include some or most of the key words mentioned in the job description?
	SPELLCHECK! Check for spelling and grammar errors. Have a friend review it to catch any errors. Remember that anything in ALL CAPS is not caught by spellcheck!
	Your Story. Does your resume provide readers with a detailed account of your education, professional experiences, and accomplishments?

FREQUENTLY ASKED QUESTIONS



What order should jobs be listed?

- Use reverse chronological order, listing the **most recent** position or project first and working backward from there. HOWEVER: if you have an older position/project that is more relevant then list the older one first, move that section to the beginning, and title that section Relevant Experience.



Do I include every position I have held?

- Include only the positions that are **relevant**. Do not worry about gaps in dates for your employment. HR specialists are looking for your most applicable positions, not every day and year in your work history.



How far back should I go?

- It depends on relevancy of your experience, but **generally about 5-10 years** is the norm. Some may go further back further, contingent on their level of relevant experience.



What's new in the federal hiring process?

- Hiring is based on resumes and cover letters
- KSAs (Knowledge, Skills and Assessment essays) are usually no longer required
- Refined applicant processes – Category Rating (e.g. Best Qualified, Well-Qualified, Qualified)
- Announcements are shorter, easy-to-read, with 5 or less pages
- Hiring time reduced
- Increased emphasis toward employment of veterans and their spouses



How do I know which federal job is right for me?

- Look at the **Federal Qualification Standards**, typically found in the following sections: job-related work experience, education, medical or physical standards, training, security, and/or licensure. This describes the minimum requirements necessary to perform work of the particular occupation successfully and safely.
- You can also look at the **area of consideration**. This describes the individuals from whom the agency will accept applications. For example: “All Sources” indicate that anyone may apply while “Status Applicants” require that those applying are current or former federal civilian employees.

ANNOUNCEMENT TO FEDERAL RESUME

The keywords/qualifications from this announcement is integrated into the resume on the following pages.

Sample Announcement:

SALARY RANGE:	\$43,896.00 to \$48,286.00 / Per Year
OPEN PERIOD:	Thursday, March 28, 2013 to Monday, April 01, 2013
SERIES & GRADE:	NB-0399-03
POSITION INFORMATION:	Position is at the full performance level. - Full Time - Not-to-Exceed September 30, 2013
PROMOTION POTENTIAL:03	
DUTY LOCATIONS:	FEW vacancies - Washington, DC, US View Map
WHO MAY APPLY:	This opportunity is open to Students who are enrolled on at least a half-time basis, or accepted for enrollment, in a qualifying degree program in an accredited college or university.

JOB SUMMARY:

Would you like to help serve fellow Americans while being exposed to the work of a Federal Career, including experience with solid work assignments that will help you grow professionally through training and mentorship? If your answer is **YES**, the Pathways Program is for you! This new program offers students the opportunity to be exposed to Federal Government work through exciting internship opportunities.

The Office of the Comptroller of the Currency is among the top places to work in the federal government. The OCC ensures a safe and sound banking system for all Americans and ensures fair treatment and equal access for all national bank customers. Our culture promotes creative and thoughtful contributions by people in all positions, and an environment that values and encourages diversity. If you are an inquisitive, investigative individual with high standards of your own, consider the OCC. The U.S. Department of the Treasury has a distinguished history dating back to the founding of our nation. As the steward of U.S. economic and financial systems, Treasury is a major and influential leader in today's global economy. We have over 100,000 employees across the country and around the world. **Come Join the Department of the Treasury and Invest in Tomorrow.** You will get a head start on a meaningful and rewarding career as an Economics Department Intern at the OCC. You will make a difference supporting the OCC's mission to ensure a safe, sound, and competitive banking system that support the citizens, communities and economy of the United States.

KEY REQUIREMENTS

Serve as a Student Trainee in the Economics Department performing one or more of the following duties:

- Use **large data sets** and **statistical software packages such as SAS or Stata**, or using languages such as MATLAB, R, C, etc to assist economists, mathematicians, or statisticians with model development and independent research.
- Provide **analytical support** including **data retrieval** and research of topics identified by senior economists. Assist in producing financial tables, graphs and reports in support of such analytical projects.
- Perform preliminary **background research on a variety of financial and economic topics.**
- Search **databases** and internet for source material; and **prepare a written summary** of information collected.
- Research and document newly available sources of data for use in ongoing and future departmental projects.

QUALIFICATIONS REQUIRED:

You must meet the following requirement: **NB-III:** Completion of all requirements for a bachelor's or equivalent degree or completion of 1 full academic year of graduate level education or eligibility under the OPM Superior Academic Achievement Provision after completing a bachelor's degree.

