

**WRIGHT PATTERSON AIR FORCE BASE**



**AIRMAN & FAMILY READINESS CENTER**

**CAREER FOCUS PROGRAM**

**Federal Resume  
Application & Process**

Revised: 20 October 2015

# CHANGES to the FEDERAL Process

## **2010 Presidential Hiring Reform mandated a government-wide standardized civilian hiring process**

- To simplify process for job seekers
- Establishes a unified hiring process across AF
- Mirrors other DoD components and private sector already using resumes
- Aligns with OPM and DoD Civilian Human Capital initiatives

**1. Eliminating Essay-Style Questions:** KSAs, or Narrative Knowledge, Skills, and Abilities Essay Questions, may deter highly talented individuals with limited time from seeking a position in the federal government.

**2. Created the Occupational Questionnaire** to replace the Knowledge, Skills, Ability Essay Questions (KSA's)

### **3. Reduced the total number of pages on a Job Announcements**

- From 15 pages to 5 pages

### **4. Created a 4 Step Notification of Application process**

- **Step 1:** Application received
- **Step 2:** Applicant Qualified or Not Qualified
- **Step 3:** Applicant forwarded or Not forwarded to Hiring Manager
- **Step 4:** Applicant Hired or Not Hired for position

**5. Flexibility for Managers:** No longer will hiring managers be limited to make a selection among only the top highest scoring applicants. Instead, agencies will be provided with a larger number of qualified applicants by using the "category rating" approach (as authorized by section 3319 of title 5, United States Code), rather than the Rule of 3 approach. Veterans continue to be eligible for preference and are encouraged to apply.

**6. Reducing Time-to-Hire:** In addition to increasing the quality of agency hiring, agencies are steadily decreasing the time from when an agency posts a job opportunity announcement to the time of hire.

### **7. Went from a Dual to a Single Staffing Tool process**

- AFMC Command Bases change effective : **1 April 2012**

**Anita M. Ployment**

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Pittsburgh, Pa 15312

Mobile: 412-222-3333

Email: [aployment@getajob.com](mailto:aployment@getajob.com)

**List your current Job Title or the Job Title you will be pursuing.**

**List Personal Information to include: Citizenship, Veteran Status, Reinstatement and Civil Service Status.**

**Professional Objective:** Management and Program Assistance

**Personal Information:**

Country of Citizenship: United States of America

Veteran Status: 10 Point Veteran preference (see attached SF-15)

Reinstatement Status: Not Eligible

Civil Service Status: No prior civil service appointment

**Summarize your Knowledge, Skills, and Expertise. Focus on Specific Skills, Qualifications and Achievements of your Career.**

**Summary of Qualifications:**

- Senior Program Manager with 20 years background creating and managing innovative, cost-effective, large-scale and long-term programs
- Ability to balance short-term priorities against long-term organizational mission and goals
- Decision making in a high-stress environment
- Excellent communication, leadership, and negotiation skills
- Proficient in Microsoft 2007, Excel, Access, Word, PowerPoint, Outlook, Publisher
- Possess Secret (SCI) Security Clearance

**CERTIFICATION/LICENSE**

- Comp TIA A+ Operating System Technologies
- Independent Chemical Dependency Counselor – 10/28/2011

**List all Certifications and/or License's that are relevant to your work experiences.**

**WORK EXPERIENCE**

**List work experience DATES as : Month & Year to Month & Year**

Federal Bureau of Investigation, Weapons Of Mass Destruction Directorate  
Washington, DC US

9/2005- Present

**You do not need to include your Salary. Just your Grade & Hours.**

Grade Level: GS-07  
Hours per week: 40

(Contact Supervisor: Yes, Supervisor's name: Joe Zimmerman, Phone: (202-444-5555))

**Management and Program Assistance**

**Try to Limit your RESUME to a range of about 4 to 5 pages even if your career is longer and accomplished. Hiring officials will focus on the most recent 5 years of your career. They will read and consider up to the last 10 years of work experience.**

List All the Major Duties you performed , then Capitalize them to standout. Do Not list the minor duties you perform.

