

FIRST NAME LAST NAME

Street Address ▪ City, State Zip ▪ emailaddress@email.com
Phone number Home ▪ Phone number Work or Cell ▪ U.S. Citizen
Social Security Number 000.00.0000

Department of Health and Human Services
—HEALTH INSURANCE SPECIALIST, GS-000-00, 11/12—
Vacancy Announcement Number: HHS-CMSO-0000-0000

QUALIFICATIONS

- Successful, progressive manager with experience providing leadership, service, supervision, management and administration in high-stress environments.
- Excellent ability to analyze and evaluate the effectiveness of an organization and provide recommendations based on facts and background information.
- Exceptional communication skills—writing, editing, and speaking.
- Outstanding ability to obtain, organize, write, edit, and prepare reports, letters, and other correspondence.
- Effective analytical, problem-solving, and decision-making skills.
- Team builder, compassionate, safety conscious, and works well under stressful situations.
- Results, goal, and multitask oriented; visionary; self-motivated.
- Works well independently or as a team member to accomplish goals and objectives.
- Proficient in Microsoft Windows, Word, Excel, Access, PowerPoint, Outlook; Internet and customized software specific to company needs.
- Competent knowledge of Health and Human Services programs and services.
- Other relevant information goes here related to the vacancy announcement.
- Other relevant information goes here to sell you.

EDUCATION

Master of Science Degree in Social Work. University of America, Anywhere, Idaho 83401. 1982.
Bachelor of Science Degree in Sociology. University of America, Anywhere, Idaho 83401.1972.
Diploma. High School Name, Anywhere, Idaho 83401. 1968.

LICENSES

Licensed Clinical Social Worker-Counselor, LCSW-C, Month Year.
Licensed Graduate Social Worker, LGSW, Month Year.

AWARDS & RECOGNITION

- Certificate of Appreciation for Exceptional Dedication to Homeless, October 2004.
- Certificate of Appreciation for Dedication to Homeless, December 2004.
- Hands and Heart Award, June 1993.
- Fourth Award goes here, February 1981.

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EMPLOYMENT

Health Systems Specialist, GS-12. Mental Health Service, Health Care Systems, Street Address, City, State, Zip. Supervisor: Dr. First Name Last Name. Prefer not to contact current supervisor, alternate contact listed in reference section. Starting salary: \$70,050 annually. Present salary: \$80,100 annually. 60 hours per week. Month Year—Present.

- Manage a \$28 M budget and a payroll for 450 staff members.
- Hire, terminate, supervise and schedule staff and data managers.
- Develop annual budget proposals to justify funding for programs.
- Primary contact for performance measures, decision support system, advanced clinic access, budget, contracts, and equipment management.
- Serve as subject-matter expert to management and community organizations.
- Generate analyze, organize and interpret data for program planning for disabled and chronically ill veterans.
- Review daily reports, documents, records, and other materials to verify completeness, accuracy, consistency, and compliance.
- Asked by the Social Security Administration to serve as a Reviewer—received permission to take leave from this position to review and comment on proposals.
- Accomplishments go here.
- Accomplishments go here.

Coordinator/Social Worker, GS-12. VA Medical Center, Street Address, City, State Zip. Supervisor: First Name Last Name. 000.000.0000. May contact. Starting salary: \$55,000 annually. Ending salary: \$65,000 annually. 45 hours per week. Month Year—Month Year.

- Instigated, developed, and implemented a Chronically Mentally Ill program for Homeless Veterans.
- Determined goals, objectives, and operational procedures.
- Supervised social workers, students, and support staff.
- Provided clinical services to Medicaid-eligible patients.
- Established strong partnerships between city, state, and Federal government and diverse advocacy groups.
- Aggressively marketed the program to the local community.
- Accomplishments go here.
- Accomplishments go here.

[Employment continues for two pages—remember this is a sample style]

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REFERENCES

First Name Last Name

Title

Organization

Street Address

City, State Zip

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First Name Last Name

Title

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[This is intended as a sample only. We have several different styles. We do not have a standard résumé format for everyone. Everyone has a different background, experience, and education. Each federal agency has different requirements. Each vacancy announcement is also different and we target your federal résumé package toward the vacancy announcement. Therefore, your project is quoted based on the scope of work, not as compared to someone else's résumé.]