You **MUST** meet the definition of a STUDENT for the duration of your appointment. **The definition of a student is:** an individual accepted for enrollment or enrolled and seeking a degree (diploma, certificate, etc.) in a qualifying educational institution, on a full or half-time basis (as defined by the institution in which the student is enrolled), including awardees of the Harry S. Truman Foundation Scholarship Program under Public Law 93-842. Students need not be in actual physical attendance, so long as all other requirements are met. An individual who needs to complete less than the equivalent of half an academic/vocational or technical course-load immediately prior to graduating is still considered a student for purposes of this Program.

One year of full-time graduate education is considered to be the number of credit hours that the school attended has determined to represent 1 year of full-time study or 18 semester hours. Part-time graduate education is creditable in accordance with its relationship to a year of full-time study at the school attended.

Transcripts must be submitted with your application. Unofficial transcripts are acceptable with your application. However, if selected for the position, you will be required to submit your official transcript.

SAMPLE FEDERAL RESUME FOR UPLOADING TO USAJOBS

Keywords from job announcement on previous page are highlighted in this resume to illustrate how to tailor your resume for a specific position.

Meredith K. Ritcher

555 Jinny Hill, NW Apt. 178 Washington D.C. 20001
United States Citizen

mkritcher@email.com; (555) 323-1111
Social Security Number: xxx-xx-1234

OBJECTIVE

Announcement number: PATH-HQ-13-004
Grade: NB-0399-03

PROFILE

Master of Public Policy candidate specializing in budgeting and program evaluation. Experience in budget processes and analysis. Proven talent for quantitative and qualitative research using STATA, Lexis-Nexis, and Westlaw.

EDUCATION

The George Washington University: Washington, D.C.

May 2014

The Trachtenberg School of Public Policy and Public Administration, Master of Public Policy; Concentration in Budgeting and Program Evaluation; University Fellow, GPA: 3.9/4.0

- Credits Earned: 9 Semester hours; 18 credit hours as of May 2013
- Relevant Coursework: Econometrics for Policy Research, Economics in Policy Analysis, Tax Policy Analysis, Public Budgeting, Revenue and Expenditure, Introduction to Policy Analysis, and Federalism and Public Policy
- Projects:
 - Expansionary Monetary Policy and the Interest Elasticity of Savings
 - Term project using economic theory to analyze the possible effect of recent Federal Reserve monetary policy practices on domestic savings behavior.
 - Cost Estimate of Changes to the Health Exclusions in U.S. Immigration Policy
 - Theoretical cost estimate into the impact of changes in federal policy regarding HIV positive immigrants.
 - Tax Policy Analysis of Deficit Reduction Proposals
 - Independent analysis of the economic implications of fundamental tax reform proposals within the National Commission on Fiscal Responsibility and Reform and the Debt Reduction Task Force Reports.
- Awards: University Fellow, Awarded tuition for 32 credit hours

Stanford University: Stanford, CA

May 2012

Bachelor of Arts in Economics; Minor in Politics; GPA: 3.63/4.0

- Honors and Awards: The QuestBridge National College Match Scholarship, a competitive, four-year merit-based scholarship. Selected for one of the 260 awards from nearly 5,000 applicants.
- Relevant Coursework: Economic Statistics, Applied Regression Analysis, Advanced Microeconomic Theory, Macroeconomic Theory, Law and Economics, and Policy Implementation and Evaluation
- Projects:
 - An Economic Analysis of *Lucas v. South Carolina Coastal Council*
 - Utilized Westlaw for extensive legal and economic research to determine the economic impact of the legal precedents for regulatory takings in a landmark court case.
 - An Implementation and Evaluation Study of the *Safe Routes to School* Program
 - An implementation review of the US Department of Transportation's *Safe Routes to School* grant program. Based on relevant implementation theory, analyzed information gathered through field interviews and observations of local implementation.
- **Trinity College:** Dublin, Ireland January 2011 – May 2011
Study Abroad Program, GPA: 3.95/4.0
 - Relevant Coursework: Intermediate Business Finance and Governance and Regulation of Financial Organizations.
 - Term Project: Analyzed the intended goals and outcomes of the Basel III Accord for international financial regulation.

RELEVANT EXPERIENCE

Georgetown University: Washington, D.C.

08/2012-Present

Graduate Research Assistant

3700 O St, NW, Washington, D.C. 20057.

20 hours/week, Salary: \$16,000/academic year, Supervisor: Jane Doe, 202.555.1234, may contact.

ANALYTICAL RESEARCH & DATA RETREIVAL:

- Conduct statistical research using STATA software package to analyze economic resilience data for metropolitan statistical areas as part of the “Building Resilient Regions Network”
- Utilized national data sets from Excel spreadsheets on Economic Capacity and Economic Resilience to provide analytical support for supervisor’s culminating project
- Wrote literature reviews regarding national land banking practices and housing policies in the city of Baltimore
- Extracted information on city/state housing program budgets, such as Baltimore’s “Vacants to Value Program”
- Regularly synthesize findings in Excel spreadsheets
- Review city and state budgets to gather information about housing policies in urban areas including Baltimore, Detroit, Cleveland, and New Orleans

ADMINISTRATIVE RESPONSIBILITIES:

- Manage Trachtenberg School’s Career Services Wiki page organizing and synthesizing employment information
- Contribute faculty updates and articles to the biannual Trachtenberg School alumni newsletter
- Contact Trachtenberg School alumni to highlight achievements in the public policy and public administration field

United States House of Representatives: Washington, D.C.

