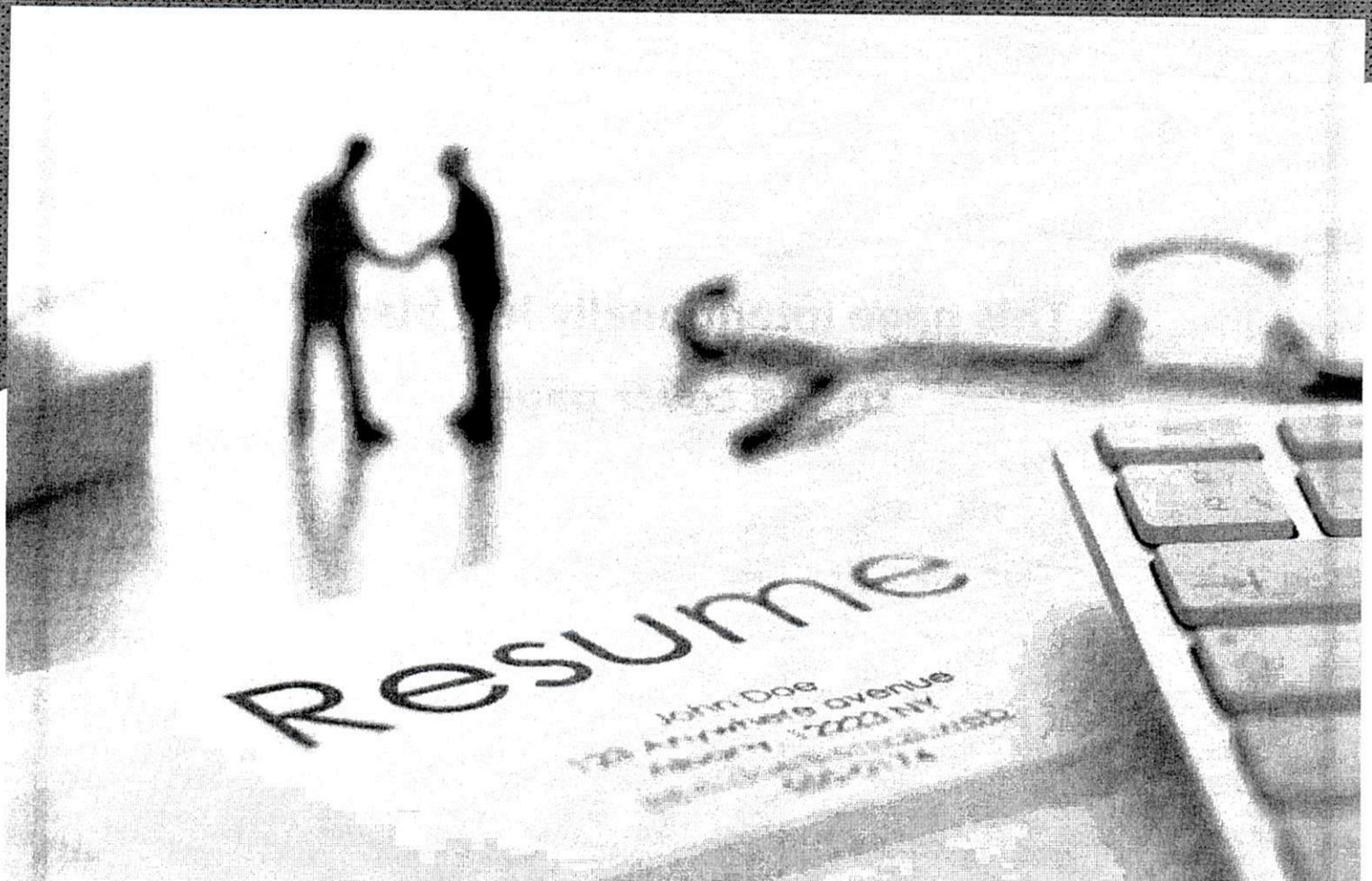


The Federal Resume Guide

What You Should Know When Applying for a Federal Career



Presented By:

