

# Tips for Building an Effective Résumé

It is important to address any specific information required and ensure your résumé includes sufficient information to validate that you meet all requirements of the job for which you are applying.

In addition, an effective résumé should include the following information:

## Job Information:

- Job announcement number
- Title and grade level(s) of the job for which you are applying
- Locations for which you are applying (if applicable)

## Personal Information:

- Full legal name
- Contact information (day/evening/cell phone numbers, email/ mailing address)
- Indicate if you are a US citizen or National (required by most Federal jobs)
- Indicate veterans' preference category, if applicable, [Preference categories](#)

## Work Experience & National Service (i.e. volunteer experience)

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

- Job title (include pay plan, series, and grade if Federal, non-military position)
- Employer's name and address
- Supervisor's name and phone number (indicate if we may contact your current supervisor)
- Starting and ending dates (month, day, and year)
- Hours worked per week
- Salary
- Date of last promotion (if Federal, non-military position)

Duties and accomplishments (job descriptions are not recommended). Be sure to include:

- The specific duties you perform(ed) in relation to the job you are applying for
- How often you perform(ed) them (i.e. daily, weekly, monthly, etc)
- How you perform(ed) them
- The end results
- Your role in the performance of the duties (i.e. Did you work independently?
- As part of a team? As a team leader? As a supervisor or manager?)

## Education:

- Name of each school, college, or university attended and location

- Degree or certificate awarded (if no degree, show total credits earned and indicate whether semester or quarter hours)
- Date your degree was received or when it is expected
- Grade point average and scale (e.g., 3.6 of 4.0 grade scale)

### **Other Qualifications:**

- Skills (e.g. other languages, computer software/hardware, tools, machinery, typing speed)
- Certificates and licenses (current only)
- Honors, awards, and special accomplishments (e.g. publications, memberships in professional or honor societies, leadership activities, public speaking, and performance awards)
- Training courses (title and year)

### **What Should I Know Before Writing a Résumé for Federal Government?**

**Focused-** The most effective resumes are clearly focused on a specific job title and address the employer's stated requirements for the position. The more you know about the duties and skills required for the job—and organize your résumé around these points—the more effective the résumé.

**Pay Attention to Keywords-** A single keyword communicates multiple skills and qualifications- When a recruiter reads the keyword "analyst," he or she might assume you have experience in collecting data, evaluating effectiveness, and researching and developing new processes.

**Review Job Announcements-** This is the best way to determine important keywords. The idea is to find skills, experience, education and other credentials important in your field. You will probably find keywords frequently mentioned by different agencies. Focus on the "requirements," "skills" or "qualifications" sections of job ads, and look for "buzzwords" and desirable credentials for your ideal job.

**Be descriptive-** Experience descriptions should be simple and straightforward, descriptive, and reduced to only essential information. We want to know what you did on the job. Think about:

- The projects you have worked on,
- What your specific duties were,
- What you needed to know to do the job,
- What tools, software, or equipment you used, and
- What you accomplished.

**Don't be vague-** Emphasize nouns and verbs and provide concrete statements of your accomplishments in the correct tense for past or present positions. For example, rather than using "communicates orally and in writing", it's better to use, "Directs work, interviews and hires employees, establishes and reviews performance standards, identifies training needs, effects disciplinary action and performs other supervisory duties for 10 employees".

**Use plain English-** Describe skills and experience in universally accepted terms common to your occupation and profession that could be readily understood in both the public and private

sectors. Minimize the use of acronyms. If used, spell them out at least once and explain what they represent.

**Don't be fancy-** Keep paragraphs short. Don't use fancy treatments such as graphics, italics, underline, shadows, and reverses (white letters on black background) or signs and symbols such as % # \* = and do not type your information in all capital letters.

**List only recent training and awards** List only training and awards received in the last 5 years.

**Headers, Footers, and Page Numbers-** Your final document should look like one package. A header or footer can be added on the second and following pages of your résumé.

**Format-** The chronological résumé is used primarily. Your most recent experience is listed first, followed by each previous job.

**The Sales Pitch-** Because applications are quickly skimmed during the first pass, it is crucial your résumé competencies get right to work selling your credentials. For example, if an advanced degree is an important qualification, it shouldn't be buried at the end of a four-page résumé.

**Quantify your achievements-** Which of the following entries would impress you more? Clearly a manager out of several resumes would select the one with the use of quantity measures.

- Wrote news releases.
- Wrote 25 news releases in a three-week period under daily deadlines.

**Think Money-** Think about ways you've saved, earned or managed money in your jobs and extracurricular activities. A few possibilities are the following:

- Identified, researched and recommended a new Internet Service Provider, cutting the company's online costs by 15 percent.
- Wrote prospect letter that has brought in more than \$25,000 in donations to date.