09/2010 - 12/2010

Intern for the Committee on the Budget

Smith House Office Building, Room 101, Washington, D.C., 20000

40 hours/week, Salary: \$1000/month, Supervisor: George Landcaster, 202.555.1234, may contact.

ECONOMIC RESEARCH & DATA RETRIEVAL:

- Retrieved data from the recovery.gov database tracking the implementation of the American Recovery and Reinvestment Act to summarize facts and determine trends and patterns within the data to obtain a regional perspective of the Act’s impact
- Conducted research using Legislative Information System (LIS) and Lexis-Nexis on legislative history to determine the American Recovery and Reinvestment Act’s pre and post impact
- Wrote talking points regarding the implementation of the American Recovery and Reinvestment Act by Congressional district for Congressional members of the House Budget Committee

ADMINISTRATIVE RESPONSIBILITIES:

- Prepared briefing packets for members of the House Budget Committee prior to Committee hearings
- Interacted regularly through written and oral communication with constituents as well as representatives of other Congressional offices using Lexis-Nexis and Legislative Information System (LIS) to do research on incoming requests for information on legislative information

Boston Department of Parks and Recreation: Boston, Massachusetts

05/2010 - 08/2010

Intern for Deputy Commissioner for Management and Budget

1 Fifth Avenue, Office 4, Boston, MA, 02108.

40 hours/week, Salary: Pro bono, Supervisor: Jane Deer, 555.555.1245, may contact.

ADMINISTRATIVE RESPONSIBILITIES:

- Managed the Deputy Commissioner’s calendar for the summer of 2010 to track upcoming meetings, events, and deadlines
- Prepared agendas and organized meetings for upper management regarding programs such as the Parks Opportunity Program and the Boston Summer Youth Employment Program
- Accompanied the Deputy Commissioner in meetings regarding the citywide management of the Parks system and recorded information from Department officials

COMMUNICATION:

- Wrote internal memoranda on state and city budget environments, speeches for the Deputy Commissioner, and replied to constituent correspondence
- Collaborated on organizing "Adventures Boston," an annual outdoor recreation exposition in Boston Park which served thousands of participants

ADDITIONAL EXPERIENCE

SMITH CONSTRUCTION: Burlington, VT

05/2012 - 08/2012

Administrative Assistant

21 Main Street, Burlington, VT 05401.

40 hours/week, Salary: \$14.00/hour, Supervisor: Mark Smith, 555.555.7774, may contact.

DATA COLLECTION:

- Launched an asset management program tracking hundreds of pieces of equipment

TRAINING AND ENACTMENT:

- Attended a two-day training session on HCSS The Dispatcher software
- Utilized training to implement the software at Smith Construction through extensive data collection and entry
- Created and executed Smith Construction asset management program

COMMUNICATION:

- Trained twenty co-workers to continue implementation of the asset management program
- Communicated and collaborated with co-workers to organize company-wide events

KC101: Radio Station of Stanford University: Stanford, CA

08/2008 - 05/2009

Newscaster

450 Serra Mall, Stanford, CA, 90212.

5 hours/week, Salary: Pro bono, Supervisor: Amy Town, 555.222.8888, may contact.

COMMUNICATION:

- Wrote and delivered a weekly news report broadcast on the radio and internet
- Covered local, national, and international news on a broad range of topics such as the 2008 presidential election, the 2008-2009 financial crisis, and the wars in Iraq and Afghanistan

Lerner Rehabilitation Center: New York, NY

08/2006 - 05/2007

Administrative Assistant

71 Third Street, New York, NY, 12345.

5 hours/week, Salary: Pro-bono, Supervisor: Chad Devin, 555.111.0880.

ADMINISTRATIVE RESPONSIBILITIES:

- Assisted staff in caring for patients in the classroom of a day center for developmentally disabled children and adults
- Helped organize fundraising events by sending participants invitations by mail and catalyzing their responses in an Excel spreadsheet

INTERESTS/SKILLS

- Computer/Research: Proficient in STATA; Salesforce; Lexis-Nexis; Westlaw; Microsoft Office Suite: Excel, Word, PowerPoint, Publisher, and Outlook.
- Foreign Languages: Italian (basic oral and written communication) Latin (basic reading ability)