[THIS KSA SAMPLE IS NOT RELATED TO THE RESUME ON THE PREVIOUS PAGES AND IS TARGETED SPECIFICALLY TO THE CANDIDATE'S EXPERIENCE—WHICH IS HOW IT SHOULD BE. HOWEVER, THIS ONE IS SOMEWHAT LENGTHY, BUT NEEDED TO BE TO FULLY CONVEY THE EXPERIENCE. WE RECOMMEND A MINIMUM OF ONE PAGE PER KSA.]

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Social Security Number: xxx.xx.xxxx ▪ U.S. Citizen

Department of Justice—Bureau of Alcohol, Tobacco, Firearms & Explosives

—CANINE TRAINING SPECIALIST—
Vacancy Announcement Number: DEU-00-000-ATF
GS-0000-00/00

Knowledge, Skills and Abilities

3. Ability to instruct detector dog handlers in classroom subjects and in the performance phases of detector dog training in explosive and accelerant detection.

From 1994-2000, I was an Adjunct Instructor with the Police Training Institute at the University of Illinois. I routinely taught self-defense tactics and firearms. As an instructor, I was assigned 30 to 50 students to train in self-defense. Working with this many people at a time, in a closed in room, provides many small problems that if not handled can get out of hand. The room we used was not large enough so we would form three lines and partner people up.

Dealing with these students coming from different backgrounds can be somewhat challenging, since many only know about the real world from watching television. While instruction was taking place, there was a tendency to not pay attention and to talk a lot and disrupt the class.

In order to keep concentration on the topic, students were requested to limit any talking only with instructors. Some did not listen or pay attention. The students were first given a warning, then if they failed to follow directions they were required to do push ups. One of the principles of issuing a warning was to allow peer pressure to take over. If one student violated the class rules, they all paid for it.

When discipline was issued, I had to make sure it was administered fairly and impartially. If you become too heavy handed or partial to a person than the group may shut down and stop listening, no matter how pertinent the material. There is a challenge that faces each instructor when providing instruction. Many times you can be too strict, too soft, too boring, or too technical, and with political correctness thrown in, you have to be cautious. Each student, like each canine, is different you have to find something to gain their interest so they don't tune you out.

During these training sessions, there were a number of foreign police officers that attended the training when I was instructing. Although they spoke some English, you had to exercise patience with them and spend extra time communicating and showing them techniques.

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3. Ability to instruct detector dog handlers in classroom subjects and in the performance phases of detector dog training in explosive and accelerant detection.

Because I was a Senior Officer, I knew some background of certain individuals I was instructing. Many times I would pick out one in the group and tell a story about them on the street and maybe something they did or didn't do. By selecting one person, the class identified with them and could actually see an event or problem rather than saying this is a "what if" case.

I have worked as a Field Training Officer training new recruits one-on-one. There is nothing harder than handling calls and sitting back and letting someone else handle them or driving you around. The one thing I have learned is patience. I made mistakes as a Field Training officer in coming across too hard trying to mold them quickly for their own safety. In reality, what I did was make them more nervous and more of a liability.

The Field Training Officer School I attended dealt with evaluating students, not instruction. Later, I was able to attend an Instructor's school that taught me different methods for delivering a message effectively—it was then that I realized the mistakes I made. I believe we can learn from our mistakes and even sharing the mistakes with others so they do not make the same mistake. I have definitely learned and taught from my own mistakes and have had very good results.

Experience as a canine handler has provided me insight to a variety of problems and solutions. I have worked with a canine in an infested crack house climbing over boxes, garbage, and furniture. I have tracked suspects in a dark wooded area and in between houses. I have performed suspect searches through buildings and worked a canine while under fire.

I have an open mind to new ideas and a desire to learn and share all I can about detector training. I enjoy sharing knowledge with others. I will be an asset to the organization. I want to be able to assist the men and women in training and give them the confidence they need to get the job done. I want to be an instructor that is more of a mentor in order to accomplish this goal.

I have the ability to instruct detector dog handlers in classroom subjects and in the performance phases of detector dog training in explosive and accelerant detection with effective results. I am confident my knowledge, skills, and abilities will be an asset to your organization.