Now write a NARRATIVE under each Major Duty, explaining how that Task/Skill set is performed.

**TECHNICAL MANAGEMENT AND PROGRAM SUPPORT** to an analytical workforce. As the sole Management Assistance to 10 analysts, I support higher-level analysts in research and analysis of weapons of mass destruction (WMD). Conduct special research projects as assigned or as a team member. Support analysts with administrative tasks and assist in conducting studies concerning research on weapons of mass destruction.

**DATA COLLECTION:** Gather, evaluate, and compile variety of data and information to report progress. The analysts depend on me to compile and write drafts of final reports to include editing for obvious omissions or errors, as well as compliance with established format. Produce charts and graphics with content provided by analysts and original research.

**REPORT PRODUCTION AND DATABASE ADMINISTRATION:** Provide quality-control check and proofread reports and other documents for correct information. Coordinate administrative requirements with other departments of Homeland Security offices. Maintain the WMD databases, identify trends/patterns, compile reports, and apply data-gathering methods to collect information.

**CUSTOMER SERVICES AND OFFICE.**

List several **KEY ACCOMPLISHMENTS** as a result of your work performance. It tells a Hiring Manager of specific Achievements and Successful results from current and past performances.

**ACCOMPLISHMENTS:**

- Updated the WMD database which resulted in reducing identification, notification, implementation of information by 80 percent.
- Created a spreadsheet with the updated information to summarize data collected, as well as news summaries from major new outlets. Received recognition from my supervisor for attention to detail. Developed a spreadsheet to maintain project status of the analysts' research, which was posted for easy access and 24x7 viewing. This resulted in less repetition in research and immediate information on available date.

Premier Sportswear, Inc  
Fredericksburg, Va US

2/2003 – 8/2005  
Hours per week: 40

(Contact Supervisor: Yes, Supervisor's name: Jun Taiko, Phone: (540-444-1212)

### **Office Manager**

**OFFICE ADMINISTRATION AND EFFEICIENCY EXPERT:** Managed all administrative and operational aspects of office. Prioritized and balanced workload to complete all tasks for an administrative staff of six. Answered phones, managed incoming and outgoing correspondence, collected payments, handled basic bookkeeping, and took inventory and ordered supplies. Prepared letters, e-mails, memos, invoices, proposals, contracts, and other internal and external

communications using MS Word, Excel, and Works. Established flow and control system for correspondence and files; created and maintained files and records. Tracked performance data in spreadsheets; analyzed data and prepared monthly summary and narrative interpretation for main office.

**CUSTOMER SERVICE:** Served as the primary contact and account manager for customers, responding to inquiries with attention to detail and efficiency. Scheduled, coordinated, and conducted on and off site client meetings and consultations. Assessed needs, advised clients on product selection, and secure orders. Collected design information and forwarded to graphic artists and main office (regularly used scanner, copier, and fax machine). Tracked orders to ensure timely delivery, resolved problems, and followed up with customers to ensure satisfaction.

College Funding Solutions, Inc.  
Spotsylvania, Va US

9/2001 – 2/2003  
Hours per week: 40

(Contact Supervisor: Yes, Supervisor's name: Matthew Levy, Phone: (614-242-6624)

### **Student Loan Consultant**

**ACCOUNT MANAGEMENT:** Serviced accounts through entire life-cycle; assessed needs, sent student consolidation loan applications to customer, and followed up to make sure literature was understood. Answered all customer inquiries and repeated and interpreted legal and regulatory policies related to joint consolidation loans, grace periods, deferment, forbearance, and promissory notes for private loans.

**CUSTOMER SERVICE:** Seeking financial help, provided expertise and counseling to students via phone, explaining their federal rights and privileges, as well as legal, regularly, and technical aspects of loan consolidation. After gaining explicit consent and necessary personal information, accessed Department of Education's National Student Loan Data System.

