

## FEDERAL RESUME TIPS

**USE A SUMMARY STATEMENT AT THE BEGINNING OF THE RESUME TO SELL YOURSELF FOR THE POSITION FOR WHICH YOU ARE APPLYING. IT'S YOUR "30 SECOND COMMERCIAL".**

### SAMPLES

#### NARRATIVE

- Dedicated, results-oriented Administration and **Customer Service Professional** with over 10 years experience in financial services including loan and securities processing. Energetic, self-starter, who communicates well with customers and all levels of management.
- Dependable, energetic, well organized **Executive Administrative Assistant** with over 10 years experience in event planning, banking and the federal government. Self-motivated, team player with excellent interpersonal skills who communicates well with all levels of management.
- **Commercial Loan Officer** with 13 year record lending to small businesses in wholesale, manufacturing and service sectors. Team player adept at cross selling cash management and private banking services to increase share of customer business. Experience with real estate and asset based lending, coordination of Small Business Administration government programs where appropriate.
- Results-oriented **Senior Management Executive** with over 20 years of varied expertise in Marketing, Retail Lending, and General Bank Operations. Proven track record in strategic planning and project management, with emphasis on managing costs and increasing net revenues. Demonstrated successes in leadership and team building.
- **Accounting Professional** with over 20 years demonstrated experience banking, retail and insurance. Areas of strength include ability to work independently or as a member of a team to meet organizational goals.
- Highly motivated **Account Analyst** with 14 years extensive experience in bank operations including investigations, settlements and reconcilements. Team player who likes to get job done under challenging circumstances.
- Energetic, well-organized **Public Relations and Communications Professional** with 10 years experience in employee publications, project management and internal/external writing assignments. Team player with strong presentations skills, enjoys working in a fast-paced, challenging environment and completing multiple tasks.

# SUMMARY STATEMENT EXERCISE

## Describe yourself checklist

### A. Adjective (pick 2)

- Dedicated
- Dependable
- Honest
- Enthusiastic
- Creative
- Innovative
- Conscientious
- Hard-working
- \_\_\_\_\_

### B. Action Verbs (pick 2)

- Learns quickly
- Is attentive to detail
- Works hard
- Develops strong working relationships
- Is comfortable with computers
- Develops improved methods
- Meets all deadlines
- Solves tough problems
- Produces quality work
- Achieves consistent results
- Motivates others
- Encourages team efforts
- Gets along well with others
- Achieves sales results
- \_\_\_\_\_

### C. Noun (pick 1)

- Professional (specify if desired)
- Employee
- Worker
- Supervisor
- Salesperson
- Customer Service Representative
- Problem-solver
- Team-player
- \_\_\_\_\_

To help create your own summary statement, take the sentence below and “plug in” the appropriate words from the checklist above:

I am a (an) \_\_\_\_\_ and \_\_\_\_\_

(A) (A) (C)

who \_\_\_\_\_ and \_\_\_\_\_.

(B) (B)

<b>Say It With Dollar Amounts</b>
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- Negotiated contracts, made advanced purchases, and performed value analysis, achieving \$300,000 annual savings

- Discovered technical and marketing problems in a planned new highway safety public relations efforts, preventing loss of over \$100,000.
- Processed more than 25 orders per day, resulting in a daily increase of \$60,000 in reported sales.
- Supervised the opening/construction of new location, completing task at \$100,000 under project budget.
- Implemented new payroll system, saving \$700,000 annually.
- Reduced cost of \_\_\_\_\_ by developing and implementing a new \_\_\_\_\_ system at the bargain price of \_\_\_\_\_ (\$).
- Designed entire \_\_\_\_\_ program, which earned \_\_\_\_\_ (\$) in company revenues.
- Purchased computer upgrade for office, saving the company \_\_\_\_\_ (\$) in paid hours.