FROM RESUME TO FEDERAL RESUME

BEFORE

Jonathan Jordan

2345 N. River Street, Apt. 100 • Arlington, VA 22209 • Mobile: 555.598.0235 • Email: jonathani@email.com

EDUCATION

George Washington University, **TSPPPA, Washington, D.C., May 2014**

Master of Public Administration Candidate; GPA: 4.00

- Concentration in policy analysis and evaluation with secondary focus on federal policy, politics, and management

Wake Forest University, **University of Connecticut, Storrs, CT, May 2011**

Bachelor of Arts in Political Science, Religious Studies; Certificate in Foreign Area Studies

GPA: 3.53; National Political Science Honor Society, National Religion Honor Society

- Intensive double major providing a strong background in qualitative and quantitative analysis and creating unique ability to research diverse public policy issues and identify both positive and negative future impacts

The Arabic Language Institute, **Fez, Morocco, Summer 2010**

- Wake Forest University sponsored nine-week Arabic immersion program; lived in home-stay with local family

PROFESSIONAL EXPERIENCE

Congressional Intern, **Congressman Thomas Doe, Washington, D.C., December 2012–Present**

- Answer office phones, record constituents' messages, and transfer callers to appropriate staffers
- Research and summarize legislation and related political issues
- Attend House briefings and Committee hearings; draft briefs for legislative staff

Consultant, **District Protection, Washington, D.C., September 2012–Present**

- Perform pro-bono consulting work with five member team connected by GWU Graduate Consulting Club
- Conduct market-analysis of District Protection's existing and potential financial resources to identify expansion areas
- Develop marketing and social media strategies to increase small donations and raise community awareness of District Protection's impact

Research Assistant, **The Research Institute, Washington, D.C., June 2011–July 2012**

- Contributed to and edited seven research reports and two published articles dealing with contemporary political and religious issues
- Performed statistical analysis on collected polling data, interpreted results, and reported key findings
- Examined various polling databases and reports for information related to current and future projects
- Tracked media coverage of projects and constructed numerous issue-based media reports for funders
- Planned 2012 annual meeting: contacted venues, organized presenters, and circulated information to attendees

Research Intern, **First District Public Defenders Office, Ogunquit, ME, Summer 2009**

- Worked directly with Chief Public Defender, observing and assisting with court proceedings
- Researched court documents and reports for information relevant to active cases
- Communicated with government offices and officials to collect and deliver information

LEADERSHIP EXPERIENCE

Mentor, **Public Service Corps, George Washington University, September 2012–Present**

- Mentor and tutor twelve high school students interested in public service, politics, and community service
- Assist students through Youth Court proceedings at the D.C. Court House

Health Talk Facilitator, **Student Health Services, University of Connecticut, Fall 2010**

- Led workshops related to alcohol and relationship awareness for incoming freshman and mentored group of ten girls throughout the semester

Delta Delta Delta, **Kappa Gamma Chapter, University of Connecticut, January 2008–May 2011**

Philanthropy Marketing Committee Chair, Fall 2009

- Enlisted eight local businesses to sponsor and promote yearly philanthropic event
- Contacted Wake Forest administrators, professors, and student organizations to encourage participation
- Raised \$10,000 for St. Jude Children's Hospital through promotional sales

PROFESSIONAL QUALIFICATIONS

Computer: Proficient in Microsoft Office suite, SPSS, and various research databases

Language: Working knowledge of Arabic and Spanish (oral and written)



Jonathan Jordan

2345 N. River Street, Apt. 100 • Arlington, VA 22209 • Mobile: 555.598.0235 • Email: jonathanj@email.com
United States Citizen • SSN: xxx-xx-1234 • Veteran's Preference: No • Reinstatement Eligibility: No

OBJECTIVE

- Announcement Number: HHS-OS-IN-13-866418
- Title: Student Trainee (Program Analyst); Grade: GS-0399-09

PROFILE STATEMENT

Master of Public Administration candidate with over two years of experience in critical qualitative and quantitative analysis skills with a passion for developing and accessing innovative policies within the field of education. Extensive research background of education initiatives, including the *Common Core*, *Race to the Top*, and *No Child Left Behind*. Possesses strong language skills in Spanish and Arabic. Academic training and professional experience utilizing SPSS Statistical software.

EDUCATION

August 2012–May 2014: Master of Public Administration. The Trachtenberg School of Public Policy and Public Administration. The George Washington University. Washington, D.C.