The National Archives and Records Administration

www.archives.gov/careers

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Inside cover page

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Writing a Winning Resume

Knowing how to write a winning resume is a valuable skill to have in today's job market. Your resume is the first impression you give to a potential employer – it is *your* marketing piece. A well-written resume can help you land an interview or may lead to new job opportunities. Whether you are actively seeking a job at the National Archives and Records Administration (NARA), another Federal agency, or just want to update your existing resume, this guide will assist you in making your resume, and thereby you, stand out from the crowd.

Getting Started

Before you begin writing your resume, you'll need to know where to find Federal career opportunities. Federal agencies advertise vacancies online at www.usajobs.gov. USAJobs is an online database that enables job seekers to search for positions by location, job category or by agency. Most, but not all, full-time, part-time and permanent Federal jobs are posted on USAJobs. If you are interested in a specific agency, and you aren't able to locate vacancies for that agency on USAJobs, you should visit the agency's website for vacancy announcements. In USAJobs you can:

Create an Account

- Build and store up to five distinct resumes.
- Create and save job searches to receive automatic notifications.
- Apply for jobs or save them to review later.

Look for a Job

- Search by Agency, Occupation, Grade, Location, etc.
- View jobs available to the general public and those available to Federal employees.
- Apply to Federal vacancies.

Be Informed

- Learn how to use USAJOBS by accessing their tutorials.
- Learn about the federal hiring process.
- Learn about special hiring programs.

I FOUND A POSITION I'D LIKE TO APPLY FOR, BUT I'M UNSURE OF HOW TO READ THE JOB ANNOUNCEMENT

Don't worry, you aren't alone. Federal vacancy announcements can be confusing if you aren't familiar with the format. Federal vacancy announcements use a common 5-tab format (highlighted in the following example) to provide information about the position. It is important to read each section carefully to ensure you fully understand the position, you meet the required qualifications, and you are aware of how your application will be evaluated.

The screenshot shows the USAJOBS website interface. At the top, there are navigation links for 'Search Jobs', 'My Account', and 'Info Center'. The USAJOBS logo is prominently displayed. A search bar is located at the top right, with fields for 'What (keywords)', 'Where (U.S. city, state or zip code)', and a 'Find Jobs' button. Below the search bar, there are links for 'Recent Jobs', 'Advanced Search', and 'International Search'.

The main content area features a breadcrumb trail: '< Back to Results' followed by tabs for 'OVERVIEW', 'DUTIES', 'QUALIFICATIONS & EVALUATIONS', 'BENEFITS & OTHER INFO', and 'HOW TO APPLY'. The 'OVERVIEW' tab is selected. On the left, there is a logo for 'THE NATIONAL ARCHIVES' and a photograph of a building. The job title is 'Archives Technician' at the 'National Archives And Records Administration'. The job announcement number is 'JD478096MC'.

Key job details listed include:

- SALARY RANGE:** \$34,075.00 - \$44,293.00 /year
- OPEN PERIOD:** Wednesday, May 16, 2011 to Tuesday, May 24, 2011
- SERIES & GRADE:** GS-1421-05
- POSITION INFORMATION:** Full Time Career/Career Conditional
- PROMOTION POTENTIAL:** 05
- DUTY LOCATIONS:** 1 vacancy - College Park, MD
- WHO MAY BE CONSIDERED:** United States Citizens

On the right side, there is a 'Go to section of this Job:' dropdown menu and four buttons: 'Apply Online', 'Print Preview', 'Save Job', and 'Share Job'. Below these buttons, the 'Agency Information' is provided: NARA, Human Resources Operations Branch, NA-HO, 9760 Page Avenue Room 399, St Louis, MO 63132. A contact email 'humancapital@nara.gov' is also listed.