**ADMINISTRATION:** Maintained confidential electronic and paper records, cataloging, routing, and controlling sensitive data. Prepared internal and external correspondence as well as spreadsheets to track activities. Used variety of office software, including Word, Excel, and Outlook.

#### **KEY ACCOMPLISHMENT:**

- Received award for Outstanding Customer Service and Focus.

First Credit, Inc.  
Fredericksburg, Va US

1/1991 – 3/2001  
Hours per week: 40

( Contact Supervisor: Yes, Supervisor's name: Rafael Henna , Phone: (540-777-4545)

### **Direct Banking Associate/Product Specialist**

**ACCOUNT MANAGEMENT:** Established, maintained, and managed investment accounts and home equity lines of credit, as well as personal, small business, and secured credit card accounts. Disclosed all legal and regulatory policies related to Certificates of Deposit and Money Market Accounts, as well as privacy and income disclosures. Applied knowledge to Truth in Lending Act, Regulation Z (designed to help customers comparison shop) and Regulation X.

**CUSTOMER SERVICE:** Prescreened applicants via phone with basic questionnaire, provided disclosures and obtained customer's consent, and pulled credit reports. Created, updated, and maintained detailed, sensitive records and files. Ensured confidentiality and proper handling of records. Prepared correspondence, letters, memos, spreadsheets, and other documents. Utilized MS Office (Excel, PowerPoint) and Outlook Express; Lotus WordPerfect and Organizer.

**KEY ACCOMPLISHMENTS:**

- One of 10 associates selected for Internet chat test from Marketing and Analysis Department for delivering proactive sales techniques and gaining expertise on Capital One policies and procedures.

**EDUCATION**

Master of Business Administration, Magna Cum Laude  
Wright State University  
GPA 3.8

06/2011  
Fairborn, Oh

Bachelor's Degree Business Management, Summa Cum Laude  
University of Pittsburgh  
GPA: 3.7

05/2009  
Pittsburgh, Pa

Associate Degree in Management, Dean's List  
Park College  
GPA: 3.6

Associates degree in Management  
Park College  
Completed 38 Semester hours towards degree  
GPA: 3.5

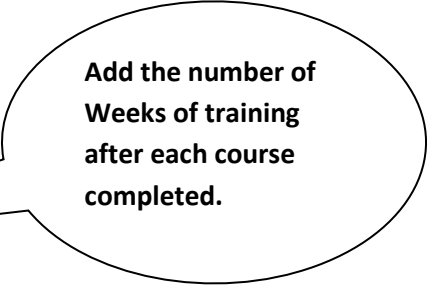
Relevant Core Coursework: Behavioral Science in Business & Industry (3credits); Principles of Marketing (3credits); Business Statistics (4credits)

Associate Degree: Human Resource Management  
Sinclair Community College  
GPA: 3.5  
Anticipated graduation date: June 2013

**Allows you to show a list of core courses completed relevant to the Educational courses within a Job Announcement without having the required Degree .**

## **TRAINING**

- 2011 - Conflict Resolution and Effective Management course
- 2010 - Job Offers and Orientation course (4 weeks)
- 2007 - Stress Management course (2 weeks)
- 2005 - Introduction to Civil Rights (2 weeks)
- 2001 - Records Management (1 week)



**Add the number of  
Weeks of training  
after each course  
completed.**

## **ADDITIONAL INFORMATION**

- Volunteer work; coaching boys baseball, basketball, and football
- Hobbies; horse-backing riding, bowling, golf, and swimming