### Say It With Percentages

- Designed and implemented new filing system, decreasing operating costs by 15%.
- Reduced workforce by 12 percent with not loss in production.
- Introduced a CAD/CAM system that cut manufacturing costs by 15% and reduced new product development time by two months.
- Hired and trained a new sales team that increased sales by 20% and margins by 15%.
- Excellent marketing skills, resulting in 50% increase in profits.
- Recognized as a leader in company, using strong skills to affect a 75% increase in team productivity.
- Graduated within the top \_\_\_\_\_ % of class.
- Resolved customer relations issues, increasing customer satisfaction by \_\_\_\_\_%.
- Instrumental in retaining \_\_\_\_\_% of customers through completion of MCI conversion project. Awarded a cash bonus award from executive management.
- Initiated a safety program that reduced accidents by 12 percent in the first three months. With Numbers
- Researched and developed touring traffic safety exhibit, utilizing slides, artwork, and copy which was viewed by over 2,500,000 people.
- Processed more than 25 orders per day, resulting in a daily increase of \$60,000 in reported sales.
- Made complete extensive international travel arrangements for a professional staff of 22 and prepared 85 travel vouchers in the first quarter of 1994.
- Instructed and trained over 1000 students in basic and advanced Human Resource Management Courses over a seven year period.
- Designed and implemented an inventory recording program that saved two days from prior methods and eliminated counting errors.
- Sold (# of products) in \_\_\_\_\_ (period of time) ranking \_\_\_\_\_ (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>) in sales in a company of \_\_\_\_\_ (#) of employees.
- Trained over \_\_\_\_\_ (#) full-time and \_\_\_\_\_ (#) part-time employees in improving work flow processes, which decreased spending by \_\_\_\_\_ %.

**John Doe – sample resume#1**  
**123 Main Street / Washington, DC 00000 / (202) xxx-xxxx**

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Social Security Number: xxx-xx-xxxx  
Citizenship: United States

Veteran's Preference: 5 points  
Highest Federal Civilian Position: N/A

**OBJECTIVE:** Computer Specialist, GS-9/11  
Department of Commerce at the Census Bureau.

**SKILLS SUMMARY:**

**Over 14 years of Desktop Support, User Support, Help Desk and Computer Operations experience while serving in the United States Navy.**

Extensive experience with PC hardware, software and operating systems both in stand alone and networked environments. Able to communicate effectively with technical peers and end users to resolve technical issues.

- ◆ Supervised, managed and trained personnel for Desktop/PC and LAN Support, Help Desk, and Computer Operations, time management and production scheduling.
- ◆ Responsible for over \$7,000,000 of equipment and software as well as liaison with Operations and Maintenance Division personnel.
- ◆ Effective team-builder with strong leadership skills and proven track record at setting and achieving realistic goals for self and others. Maintained mission of command and division in perspective at all times.
- ◆ Proactive EEO leader meeting all command EEO objectives. Effectively motivated and trained junior personnel contributing to unit cohesiveness.
- ◆ Provided top-notch customer service at all commands achieving 98+% satisfaction rate at the Naval Computer and Telecommunications Area Master Station.

**EMPLOYMENT HISTORY:**

**UNITED STATES NAVY**  
**1/83 - 3/98**

**Naval Computer and Telecommunications Area Master Station** 9/95 - Present  
25 Commander Way, Virginia Beach, VA 22832  
Petty Officer 2<sup>nd</sup> Class, Data Processing Technician  
Supervisor: Mr. Jones; (804) xxx-xxxx; do not contact until permission given

**Automated Data Processing Technician** **48 hours/week**

Responsible for installation, upgrade, maintenance, and repair of PC's, peripherals and associated software. Supervised five personnel providing desktop and user support to 5,000 users for MS Word 6.0, WordPerfect 5.0/6.0, MS-DOS (to v6.22), Windows 95, Windows 3.1, Norton Utilities, McAfee, cc:Mail and PC

Tools in a Novell NetWare 3.x LAN environment. As Help Desk Supervisor personally handled 20-50 trouble calls on a daily basis.

