

FEDERAL RESUME

GUIDE



Hamilton
CAREER CENTER

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GUIDELINES FOR FEDERAL AGENCY RESUMES

Federal agency resumes may differ slightly between agencies. You should research tips for writing a resume on individual agency websites.

- Review the job announcements carefully for keywords.
- Use verbs and adjectives (e.g., managed, implemented, created) that match keywords identified in the job announcement.
- Include all of your accomplishments; do not be modest, be truthful.
- Describe your experience in terms of how it is related to the mission of the agency and job role.

Federal resumes require a **detailed** accounting of your work experience up to and over ten years of work experience. The average length of a Federal Resume is five pages. Include the following information:

1. Education

- Include: college name, city, state, zip code, majors, type and year of degrees held or number of semester hours completed, and high school name, city, state, zip code, and date of your diploma or GED, if requested.
 - Veterans – Keep in mind that your military training may count toward qualifications. Use your Verification of Military Experience and Training (VMET) document (DD Form 2586) to document your training and education.

2. Work Experience

- **Employer's name and location:** If a job is in a country different from the federal government entity you're applying to, be sure to list the city, region or state and country where applicable.
- **Job title:** Be sure to use the correct job title assigned by that employer for consistency during the verification process.
- **Start and end date:** This information allows hiring personnel to understand how long you've spent at each of your positions, which can help them determine your qualifications and suitability for the specific role. If you're currently employed, use "present" to indicate that you still work there.
- **Average number of hours worked per week:** Federal HR uses this to quantify your experience. It is not uncommon for federal jobs to require a minimum of 52 weeks' worth of experience.
- **Detailed description of daily responsibilities:** When writing your federal resume, be sure to include all relevant experience. It is common for federal resumes to be longer than average, so do not cut out important details to try to fit your resume to one to two pages. A good federal resume should clearly outline your key work, volunteer experiences, academic accomplishments as well as extra-curricular activities. It should also highlight the unique skills that set you apart and make you uniquely qualified for the position. Study the job opportunity announcement and emphasize the parts of your work history that match the qualifications listed there. Remember, human resources specialists might not be familiar with your career field. To help them understand how your experience matches what is required for the vacant position; make sure that you describe your experience in layman's terms. Most importantly, describe job duties and accomplishments in a way that demonstrates how you are qualified.
 - Begin with your current position and list all other positions held in chronological order.
 - State the job title, starting and ending dates (including month and year), prior employer's name and address (or write "self-employed," if that applies), and *major duties and accomplishments*. Include any positions temporarily held.
 - *Self-management skills refer to the way you manage yourself on the job (e.g., dependable, resourceful, etc).*

- *Functional skills are the skills you use on the job or have used in previous jobs (e.g., operate equipment, supervise, analyze, etc).*
 - *Technical skills relate to specific skills required to perform a described task (e.g., computer programming, accounting, sales, etc).*
- Show the average number of hours worked per week or simply state "full-time"; salary or wage earned; supervisor's name, address, and telephone number; and whether your most recent supervisor may be contacted.
- Include the occupational series numbers and the starting and ending grades of the federal government positions held. Include any relevant volunteer or National Service experience.
 - Veterans - Avoid using military job titles or occupational codes. Instead, look at what you did using your Verification of Military Experience and Training (VMET) as a starting point. Employers prefer proven performers, so make sure you know what employers are looking for in comparison to your military work experience.
- Provide current job-related certificates and licenses; make sure you understand the licensure and certification requirements for your job objective.
- Include job-related honors, awards, special accomplishments, leadership activities, memberships, or publications.

3. Supplemental Documentation

- Veterans – Ensure that you attach or upload supporting documentation (e.g., DD214 or Statement of Service if still on Active Duty; SF-15, Application for 10-point preference; and Disability Rating Letter of 30% or more from the VA, if applicable).
- Peace Corps / AmeriCorps VISTA Volunteers – If you are a Returned Peace Corps Volunteer, you will need to provide your Description of Service (DOS) to claim non-competitive eligibility for federal jobs. AmeriCorps VISTA volunteers.
- Persons with Disabilities (Schedule A) – To verify eligibility for employment under the Schedule A hiring authority, you must provide proof of disability issued by a licensed medical professions, a licensed vocational rehabilitation specialist, or any federal agency, state agency, or an agency of the District of Columbia, or U.S. territory that issues or provides disability benefits. Contact the Department's Selective Placement Coordinators for help with hiring and accommodation requests.