# The BLOCK style Resume

## Management Analyst, GS-0341-11

Management Analyst for the Family Readiness Programs that include Navy Family Ombudsman Program and Deployment Readiness Program. Responsible for Program development and strategic initiatives that have led to improvements and delivery of all Family Readiness Programs at 62 delivery sites worldwide. Conducted and researched issues that required modifications to regulations and policy development. Assisted in the development, implementation, maintenance, and evaluation of the Navy Family Ombudsman Program and Deployment Readiness Program. Analyzed issues: identified best course of action; determined potential impact on retention, readiness, and subordinate organizations; and provided recommendations for corrective actions. Family Readiness: Developed numerous program initiatives that directly impacted retention, readiness, and career progression. Served as Subject Matter Expert for the revision of the Ombudsman Program Manual and Instructor's guide. Surveys: Created three surveys to be completed by Ombudsmen, Fleet and Family support Center Ombudsmen Coordinators, and Command Leadership. Collected and reviewed data, analyzed data, and exported it into Excel spreadsheets and PowerPoint for use at the annual Ombudsman Quality Management Board meeting for discussion on how to improve the Navy Family Ombudsman Program. Database Management: Administrator of Ombudsman Registry (CNO Initiative). Oversee database implementation, evaluation, and quality control. Conduct formal and informal surveys of field sites. Consolidated and analyze statistical data and trends utilizing data to develop reports for Navy Leadership, DOD, and Congress regarding the status of the Ombudsman Program. Additional responsibilities include developing contract mod, approving and administrating user access levels, and ensuring command data is accurate. Accomplishments: During supervisor's two-month absence, functioned a Program Manager. Responsible for reviewing and making recommendations/corrections to revised OPNAVIST, Ombudsman Program Manual, Ombudsman Instructor's Guide, and Ombudsman video.



# The BLOCK style Resume - Revised

## **Management Analyst, GS-0341-11**

During the Program Manager of Commander Navy Installations Command's two month absence, I served as Acting Program Manager, continuing to implement significant change, efficiency, and service initiatives for a growing customer base (military families in transition), with a dramatically decreased budget for the Family Employment Readiness Managers located at 62 military bases worldwide.

**PROGRAM MANAGEMENT:** Management Analyst for the Navy Headquarters Family Readiness Programs, including Navy Family Ombudsman Program and Deployment Readiness Program.

**PLAN AND DEVELOP STRATEGIC INITIATIVES** that have led to improvements and delivery of Family Readiness Programs at 62 delivery sites worldwide. I continued the management of improved programs and initiatives for the Family Employment Readiness Program Managers and military families worldwide. Evaluate effectiveness of programs and efficiency of management. Plan and conduct in-depth studies, analyze data, and develop policy recommendations.

**CUSTOMER COMMUNICATIONS:** Extensive communications, problem-solving, and program implementation with program personnel located at U.S. Navy Fleet and Family Support Centers worldwide. Prepare and present briefings and presentations on analytical findings and recommendations; represent agency at meetings and conferences.

**FAMILY READINESS STAFF TRAINING:** Developed, oversaw, coordinated, and presented numerous program initiatives that directly impacted retentions, readiness, and career progression. Maintain contact within DOD and professional community to utilize latest ideas, methodologies, and issues.

**DATA MANAGEMENT AND ANALYSIS:** Administrator of Ombudsman Registry. Serve as advisor on development of the database. Oversee database implementation, evaluation, and quality control. Conduct formal and informal surveys of field sites. Consolidate and analyze statistical data and trends, utilizing data to develop reports for Navy Leadership, SOS, and Congress regarding the status of Ombudsman Program. Additional responsibilities includes developing contract mod, arriving and administering user access levels and ensuring command data is accurate.

## **ACCOMPLISHMENTS AND SPECIAL PROJECTS:**

- Policy improvements and medications: Researched issues that required medications to regulations and policy development. Analyzed issues; identified best course of action; determined potential impact on retention, readiness, and subordinate organizations; and provided recommendations for corrective actions.
- Ombudsman Program Manual. Served as Subject Matter Expert for the revision of the Ombudsman Program Manual and Instructor's Guide. Reviewed and provided recommendation

and corrections to revised OPNAVINST. Ombudsman Program Manual, Ombudsman Instructor's Guide and Ombudsman video, 2<sup>nd</sup> Edition.