Concentration: Policy analysis and evaluation with secondary focus on education policy

- GPA: 4.0
- Awards: Summer 2013 Tuition Scholarship
- Major courses: Public and Non-Profit Program Evaluation, Economics for Public Decision Making, Research Methods & Applied Statistics, and Public Budgeting, Revenues, & Expenditures
- Major project: Constructed a program evaluation for ABC SCHOLAR Power of Poetry Program to measure student academic improvement in poetry

August 2007–May 2011: Bachelor of Arts Degree. University of Connecticut. Storrs, CT

Major: Political Science, Religious Studies; Certificate: Foreign Area Studies

- GPA: 3.53
- Awards: Graduated Cum Laude. Pi Sigma Alpha, National Political Science Honor Society. Theta Alpha Kappa, National Religion Honor Society.
- Major courses: Politics of Public Education, 2010 Midterm Elections, Modern Political Thought, and United States & East Asia
- Major paper: "Direct Democracy and the Politics of Abortion: How Responsive is State Abortion Policy to State Abortion Attitudes." Analysis of political responsiveness to public opinion on state abortion policy legislation using public opinion data

May 2010–August 2010: Arabic Language Immersion Program. The Arabic Language Institute. Fez, Morocco

- University of Connecticut sponsored nine-week Arabic immersion program; lived in home-stay with local family
- Courses: Globalization and Arabic

PROFESSIONAL EXPERIENCE

Congressional Intern. Congressman Thomas Doe. First House Office Building, Washington, D.C. 20001. December 2012–April 2013. Hours: 24/week. Salary: Pro Bono. Supervisor: Joseph Lee, 555-444-7777, contact me first

ADMINISTRATIVE AND COMMUNICATION RESPONSIBILITIES: Wrote correspondence to constituents, explaining political issues relating to defense and education and the Congressman's position. Attended House briefings and Committee hearings; drafted briefs on various topics including healthcare and education for legislative staff. Answered office phones, recorded constituents' messages, and transferred callers to appropriate staffers.

DATA COLLECTION AND RESEARCH: Researched and summarized legislation using Congressional Research Services (CRS) and Legislative Information System (LIS).

Consultant. District Protection. P.O. Box 2, Washington, D.C. 20014. September 2012–April 2013. Hours: 6/week. Salary: Pro Bono. Supervisor: Not Applicable

DATA COLLECTION AND RESEARCH: Performed independent consulting work with five member team connected by GWU Graduate Consulting Club. Conducted market-research of District Protection's existing and potential financial resources to identify expansion areas.

SOCIAL MEDIA AND MARKETING STRATEGIES: Developed marketing and social media (Twitter and Facebook) strategies to increase small donations and raise community awareness of District Protection's impact.

Research Assistant. The Research Institute. 41 Second Street NW, Washington, D.C. 20006. June 2011–July 2012. Hours: 40/week. Salary: \$1,373/month. Supervisor: Aaron Cooper, 555-444-1526, contact me first

DATA COLLECTION AND RESEARCH: Contributed to and edited seven research reports and two published articles dealing with contemporary political and religious issues; citation available upon request. Performed statistical analysis on collected polling data, interpreted results, and reported key findings utilizing SPSS. Examined various polling databases and reports for information related to current and future projects. Tracked media coverage of projects, utilizing Hootsuite, Google Analytics, and Google Reader, and constructed numerous issue-based media reports for funders.

ADMINISTRATIVE RESPONSIBILITIES: Planned 2012 annual company meeting: contacted venues, organized presenters, and circulated information to attendees.

Research Intern. First District Public Defenders Office. 30 South Elm Street, Ogunquit, ME 30214. June 2009–August 2009. Hours: 25/week. Salary: Pro Bono. Supervisor: David Feldman, 555-788-1234, contact me first

ADMINISTRATIVE AND COMMUNICATION RESPONSIBILITIES: Worked directly with Chief Public Defender, observing and assisting with court proceedings. Communicated in-person and orally with government offices, including the District Attorney and The Department of Corrections, and officials to collect and deliver information

DATA COLLECTION AND RESEARCH: Researched legal court documents and reports for information relevant to active cases.

LEADERSHIP EXPERIENCE

Mentor. Public Service Corps. George Washington University. 2121 Eye Street NW, Washington, D.C. 20052. September 2012–Present.

STUDENT ADVISING: Mentor and tutor twelve high school students interested in public service, politics, and community service. Assist students through Youth Court proceedings at the D.C. Court House. Serve as the main liaison between the legal processes and the students.

Health Talk Facilitator. Student Health Services. University of Connecticut. 1 Federal Way, Storrs, CT 06458. August 2010–December 2010.

RESEARCH AND FACILITATION: Developed, created, and implemented educational campaigns and programming initiatives to raise awareness of alcohol use/abuse and relationships for 1,000 incoming freshman. Conducted research on current trends in education associated with alcohol, drugs, and sexual violence. Collaborated with staff, peer education groups, and student organizations by facilitating prevention programs, awareness, activities, and proactive campaigns about substance use and other wellness issues.

STUDENT ADVISING: Mentored group of ten first-year female students throughout the semester and communicated campus programming, initiatives, and resources available to students through various media forums.

Marketing Committee Member. Stompin' & Storr-in'. University of Connecticut. 1 Federal Way, Storrs, CT 06458. November–March 2010, November–April 2011.

MARKETING AND FUNDRAISING: Helped raise event awareness through creative marketing events and flyers. Raised \$50,000 for the American Cancer Research Fund in 2010 and \$52,000 in 2011.