Provided Level I and II Help Desk support for communications and COTS issues to seven sites on a global basis including Puerto Rico, Alaska, Italy and U. S. Naval vessels afloat. Help Desk handled over 300 trouble calls daily and was in operation 24 hours a day, 7 days a week.

Prepared and presented training lectures to station personnel on hardware, COTS software and proprietary software such as GATEGUARD, PCMT, NOW and NOWNET.

**USS Orion (AS-18) – Submarine Tender**

5/91 – 08/95

Supply Department – Automated Processing Division

La Mena, Manana, Spain

Petty Officer 2<sup>nd</sup> Class, Data Processing Technician

Supervisor: Mr. Jones; (804) xxx-xxxx; contact may be made

**Shift Supervisor**

**56 hours/week**

Supervised the operation and monitoring of the Honeywell DPS-6 System and the AN/UYK 65 Tape Drive Unit. Provided technical assistance and software support to end-users.

Responsible for the daily work activities of four personnel including data entry, production control and production scheduling. Developed technical documentation for functional descriptions, maintenance and operation of equipment.

Prepared training lectures for technical personnel and end user on proper operating procedures.

**COMPUTER SKILLS:**

**Hardware:**

IBM PC's, Micro-computers, HP LaserJet IV and DeskJet printers, ALPS Dot Matrix printers, HP Scanners and other peripherals and components (Memory, Network Interface Cards, Hard Drives, Floppy Drives, etc.).

Honeywell DPS-6 System and AN/UYK-65 Tape Drive Unit; Honeywell DPS-8/70 with AUTODIN Interface and associated peripherals for WWMCCS (World Wide Military Communications Command System); Platform Network; OPSN (Overseas Packet Switching Network); TESTNET (Multi-purpose network primarily for testing); Pluribus IMP (Multi-processor, multi-bus non-redundant mini-computer), C-30 IMP (Single processor non-redundant mini-computer), and C-70 IMP; NASI and NASII (PDP 11/34 Systems); UNISYS 1100/84 and 1100/70; CDC Cyber 176, CDC 819 and 885 Disk Units, and CDC 7639 Disk Controllers; Braegen 7110 Automated Tape Library; and various models of Cray Mini-computer Systems.

**Software:**

Novell NetWare 3.1x; Windows 95, Windows NT 4.0, Windows 3.1/3.11, MS Word 6.0-8.0, WordPerfect 5.0-6.0, McAfee, Norton Utilities, PC Tools, cc:Mail, MS DOS 5.0-6.22, Gateguard (Software used for secure message traffic); PCMT (Personal Computer Messaging Terminal); and NOW and NOWNET (Navy Order Wire Network)

**TRAINING:**

*1998* Microsoft Certified Software Engineer (MCSE) Old Dominion University/ICTS, Alexandria, VA 22314.

*1994* Harvard Graphics Human Resources Office Naval Air Station, Rota, Spain.

*1989* WWMCCS (World Wide Military Computer Communications Systems) Computer Operator 3300 Technical Training Wing Air Force Base Keesler, MS/London, England.

*1986-1987* Introduction to Computer Systems Operation, Univac 1108 Systems, CDC 7600 System Software National Cryptologic School In-house Education Program for the Department of Defense, Fort Meade, MD.

**EDUCATION:**

*1994* University of Maryland, University College: European Division, Rota, Spain  
Micros: Hardware and Software  
Micros: Desktop Publishing

**HONORS AND AWARDS:**

*1996* Good Conduct Medal – Third Award (previously awarded 1987 and 1991)

*March 1994* Letter of Commendation for the Successful Installation of the Fleet Air Reconnaissance VQ-2 Local Area Network

**CLEARANCE:**

Held Top Secret (TS/SCI) Clearance for over 10 years that was deactivated October 1997. Last investigation was completed May 1995.

**REFERENCES:**

AVAILABLE UPON REQUEST