## **JOB ANNOUNCEMENT INFORMATION SHEET**

- Although you are no longer required to submit essay-style responses to knowledge, skills and abilities statements in your initial application package, you should provide detailed information in your resume that reflects the extent of your specialized experience, as defined under the qualifications section of the announcement.
- To maximize your opportunity for referral, your resume **MUST** clearly state the experience you wish to be considered, to include duties and responsibilities in each position, starting and ending dates (mm/yy), grade level (if applicable) and the number of hours per week spent in such employment.
- IN DESCRIBING YOUR EXPERIENCE, PLEASE BE CLEAR AND SPECIFIC. WE WILL NOT MAKE ASSUMPTIONS REGARDING YOUR EXPERIENCE.

### **HOW YOU WILL BE EVALUATED:**

- Your résumé and/or supporting documentation will be verified. Please follow all instructions carefully. Errors or omissions may affect your rating or consideration for employment
- Military service member's "Statement of Service" will be accepted up to 120 days prior to separation date IF a terminal leave form or DD214 cannot be provided. The "Statement of Service" must be signed by, or by direction of, the adjutant, personnel officer, or commander of your unit or higher headquarters and must indicate when your terminal leave will begin, your rank, dates of active duty service, the Type of Discharge and Character of Service (i.e. honorable).
- It is highly recommended that you use the resume builder in USA JOBS as it contains all of the information we need to determine whether or not you are qualified for this position. Failure to provide a

complete application and all the documents requested in the announcement may render you not qualified or ineligible for the position for which you applied.

## **ACTION VERBS TO DESCRIBE ACCOMPLISHMENTS**

The following verbs can be used to help you describe your skills and experience.

<b>PEOPLE</b>	<b>THINGS</b>	<b>IDEAS</b>
<input type="checkbox"/> Accomplished	<input type="checkbox"/> Built	<input type="checkbox"/> Adapted
<input type="checkbox"/> Activated	<input type="checkbox"/> Calculated	<input type="checkbox"/> Analyzed
<input type="checkbox"/> Adapted	<input type="checkbox"/> Changed	<input type="checkbox"/> Coordinated
<input type="checkbox"/> Adjusted	<input type="checkbox"/> Compiled	<input type="checkbox"/> Created
<input type="checkbox"/> Administered	<input type="checkbox"/> Completed	<input type="checkbox"/> Defined
<input type="checkbox"/> Advertised	<input type="checkbox"/> Constructed	<input type="checkbox"/> Devised
<input type="checkbox"/> Advised	<input type="checkbox"/> Created	<input type="checkbox"/> Educated
<input type="checkbox"/> Analyzed	<input type="checkbox"/> Designed	<input type="checkbox"/> Established
<input type="checkbox"/> Arranged	<input type="checkbox"/> Drafted	<input type="checkbox"/> Executed
<input type="checkbox"/> Assembled	<input type="checkbox"/> Edited	<input type="checkbox"/> Explained
<input type="checkbox"/> Assisted	<input type="checkbox"/> Enlarged	<input type="checkbox"/> Illustrated
<input type="checkbox"/> Calculated	<input type="checkbox"/> Established	<input type="checkbox"/> Implemented
<input type="checkbox"/> Catalogued	<input type="checkbox"/> Evaluated	<input type="checkbox"/> Initiated
<input type="checkbox"/> Chaired	<input type="checkbox"/> Examined	<input type="checkbox"/> Innovated
<input type="checkbox"/> Coached	<input type="checkbox"/> Expanded	<input type="checkbox"/> Integrated
<input type="checkbox"/> Conceptualized	<input type="checkbox"/> Expedited	<input type="checkbox"/> Interviewed
<input type="checkbox"/> Conciliated	<input type="checkbox"/> Facilitated	<input type="checkbox"/> Investigated
<input type="checkbox"/> Conducted	<input type="checkbox"/> Familiarized	<input type="checkbox"/> Maintained
<input type="checkbox"/> Consulted	<input type="checkbox"/> Formulated	<input type="checkbox"/> Marketed
<input type="checkbox"/> Contracted	<input type="checkbox"/> Generated	<input type="checkbox"/> Modified
<input type="checkbox"/> Coordinated	<input type="checkbox"/> Governed	<input type="checkbox"/> Monitored
<input type="checkbox"/> Delegated	<input type="checkbox"/> Guided	<input type="checkbox"/> Negotiated
<input type="checkbox"/> Demonstrated	<input type="checkbox"/> Hired	<input type="checkbox"/> Obtained
<input type="checkbox"/> Devised	<input type="checkbox"/> Identified	<input type="checkbox"/> Organized
<input type="checkbox"/> Directed	<input type="checkbox"/> Improved	<input type="checkbox"/> Presented
<input type="checkbox"/> Distributed	<input type="checkbox"/> Increased	<input type="checkbox"/> Presided
<input type="checkbox"/> Effected	<input type="checkbox"/> Indexed	<input type="checkbox"/> Processed
<input type="checkbox"/> Explained	<input type="checkbox"/> Informed	<input type="checkbox"/> Proposed
<input type="checkbox"/> Indoctrinated	<input type="checkbox"/> Inspected	<input type="checkbox"/> Publicized
<input type="checkbox"/> Managed	<input type="checkbox"/> Installed	<input type="checkbox"/> Recommended
<input type="checkbox"/> Motivated	<input type="checkbox"/> Invented	<input type="checkbox"/> Recorded
<input type="checkbox"/> Organized	<input type="checkbox"/> Prepared	<input type="checkbox"/> Recruited
<input type="checkbox"/> Programmed	<input type="checkbox"/> Programmed	<input type="checkbox"/> Related