SAMPLE RESUMES

George S. Allen

9876 Sample St.

Washington, District of Columbia, United States, 20005

Mobile: (505) 525-5354

Email: gsallen@calltoserve.edu

Work Experience:

Merchandising Intern

Community Market

456 Main St.

Washington, DC

9/2022 - Present

Salary: \$13.00 USD Per Hour

Hours per week: 20

Duties, Accomplishments and Related Skills:

- Collaborate with the database team to audit product data from 2021, Q1 and Q2 of 2022.
- Update digital merchandise information by replacing outdated product photos and confirming accurate ingredient and allergen information with vendors.
- Present weekly sales data to merchandising team leads to inform upcoming stocking decisions.

Supervisor: Chandler Dice, (432) 109-8765

Okay to contact this Supervisor: Yes

Stocking Associate

Community Market

456 Main St.

Washington, DC

5/2022 - 8/2022

Salary: \$12.00 USD Per Hour

Hours per week: 40

Duties, Accomplishments and Related Skills:

- Offloaded, inspected, tagged, and stocked each new product shipment to keep up with in-store demand.
- Maintained an organized space for guests by restocking misplaced products and fixing display shelves.
- Ensured a quality experience for guests by answering questions and giving product recommendations.

Supervisor: Mark Ettes, (654) 321-0987

Okay to contact this Supervisor: Yes

Athletics Purchasing Intern

Call to Serve University

123 Main St.

Washington, DC

9/2021 - 5/2022

Salary: \$11.37 USD Per Hour

Hours per week: 15

Duties, Accomplishments and Related Skills:

- Communicated needs for the 2020-2021 athletic season with vendors to develop new multi-audience product lines.

- Analyzed sales trends from the last 12 months and delivered a final report to team leads.
- Conducted surveys of over 200 students and 50 athletes to identify consumer interests.

Supervisor: Chase Pruet, (543) 210-9786

Okay to contact this Supervisor: Yes

Stocking Associate

Community Market

456 Main St.

Washington, DC

5/2021 - 8/2021

Salary: \$12.00 USD Per Hour

Hours per week: 40

Duties, Accomplishments and Related Skills:

- Offloaded, inspected, tagged, and stocked, each new product shipment to keep up with in-store demand.
- Maintained an organized space for guests by restocking misplaced products and fixing display shelves.
- Ensured a quality experience for guests by answering questions and giving product recommendations.

Supervisor: Mark Ettles, (654) 321-0987

Okay to contact this Supervisor: Yes

Education:

Call to Serve University Washington, DC, United States

Some college (no degree) 5 / 2024

GPA: 3.5 of a maximum 4.0

Credits Earned: 75 Semester Hours

Major: Supply Chain Management

References:

Chandler Dice (*)

Employer	Community Market
Title	Merchandising Team Lead
Phone	432-109-8765
Email	cdice@CM.com

Chase Pruet (*)

Employer	Call to Serve University Athletics
Title	Purchasing Manager
Phone	543-210-9876

Email	cpruet@calltoserve.edu
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(*) Indicates professional reference

HANNAH LOPEZ

1721 Pilots Lane
Chicago, IL, 60616
Cell Phone: (555) 555-1234
Email: hlopez@email.com
Citizenship: U.S. Citizen
Veterans' Preference: No
Highest GS Grade: N/A
Security Clearance: N/A
Desired Location: US-IL-Cook County-Chicago

PROFESSIONAL SUMMARY

Motivated Information Technology professional with skills in application development and support. Proven experience with application upgrades, computer maintenance, troubleshooting and help desk support across a variety of environments including Windows and Linux. Works well in a team, able to take and give direction and used to high-pressure situations. Self-motivated and determined to see a task through to the end. Good time management skills, able to handle multiple projects. Excellent communicator, both orally and written. Twice recognized for outstanding customer support.