Philanthropy Marketing Committee Chair. Delta Delta Delta. University of Connecticut. 1 Federal Way, Storrs, CT 06458. August 2009–December 2009.

MARKETING AND FUNDRAISING: Enlisted eight local businesses to sponsor and promote yearly philanthropic event. Contacted UCONN administrators, professors, and student organizations to encourage participation. Raised \$10,000 for St. Jude Children's Hospital through promotional sales.

PROFESSIONAL QUALIFICATIONS

Computer: Proficient in:

- SPSS and similar data analysis programs
- Microsoft Office suite, including Word, Excel, PowerPoint, & Outlook
- Macintosh and PC systems

Language: Oral and written working knowledge:

- Arabic
- Spanish

FROM RESUME TO FEDERAL RESUME

Occupational Series

BEFORE

MARISA HERNANDEZ

1291 Taylor Street N.W., Washington, DC 20011 • (202) 365-9564 • mhernandez@gwmail.gwu.edu

Education

THE GEORGE WASHINGTON UNIVERSITY

Master of Public Policy

Concentration: Budgeting and Public Finance

Relevant Coursework: Public Budgeting, Revenue & Expenditure Analysis, Governmental Budgeting, Federalism and Public Policy, Program Evaluation, and Cost Benefit Analysis

Washington, DC

May 2013

MARQUETTE UNIVERSITY

Bachelor of Arts

Major: History

Minor: Spanish

Achievements: Cum Laude, Dean's List, Honors Program Scholar

Marquette, WI

May 2008

Professional Experience

OFFICE OF U.S. SENATOR HERB KOHL

Press Assistant

- Compile daily press clips
- Draft press releases and disseminate to local and national media
- Manage social media accounts: Twitter, Facebook, and YouTube
- Draft personal relations messages including: congratulatory, motivational, and special events messages

Washington, DC
February 2012 – present

Legislative Correspondent

- Analyze, track, and summarize legislation to brief the Senator on meetings and co-sponsorship requests
- Draft and prepare responses to constituents' legislative and general concerns
 - Legislative Portfolio: appropriations, budget, taxes, finance, agriculture, fisheries, housing, transportation, energy, environmental protection, immigration, judiciary, communication and government relations, including casework, congressional inquiries, and letters of support
- Implemented a digital mail scanning system to effectively archive and search incoming and outgoing mail
- Modified training material for new staff and interns to conduct constituent services and administrative duties

October 2009 – present

Staff Assistant and Tour Coordinator

- Researched and developed a comprehensive educational presentation of the Capitol complex and expanded tour capacity by 40% through the successful implementation of new guidelines and procedures
- Developed and maintained a digital call log system to compile and address constituents' legislative concerns
- Performed administrative tasks including directing telephone calls and greeting special guests

August 2008 – September 2009

NATIONAL MUSEUM OF AMERICAN HISTORY

Curatorial Intern

- Articulated a framework and made interpretations for future acquisitions objects
- Researched and interpreted firefighting objects as they pertain to the history of the American insurance industry

Washington, DC

June – August 2008

MARQUETTE UNIVERSITY WRITING CENTER

Writing Tutor

- Tutored, revised, edited, proofread and formatted research texts, critical reviews, personal essays, short stories, poetry, news articles, lab reports, web content, and other media

Milwaukee, WI

September 2004 – May 2008

Skills and Other Experiences

Languages: Spanish, advanced proficiency

Computer Skills: Microsoft Word, Excel, PowerPoint, Outlook, SAS, and STATA

Professional Development: WeLEAD Leadership Training, Women and Politics Institute, American University

Professional Affiliations: Women's Congressional Staff Association, Congressional Legislative Staff Association

Volunteer: Reading Mentor, Everybody Wins, Washington, DC August 2010 - May 2012



Marisa Hernandez

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xxx-xx-2222 • United States Citizen

OBJECTIVE

Announcement Number: XXXXXXXXXXXX
Title: XXXXXXXXXXXX
Grade: XXXXXXXX

QUALIFICATIONS SUMMARY

Self-driven and collaborative Master of Public Policy candidate with over five years of professional experience in the communications field and more than four years of legislative experience in the United States Senate. Resourceful researcher capable of undertaking diverse issues in fast-paced environments. High level of analytical, communication, critical thinking, and administrative skills. Professional proficiency in Spanish.

EDUCATION

THE GEORGE WASHINGTON UNIVERSITY, Washington, DC 20052 08/2011 – 12/2013
The Trachtenberg School of Public Policy & Public Administration, Master of Public Policy with Concentrations in Economic Policy and Public Finance/Budgeting. GPA: 3.6/4.0.