**Think Time-** "Time is money," and it's true. So whatever you can do on your résumé or in your competencies to show that you can save time, make time or manage time will grab your reader's immediate attention. Here are some time-oriented entries:

- Assisted with twice-monthly payroll activities, ensuring employees were paid as expected and on time.
- Suggested procedures that decreased average order-processing time from 10 minutes to five minutes.

**Specific or General?** In the Federal government, the purpose of the résumé is to "show" your qualifications so that you can be qualified by meeting eligibility requirements. This means that your résumé needs to include more specifics and similar language as the vacancy announcement because the Human Resources Specialist is looking to see if you have the "specialized" or directly related experience requirements of the position for which you are applying.

**How Long Should My Résumé Be?** The résumé that goes into the application package should be no more than three to five pages. There are exceptions to this, of course, but use three pages as a guideline. If you do not have the work experiences for three pages, then your résumé may only be one or two pages long.

**Take the “Have I done the best I can Do” Test-** When you are finished writing a section, ask yourself:

- Would a person who is not familiar with my occupational background understand the kind of work that I do?
- Have I omitted any unique, but relevant special experience or skills I possess that might distinguish me from other candidates if my résumé reaches the desk of a selecting official?
- Have I adequately described the major characteristics of my occupation or background and skills that are most common to my occupation?
- Have I described my accomplishments in a clear and descriptive manner?

**Don't forget to Spell Check-** Make sure you spell check your résumé. Correct spelling will help ensure your résumé has that professional look.

# USAJOBS Version

**Name, Last Name**

Address 1

Address 2

State, City Zip code

Mobile: (XXX) XXX-XXXX

Evening Phone: (XXX) XXX-XXXX

Email: [email-address@yahoo.com](mailto:email-address@yahoo.com)

**Country of citizenship:** United States of America

**Veterans' Preference:** 5-point preference based on active duty in the U.S. Armed Forces

**Registered for Selective Service**

**Contact Current Employer:** Yes

**AVAILABILITY**

**Job Type:** Permanent

**Work Schedule:** Full Time

**DESIRED LOCATIONS**

US-FL

US-WA-Seattle

**WORK EXPERIENCE**

**Company Name**

**1/2006 - Present**

**City, State**

**Salary: \$48,123 USD Per Year**

**Hours per week: 40**

**Human Resource Generalist**

Oversee the Personnel Management Division consisting of up to 3000 senior and junior personnel. Manage the officer evaluation system, the officer promotion system, officer personnel actions and Regional Level Application Software (RLAS) maintenance. Maintain continuous communication with branch and division senior personnel to increase awareness, updates and training. Review department personnel forms for completeness, accuracy, timing, and conformity to budget and policy guidelines. Provide recommendations which were implemented to solve problems pertaining to issues such as retention and motivation. Serve as the focal point in the supervision of all personnel performing typing, general clerical and administrative duties. Refer to a variety of office procedures and use good judgment as to form and arrangement of material. Assemble final data product for review, signature, authentication or other disposition. Analyze confidential information on human resource issues for designated major functional unit. Identify and research potentially inappropriate actions or requests to senior management regarding resolution or disposition. Provide appropriate interpretations to policies, procedures and regulations. Processed 190 evaluations and more than 150 additional officer action reports with 100% accuracy and completeness. (Contact Supervisor: Yes, Supervisor's Name: First Name Last Name, Supervisor's Phone: (123) 456-7890))

**United States Army**

**2/1999 - 12/2004**

**City, State**

**Grade Level: GS9**

**Salary: \$45,068 USD Per Year**

**Hours per week: 40**

**Recruiter**

Supervised the planning and implementation of prospecting efforts towards lead generation. Oversaw interviewing, screening and processing of potential applicants for enlistment. Presented Army career opportunities to, and acted as the Army liaison to civic leaders and public officials within the civilian community. Developed and directed

training programs to assist subordinates. Planned and implemented individualized high school and college recruiting programs within an assigned zone. Assisted in market research and analysis and made appropriate recommendations to the chain of command. Earned Gold Recruiters Badge with Two Sapphire Achievement Stars for excellence during the rating period. Excellence in recruiting abilities led to recognition as Top Small Station in the Battalion, 2000.

