

**Joe Doe**  
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Beavercreek, OH 45434  
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email@gmail.com

**Professional Objective:**

Student Trainee (Office Automation Clerk) GS-0399-04  
Job Announcement# AFMC-10735430-867028-9X-BDG

**Current Job Title:**

Support Staff/Cashier, Knollwood Garden Center, Beavercreek OH.

**Personal Information:**

Country of Citizenship: United States of America  
Veteran Status: None  
Reinstatement Status: Not Eligible  
Civil Service Status: None

**Summary of Qualifications**

- Prior experience as GS-0399-02 Office Automation Clerk. Worked 12 weeks as Student Trainee at the USAF School of Aerospace Medicine, Wright-Patterson AFB.
- Superb administrative/clerical skills. Experienced using Microsoft Word, Excel, and PowerPoint. Proficient in SPSS and Qualtrics research database software.
- 2 years of experience as a volunteer at Dayton Aviation Heritage National Historical Park. Greeted visitors, answered phone calls and directed guests to park resources.
- Customer service focused. Provided top-notch customer support in a variety of duty positions.
- Outstanding communications skills. Proven public speaker and writer.
- Familiar with Wright-Patterson AFB, its units and their missions.
- Able to meet federal background check criteria. Prior clearance obtained in 2018.

**WORK EXPERIENCE**

Knollwood Garden Center and Landscaping  
Beavercreek OH

4/2019-Present  
Cashier/Support Staff  
20 hours/week

Contact Supervisor: Yes, [REDACTED], Owner, Phone: [REDACTED]

**Cashier/Support Staff**

Greet customers and direct them to horticultural resources appropriate for their gardening needs. Provided logistical support for reorganizing store displays and receiving shipments of product.

**COMMUNICATION SKILLS:** Greeted customers both in-person and over phone and directed them to correct department to locate horticultural products. Answered questions regarding choice of plants/flowers, appropriate growing instructions, and care and feeding of purchased items.

**ACCOMPLISHMENTS:**

- Conscientious and detail oriented. Reliably balanced \$1,200 register each shift, processing a variety of purchases, deliveries, and landscaping orders.

- Unloaded, processed, stocked, and maintained over \$10,000 worth of fragile plant and pottery materials during Mother's Day sales event.
- Originally hired seasonally, later converted to year-round part-time due to performance after spring 2019.
- Acquired interdepartmental experience across the entire retail process, from receiving and pricing products to operating the register and answering customer inquiries.

Office of Preventive Medicine and Public Health, Epidemiology Consult Service  
USAF School of Aerospace Medicine  
Wright-Patterson AFB, OH

6/2018-9/2018  
GS-0399-02 (Temp)  
40 hours/week

Contact Supervisor: Yes, [REDACTED], Chief, Aerospace & Operational Medicine Studies and Analysis,  
Phone: [REDACTED]

### **Office Automation Clerk**

Input data into epidemiology studies database. Output data into graphical analysis tools. Authored reports. Conducted other research-related tasks as needed.

ADMINISTRATION SKILLS: Used word processing, spreadsheet, and database software to create, copy, edit, and print a variety of documents. Performed routine clerical work.

### **ACCOMPLISHMENTS:**

- Key player in an AF-wide epidemiologic study. Painstakingly created a database listing all units in the US Air Force and their associated bases/locations over the last 20 years. Enabled researchers to accurately correlate health issues of AF members to specific duty locations and time frames. Completed project 3 weeks ahead of schedule. Coined by GS-15 for outstanding work.
- Assisted epidemiological analysts with field research, investigating discrepancies in fitness data received by our statisticians. Identified fault with data collection practices.

Weinberg College of Arts and Sciences, Department of Education and Social Policy  
Northwestern University  
Evanston, IL

1/2018-12/2018  
Volunteer  
5 hour/week

Contact Supervisor: Yes, [REDACTED], Research Coordinator, Department of Education and Social Policy,  
Phone: [REDACTED]

### **Research Assistant**

Conducted research in 5-year study of 400 hundred high school students to identify the effects of stress on academic achievement.

ADMINISTRATION SKILLS: Used word processing software to create, copy, edit, and print a variety of documents. Performed routine clerical work.

Meticulously input research data for 400 students into data base. Analyzed and interpreted research data utilizing SPSS statistical software.

COMMUNICATION SKILLS: Maintained email and phone communication with study participants to minimize subject attrition.

**ACCOMPLISHMENTS:**

- Updated and maintained database file with 400 records. Carefully compared personal data in database with written reports. Ensured research could be properly conducted. Also, safeguarded personal data from unauthorized release.
- Created PowerPoint presentation for Northwestern University's Active Minds organization. Volunteered after-school time to brief 75 students on the stigma surrounding mental health and on coping strategies to support mental health. Helped students locate mental health resources and receive treatment.

National Park Service, Department of the Interior  
Dayton Aviation Heritage National Historical Park  
Dayton OH

6/2014-9/2016  
Volunteer  
5 hours/week

Contact Supervisor: Yes, [REDACTED], Volunteer Coordinator, Phone: [REDACTED]

**Volunteer Park Guide**

Operated the visitor information desk. Greeted visitors, provided park and area orientation, information and directions, and answered questions. Facilitated visitor understanding and enjoyment of the park and its resources and encouraged visitors to develop a sense of stewardship for park resources.

**CUSTOMER SERVICE:** Received/greeted over 1,000 park visitors. Provided a brief, in-depth orientation of park facilities and programs. Assessed visitors' needs and provided guidance to help visitors maximize their experience within their time constraints. Answered telephone calls and directed visitors to park locations.

**ORAL COMMUNICATION:** Consistently demonstrated excellent communications skills. Facilitated visitor understanding and appreciation by putting the lives of the Wright Brothers within the historical framework of the culture, politics, and technology of their day.

**ACCOMPLISHMENTS:**

- Assisted with educational programs. Utilized a flight simulator to teach 500+ visitors how to fly a Wright Brothers airplane. Helped visitors understand the Wright Brothers' achievements and their place in aviation history.
- Operated a multimedia theater system for visitor center movie operations. Enhanced educational experience for 25,000 annual visitors.

**EDUCATION**

College of Arts and Sciences, University of Dayton  
8/2019 – Present. Pursuing a Bachelor's Degree in Psychology with 4.0 GPA

Dayton, OH

Weinberg College of Arts and Sciences, Northwestern University  
9/2017 - 12/2018. GPA 3.75

Evanston, IL

Beavercreek High School  
5/2017. Graduated with 4.6 GPA.

Beavercreek, OH

Introduction to Computer Programing, Wright State University, College Credit Plus Program  
5/2016 – 7/2016, 4.0 GPA

Dayton, OH

**TRAINING**

2018 - Air Force Cyber Awareness Challenge, Force Protection, No Fear courses  
2014 - National Park Service Interpretative Development Training Class  
2013 - Webmaster Class, (1-week) Wright State University Pre-College Summer Program

**AWARDS**

Salutatorian, Beavercreek High School Class of 2017.  
Letter of Commendation, National Merit Scholarship Program, 2016.  
Outstanding Resolution Award, Ohio Model United Nations State Conference, 2015.

**ADDITIONAL INFORMATION**

I am available to work full time from May 11, 2020 through Aug 24, 2020 and during school breaks. I will be available to work part-time during the academic year.  
I will exceed the 60 semester hour requirement to meet the GS-4 pay grade by the end of my Spring 2020 semester (May 11, 2020).