- **Relevant Coursework:** Public Budgeting, Revenue & Expenditure Analysis, Governmental Budgeting, Federalism and Public Policy, Program Evaluation, and Cost Benefit Analysis
- **Relevant Projects:**
 - Evaluation of OSHA grant-funded of a work-safety educational training program
 - Statistical analysis on voter turnout based on education level
 - Policy analysis of the federal charitable contributions tax deduction
 - Economic policy analysis of the District of Columbia's 5-cent single-use plastic bag tax
- **Scholarship:** The Public Administration Alumni & Faculty Endowment, \$x,xxx granted in August 2012 and January 2013
- **Extracurricular Activities:** Trachtenberg School of Public Policy and Public Administration Student Association (TSPPASA), member since August 2011

MARQUETTE UNIVERSITY, Milwaukee, WI 53233 08/ 2004 – 05/ 2008
Bachelor of Arts in History. Minor in Spanish GPA: 3.6/4.0. Cum Laude, Dean's List.

UNIVERSITY OF BUENO AIRES, Bueno Aires, Argentina 08/2006 – 12/ 2006
Study Abroad Experience: Completed Intensive Spanish Language Program.

PROFESSIONAL EXPERIENCE

OFFICE OF UNITED STATES SENATOR HERB KOHL

Washington, DC 20510, 02/2012 – present

Press Assistant: 40-50 hours/week. Starting Salary: \$xx,xxx. Ending Salary, including bonuses: \$xx,xxx. Supervisor: John Smith, Communications Director may contact. Phone Number: (202) 224-5653

WRITTEN COMMUNICATION: Drafted news releases, policy statements, floor reports, newsletters, constituent letters, and other public information materials on sensitive and complex technical subjects to media, constituents and the general public.

- Wrote 10 public relations messages per week including: congratulatory, motivational, birthday, and special events messages

SOCIAL MEDIA AND WEB CONTENT: Served as the Senator's official website webmaster. Managed social media accounts by maintaining the website; drafting web content; modifying page layout; posting photographs, links, and tweets; and retrieving new messages from the server.

- Posted 5-20 social media posts per month on Facebook, Twitter, and YouTube:
- Doubled the number of page "likes" on Facebook over the course of one year by converting the Senator's personal Facebook page to a verified public page
- Verified Twitter account to grow "followers" to more than 8,000 users

ADMINISTRATIVE: Assisted the Senator during interviews and events. Coordinated meetings and special events including interviews, receptions, and other constituent outreach. Compiled press clips for internal circulation to give staff members a brief overview of the day's critical news.

- Maintained a database of agency grant notifications for federal funds in excess of over \$100 million each year directed to Wisconsin

OFFICE OF UNITED STATES SENATOR HERB KOHL

Washington, DC 20510, 08/2008 – present

Legislative Correspondent: 45-50 hours/week. Starting Salary: \$xx,xxx. Ending Salary, including bonuses: \$xx,xxx.

Supervisor: Jane Stanton, Legislative Director, may contact. Phone Number: (202) 224-5653. Email:

jstanton@comcast.net

POLICY PORTFOLIO: Wrote memos, articles, and essays on current legislative topics.

- Finance and Banking Committees issues: Budget, taxes, monetary policy, currency, housing, urban development and mass transportation
- Judiciary Committee issues: Civil rights, immigration, patents and intellectual property, Constitutional amendments, Federal courts judicial nominations, and Federal holidays
- Commerce Committee issues: Transportation, highways, aviation, Transportation Security Administration, oceans, weather, fisheries, consumer protection and science and technology
- Environment and Energy Committees issues: Environmental protection, wildlife, renewable energy, natural resources, public lands, and National Parks
- Agriculture Committee issues: Agricultural research, food, nutrition, and rural development
- Health, Education and Labor Committee issues: Food and Drug Administration, primary and secondary education, employment laws and regulations, federal employees

RESEARCH: Conducted legislative research in order to respond to staff and constituent requests. Utilized information to track program funding throughout the federal budgeting and appropriations process.

- Conducted legislative, issue-specific, technical, and general research by using traditional bill tracking methods including LOC-Thomas, Federal Register, and following developments within committees
- Utilized mass, trade and social media along with publications and reports from think tanks, research organizations, and communications from agencies to convey information to the general public in the form of written and oral communication
- Analyzed legislation and drafted memos on policy proposals' economic, fiscal, social, political, and other impacts

WRITTEN AND ORAL COMMUNICATION: Drafted memos, constituent letters, and congressional inquiries, which were circulated to staff and constituents. Represented the senator in meetings with constituents, advocacy groups, and other organizations. Tracked program funding in a large and diverse policy portfolio, using close monitoring of legislative developments within committees and the Senate/House floors

- Drafted and edited form and personalized letters per week on various legislative issues
- Referred constituents to lower levels of government, other agencies, and local community support groups for further help with their problems and concerns
- Identified communication needs and developed written materials that informed legislative staff, constituents, and targeted audiences about policies, programs, and services that the Senator's office offered

ADMINISTRATIVE RESPONSIBILITIES: Managed the mail system, trained new staff members and interns, and provided technical assistance on computer and networking issues.