## EDUCATION

University Of Maryland  
College Park, Maryland US  
Bachelor's Degree - 12/2001  
180 Semester Hours  
Major: Human Resource Management  
GPA: 3.66 out of 4.00  
Honors: magna cum laude

## JOB RELATED TRAINING

March 15, 2010  
Interviewing and hiring techniques

## LANGUAGES

**French**  
**Spoken:** Intermediate  
**Written:** Advanced  
**Read:** Intermediate

## AFFILIATIONS

Society for Human  
Resource Management Professional Chapter  
International Association Data Collector  
of Business

## REFERENCES

<b>First and Last Name</b>	Bell Atlantic	HR Manager
<b>Phone Number:</b>	(XXX) XXX-XXXX	
<b>Email Address:</b>	Enter email address	
<b>Reference Type:</b>	Professional	
<b>First and Last Name</b>	ARMY	Operations Manager
<b>Phone Number:</b>	(XXX) XXX-XXXX	
<b>Email Address:</b>	Enter email address	
<b>Reference Type:</b>	Professional	

## ADDITIONAL INFORMATION

Knowledge in the Regional Level Application Software (RLAS)  
Typing speed- 55 words per minute

# General Version

Name, Last Name  
Address 1  
Address 2  
State, City Zip code  
Mobile: (XXX) XXX-XXXX  
Evening Phone: (XXX) XXX-XXXX  
Email: [email-address@yahoo.com](mailto:email-address@yahoo.com)

Vacancy Identification Number: VW383446  
Job Title and Grade: Human Resources Specialist GS-9/11/12

Country of citizenship: United States of America  
Veterans' Preference: Yes, 5 points  
Contact Current Employer: Yes

## OBJECTIVE

To secure responsible position that will challenge my abilities allowing me to fully utilize my problem solving, organizational, customer service and communication skills where I can develop an employee-oriented company culture that emphasizes quality, continuous improvement, and high performance. An effective team leader with significant industry experience and a demonstrated track record for delivering results.

## WORK EXPERIENCE

Employer's Name	Start to Ending Date
Employer's Address	Salary
	Hours per week

### Human Resource Generalist

Oversee the Personnel Management Division consisting of up to 3000 senior and junior personnel. Manage the officer evaluation system, the officer promotion system, officer personnel actions and Regional Level Application Software (RLAS) maintenance. Maintain continuous communication with branch and division senior personnel to increase awareness, updates and training. Review department personnel forms for completeness, accuracy, timing, and conformity to budget and policy guidelines. Provide recommendations which were implemented to solve problems pertaining to issues such as retention and motivation. Serve as the focal point in the supervision of all personnel performing typing, general clerical and administrative duties. Refer to a variety of office procedures and use good judgment as to form and arrangement of material. Assemble final data product for review, signature, authentication or other disposition. Analyze information, made recommendations and exercise judgment with sensitive and confidential information on human resource issues for designated major functional unit. Identify and research potentially inappropriate actions or requests to senior management regarding resolution or disposition. Provide appropriate interpretations to policies, procedures and regulations. Processed

190 evaluations and more than 150 additional officer action reports with 100% accuracy and completeness.

Contact Supervisor: Yes  
Supervisor's Name: First Name, Last Name  
Supervisor's Phone: (XXX) XXX-XXXX

<b>Employer's Name</b>	Start to Ending Date
Employer's Address	Salary
	Hours per week

**Recruiter**

Supervised the planning and implementation of prospecting efforts towards lead generation. Oversaw interviewing, screening and processing of potential applicants for enlistment. Presented Army career opportunities to, and acted as the Army liaison to civic leaders and public officials within the civilian community. Developed and directed training programs to assist subordinates. Planned and implemented individualized high school and college recruiting programs within an assigned zone. Assisted in market research and analysis and made appropriate recommendations to the chain of command. Earned Gold Recruiters Badge with Two Sapphire Achievement Stars for excellence during the rating period. Excellence in recruiting abilities led to recognition as Top Small Station in the Battalion, 2000.

Contact Supervisor: Yes  
Supervisor's Name: First Name, Last Name  
Supervisor's Phone: (XXX) XXX-XXXX

**EDUCATION**

University of Maryland  
College Park, Maryland  
Bachelor's Degree -12/2001  
Major: Human Resource Management  
GPA: 3.66 of 4.00  
Honors: Graduated Magna cum Laude

**LANGUAGES**

French  
Spoken: Intermediate  
Written: Advanced  
Read: Intermediate

**AFFILIATIONS**

Society for Human Resources Management (SHRM)  
2005- Present  
Professional Chapter

**REFERENCES**

First Name, Last Name  
Company  
Position  
(XXX) XXX-XXXX  
Email address

First Name, Last Name  
Company

Position  
(XXX) XXX-XXXX  
Email address

**ADDITIONAL  
INFORMATION**

Knowledge in the Regional Level Application Software (RLAS)  
Typing speed: 55 words per minute

**EXTRACURRICULAR  
ACTIVITIES**

July 2010  
Volunteered at “Helping Hand”