Promoted  
 Stimulated  
 Supervised  
 Taught

Revised  
 Specified  
 Used  
 Wrote

Surveyed  
 Synthesized  
 Transmitted

# USEFUL FEDERAL GOVERNMENT SITES

**FEDERAL JOB LISTINGS: Official Office of Personnel Management Website**  
[www.usajobs.opm.gov](http://www.usajobs.opm.gov)

**SES Qualifications Guide**  
[www.opm.gov/ses/handbook.html](http://www.opm.gov/ses/handbook.html)

**Army Civilian Positions**  
[www.cpol.army.mil](http://www.cpol.army.mil)

**Navy Civilian Positions**  
<https://chart.donhr.navy.mil/index.asp>

**Air Force Civilian Positions**  
<http://jobsearch.usajobs.opm.gov/a9af1m.asp>

**The US Government's Official Web Portal**  
[www.usa.gov](http://www.usa.gov)

**The White House**  
[www.whitehouse.gov](http://www.whitehouse.gov)

**A-Z List of Governmental Agencies**  
[www.firstgov.gov/Agencies/Federal/All\\_Agencies/index.shtml](http://www.firstgov.gov/Agencies/Federal/All_Agencies/index.shtml)

**Federal Employment for People with Disabilities**  
[www.opm.gov/disability](http://www.opm.gov/disability)

**Beginning Your Career: Federal Internships**  
[www.thejobpage.gov/starting.asp](http://www.thejobpage.gov/starting.asp)

**Working for the Federal Government - The Job Page**  
[www.thejobpage.gov](http://www.thejobpage.gov)

## VETERANS OR UNIFORMED SERVICE RETIREES

**Special Appointing Authority**  
[www.usajobs.opm.gov/EI4.asp](http://www.usajobs.opm.gov/EI4.asp)

**Veterans Employment Opportunity Act**  
[www.usajobs.opm.gov/EI52.asp](http://www.usajobs.opm.gov/EI52.asp)

**Veterans' Preference**  
[www.usajobs.opm.gov/EI3.asp](http://www.usajobs.opm.gov/EI3.asp)