- Managed 600-1,000 incoming and outgoing written correspondence including traditional mail, email and faxes per week by sorting and assigning incoming correspondence and disseminated outgoing mail, and keeping records of the correspondence
- Improved administrative procedures that resulted in an increased the number of form letters drafted by 60 percent and a 400% increase in constituent reach
- Trained five new staff members in staff assistant and legislative correspondent duties
- Supervised more than 15 interns in conducting constituent services and administrative duties such as conducting tours of the Capitol, answering and directing phone calls, greeting and escorting guests, compiling constituent call data, drafting memos to staff regarding briefing and hearings they attended and drafting simple letters
- Drafted more than 6 reference guides on conducting legislative research, drafting form letters, and using Intranet Quorum to manage correspondence including sorting mail, searching mail, and disseminating outgoing mail for staff members

OFFICE OF UNITED STATES SENATOR HERB KOHL

Washington, DC 20510, 08/2008 – 09/2009

Staff Assistant And Tour Coordinator: 40-50 hours/week. Starting Salary: \$xx,xxx. Ending Salary, including bonuses: \$xx,xxx. Supervisor: Joe Carpe, Chief of Staff, may contact. Phone Number: (202) 224-5653. Email: jcarpe@comcast.net

ORAL AND WRITEN COMMUNICATION: Conducted and coordinated tours of the capitol and other DC sites and providing administrative and research support to staff members.

- Wrote hundreds of tour itineraries and comprehensive summaries of places of interests for constituents
- Developed special tours for constituents, children, and veterans
- Drafted tour guidelines with emphasis in procedures, historical facts and techniques for others conducting Capitol tours

ADMINISTRATIVE: Directed phone calls, greeted and escorted special guests, stocked office supplies and maintained the reception area.

- Implemented new guidelines and procedures that resulted in doubling tour capacity and constituents served
- Scheduled meetings with the Senator for constituents in conjunction with Capitol tours
- Revised and updated the staff assistant and tour coordinator guidebook to describe how to perform the job duties

NATIONAL MUSEUM OF AMERICAN HISTORY

470 L'Enfant Suite 7102, MRC 902 PO Box 37012, Washington, DC 20013, 06/2008 – 08/2008

Home And Community Life Curatorial Intern: 40 hours/week, Salary: 10 week stipend totaling \$x,xxx. Supervisor: Bob Nace, may contact. Email: bnace@si.edu

RESEARCH: Provided research support for the curatorial staff in the Home and Community Life Division.

- Researched the background and context of firefighting objects through land purchase records, old maps, and industry records from insurance companies
- Interpreted the firefighting objects as they pertain to the history of the American insurance industry

WRITTEN COMMUNICATION: Drafted descriptive labels for firefighting objects detailing its history for an online and print catalog.

MARQUETTE UNIVERSITY WRITING CENTER

1355 W Wisconsin Ave, Milwaukee, WI 53233

Writing Tutor: 4 hrs/week, Compensated through the Marquette University Writing Center Tuition Fellowship.
Supervisor: John Cole, Director of the Coe College Writing Center. Phone Number: (414) 288-7214.

ORAL AND WRITEN COMMUNICATION: Improved students writing abilities through one-on-one tutoring.

- Revised, edited, and proofread research texts, critical reviews, personal essays, short stories, poetry, journal articles, news articles, lab reports, PowerPoint presentations, web content, and other media
- Guided writers through the processes of brainstorming, idea development and clarification, revision, organization, formatting and editing

ADMINISTRATIVE:

- Compiled student session data into Microsoft Access database to evaluate the techniques and practices of the writing center

ADDITIONAL QUALIFICATIONS

LANGUAGES:

- Spanish, (professional proficiency)

COMPUTER SKILLS:

- Legislative Research: Congressional Record, LOC-Thomas, FDsys, Federal Register, CQ Researcher, LexisNexis
- Statistical software: SPSS, STATA, SAS
- Social Media: Facebook, Twitter, and YouTube
- Microsoft Office Suite: Word, Excel, PowerPoint, Outlook, Publisher, Access
- Mail Management: Intranet Quorum, iConstituent

PROFESSIONAL MEMBERSHIPS:

- Women's Congressional Staff Association
- Congressional Legislative Staff Association

VOLUNTEER EXPERIENCES:

- **READING MENTOR,** Brent Elementary School, Everybody Wins Program. Washington DC. September 2010 – May 2012

JOB RELATED TRAINING:

- Maryland Land Conservation Conference, Maryland Environmental Trust, April 2013
- Congress: An Introduction to Process and Resources, Congressional Research Service, September 2010
- Overview of the Federal Budget Process, Congressional Research Service, December 2010
- Grants Work in a Congressional Office, Congressional Research Service, January 2011
- Congressional Appropriations Process, May 2011