The 'JOB SUMMARY' section states: 'You will serve as an Archives Technician in the Office of Records Services - Washington, DC. Access Programs, Customer Services Division, in College Park, MD. Whether you are new to the Federal Government or an experienced professional seeking a career change, you can make history at the National Archives. Our dedicated staff works across a variety of career fields to safeguard the records of the Federal Government - more than 10 billion of them. Visit our Employee Gallery at www.archives.gov/careers to see the kinds of dynamic projects our staff are undertaking. If you want a career where you can see the difference your work makes, then join the National Archives! For more information visit: http://archives.gov/dc_metro/college_park Who May Apply: All U.S. Citizens. KEY REQUIREMENTS:

- U.S. Citizenship
- Background Investigation or Security Clearance
- Relocation Expenses Will Not Be Paid
- More than 1 job may be filled if additional vacancies occur within 90 days

- **Tab 1 - Overview** – briefly describes the job and provides basic information regarding salary, who may apply, duty location, open period for acceptance of applications, and job summary.
- **Tab 2 - Duties** – cites the major duties and responsibilities of the job.
- **Tab 3 - Qualifications and Evaluations** – lists the type of skills/competencies you need to be eligible for the position and how your experience will be evaluated.
- **Tab 4 - Benefits & Other Information** – highlights some of the benefits available to you as an employee.
- **Tab 5 - How to Apply** – lists the required application materials and provides instructions on how to submit your application package.

writing your resume

Q:

WHAT INFORMATION WILL I NEED TO WRITE MY RESUME?

Having the right information at your fingertips will be helpful as you create your winning resume. Here's a list of the information you'll need:

- ✓ Employer names, addresses and telephone numbers
- ✓ Dates of employment
- ✓ Former supervisor's names and telephone numbers (you should provide at least 3 professional references, using past current supervisors if possible).
- ✓ Your job title/series
- ✓ List of your responsibilities
- ✓ Salary/GS level and step
- ✓ Training
- ✓ Career accomplishments
- ✓ Awards received
- ✓ Education

If you are a current or former Federal employee, you should also have:

- ✓ Last SF-50
- ✓ Last Performance Appraisal

Q:

WHAT SECTIONS SHOULD BE INCLUDED IN MY RESUME?

Your resume should provide enough information to enable an employer to see, at a glance, who you are, where you can be reached, what kind of work you've done, why you're qualified for the position, and whether you meet the legal requirements of Federal employment.

At minimum, your resume should include:

Personal Information – Your full name, mailing address with zip code, area code and phone number, your email address, the last 4-digits of your social security number, country of citizenship and, if applicable, your eligibility for veteran's preference. Veteran's preference refers to employment regulations that prevent veterans seeking Federal employment from being penalized for their time in military service. For additional information on Veteran's Preference, visit www.fedshirevets.gov or www.archives.gov/careers.



*You are unique – your experience and the lessons you’ve learned are yours and yours alone. Write your resume from your perspective. Use words that describe what makes **you** a valuable asset.*

Objective Statement (Optional) – Should include what you are seeking (e.g., “To find employment in the archival field”), what you can bring to the position (for example use phrases such as “where my background in library and information science will”) and end with how you can help the agency accomplish its mission (e.g., “assist the agency in maintaining regulatory compliance”).

Education – Schools attended, date degree(s) were conferred and GPAs. If a degree was not awarded, provide the number of credits received.

Work Experience – Job title, dates of employment, salary, hours worked per week, employers name and address, supervisor’s name, contact phone number and whether or not s/he may be contacted.

Other Qualifications – Job-related training courses, skills, certificates, honors, awards, professional certifications, special accomplishments, and memberships in professional or honor societies and organizations.



IS THERE A PREFERRED STYLE OF RESUME I SHOULD USE WHEN APPLYING FOR A FEDERAL POSITION?