EMPLOYMENT HISTORY**SYSTEM SUPPORT SPECIALIST**, 40 hrs/week—04/23/2015—Present

First American Bank, 123 Cherry Harvest Lane, Chicago, IL, 60616

Manager: Brian Briggs (773) 555-5656. May contact.

Responsibilities:

- Managing and maintaining software and applications used by the Auto Services line of business.
- Liaising with vendor support to troubleshoot and fix third-party software issues.
- Installing server and operating system updates.
- Monitoring for potential malware or other server attacks. Managing software upgrades.
- Managing, maintaining and repairing hardware (PCs, printers, and servers) used by the Auto Services line of business. Working with vendors to troubleshoot printer issues.
- Designing and developing small productivity applications for the business using C# and Access.
- Interfacing with business partners, providing telephone and face-to-face assistance with their needs.

Accomplishments:

- Received corporate recognition award for customer service in February 2018.
- Developed an application for performing special billing functionality not supported by the business's third-party software.
- Kept business going when the servers went down during peak hours. Re-routed traffic to backup servers, traced the fault, fixed it and restored production servers within two hours.

SYSTEM SUPPORT ANALYST, 40 hrs/week—1/10/2013—04/23/2015

First American Bank, 123 Cherry Harvest Lane, Chicago, IL, 60616

Manager: Brian Briggs (773) 555-5656. May contact.

Responsibilities:

- Maintaining software and applications used by the Auto Services line of business. Installing operating system updates.
- Maintaining and repairing hardware (PCs, printers, and servers) used by the Auto Services line of business.
- Providing telephone and face-to-face assistance to our business partners.

- Creating reports for management using Microsoft Word and Excel. Developing PowerPoint presentations for the monthly IT team meeting.

Accomplishments:

- Received corporate recognition for customer service, 09/21/2014.
- Consistently completed federal regulatory reporting ahead of schedule every month between 2013 and 2015.
- Received MCSE Certification (Microsoft Certified Solutions Expert), March 2015.

HELP DESK SUPPORT, 40 hrs/week—07/03/2011–11/10/2013

First American Bank, 123 Cherry Harvest Lane, Chicago, IL, 60616

Manager: Julie-Ann Glover (773) 555-0902. May contact.

Responsibilities:

- Providing level 3 technology phone support.
- Assisting employees with software and hardware issues. Using screen-sharing technology to access employee workstations for enhanced support.
- Logging help desk tickets and working through assigned tickets.
- Maintaining and updating the help desk internal wiki page.
- Creating weekly reports for management using Crystal Reports.

Accomplishments:

- Successfully mentored 12 new hires to the help desk between 2011 and 2013.
- Completed training in C# and advanced server maintenance.

TECH SUPPORT ASSISTANT, 40 hrs/week—06/22/2008–07/03/2011

FirstCare Hospital, 903 Surgery Street, Chicago, IL, 60616

Manager: Terry Flynn (773) 555-8398. May contact.

Responsibilities:

- Providing level 1 and 2 technology phone support.
- Assessing and redirecting support calls for further assistance.
- Helping employees with basic computer and software issues.
- Logging support tickets into the help desk management system.
- Generating reports from the help desk management system using Crystal Reports and Access.

Accomplishments:

- Completed training in software support and computer maintenance.
- Received the IT “Star Help” award for excellence in tech support.

EDUCATION

University of Illinois, IL, 61820

Bachelor of Arts, Business, *magna cum laude*—2008

Concentration: Business technology; 128 semester hours

GPA: 3.6/4.0

Terrence B. Outhwaite High School, Chicago, IL, 60007

High School Diploma—2004

GPA: 3.9/4.0

ADDITIONAL TRAINING

- Visual Basic for Applications, Chicago Community College, 06/2004
- UNIX Essentials, Chicago Technical College, 10/2013
- Linux for UNIX Users, Chicago Technical College, 02/2014

PROGRAMMING LANGUAGES

- C# (Proficient)
- JavaScript (Proficient)

- HTML/CSS (Proficient)

VOLUNTEER WORK

- Animal Rescue Center, Downtown Chicago, IL
- Tech4All, a community initiative to train disadvantaged kids to use and maintain computers, Chicago, IL

AFFILIATIONS

- Phi Sigma Rho, 2004-2008