You are encouraged to use the USAJobs Resume Builder tool when applying to a Federal vacancy, however, when it comes to resume styles, one size does not fit all. Resumes are as diversified as each applicants work history and experience and there are several options to consider:

- **Chronological** – this type of resume lists your work experience, education, volunteer and community service activity, and awards and recognitions in reverse chronological order, with your most recent job being placed first and your oldest job placed last.
- **Functional** (also known as a Competency Based resume) - this format takes the focus off your job titles and puts it on your skills, abilities, accomplishments, job traits and personal characteristics (competencies) that employers expect future employees to match.
- **Combination** – the combination resume includes elements of both the chronological and functional styles of resumes by identifying your relevant skills and accomplishments and then describes your employment and education in chronological order.
- **Targeted** – the targeted resume may be any of the three styles listed above with one exception; the resume is tailored for a specific company or position. This type of resume is typically used when you know positions exist at a particular company but are not applying to an advertised vacancy.
- **USAJobs** – the USAJobs resume is automatically formatted for you using the information you provide in the USAJobs Resume Builder.

Examples of each of these resume styles are provided for your information later in this guide.

HOW SHOULD I FORMAT MY RESUME?

Q:

Although the basic layout of your resume is important, your primary objective is to convey your strengths and accomplishments. A well-formatted, well-organized resume drives an employer to key information about you, such as technical proficiencies, your work history or the awards and promotions you've earned. When formatting your resume, consider margins, font type and size, color and the use of symbols in order to best highlight your strengths and accomplishments.

Following are tips to guide you in formatting your resume:

Margins

Margins should be set at 1" all around. Even if you're concerned about space, the margins of your resume should not go below 1/2". Doing so creates a visually "crowded" resume. For readability, it is recommended that you use left-aligned margins over block justified text.

Font Type

The font you choose for your resume should be aesthetically pleasing and easy to read to attract a potential employer's interest. Font types such as Arial, Verdana, and Times New Roman work well. Keep in mind that once you select a font, maintain its consistency throughout your resume.

Font Size

Font size has a lot to do with the font type you choose. The most commonly used font sizes are 10-12 points. However, some fonts at 12 points appear too large, while other fonts at 12 points appear too small.

To better identify yourself and the section headings within your resume, font sizes should be larger than the font size of the body of your resume.

Color

The use of color in your resume can be a powerful marketing tool, as long as it is used to enhance your resume not weaken it. When used properly and sparingly (e.g., no more than one additional color besides black), color can create visual appeal and better emphasis important information.

Formatting

As you are looking for ways to stand out from all of the rest, don't neglect to balance your resume with the use of both paragraphs and bullets to describe your work history and accomplishments – the combination is aesthetically pleasing and easier to read.



Always print your resume for review. Do this even if you're submitting your resume online because the employer may want to print it and just because the fonts and formatting look good on your computer screen doesn't mean they will look good when printed.

When using paragraphs to describe job duties, be sure to use short, concise phrases starting with action verbs. When using bullets, do so sparingly in order to draw the readers eyes to especially important points on your resume and be consistent. This helps the reader to understand what you are highlighting from one section of your resume to the next.

Below is an example of how the use of bullets makes a difference in the appearance of a potentially important aspect of a resume.

Example

Poor Response:

Wrote 15 papers per semester with an average grade of 95%.

Good Response:

- Wrote 15 papers per semester with an average grade of 95%.

Q:

WHICH SHOULD GO FIRST ON MY RESUME, EDUCATION OR EXPERIENCE?

The answer to this question depends on whether your education or your experience is your best selling point and/or meets the qualifications of the position you are applying to. Generally, new graduates list education first, while job-seekers with a few years or more of work history list experience first. However, when using the USAJobs Resume Builder, experience is always listed first.

Q:

**SHOULD I INCLUDE ALL MY PREVIOUS POSITIONS ON MY RESUME?
HOW FAR BACK SHOULD I GO?**

The most important thing is to include your most **relevant** experience. When considering how far back to go with your work history, go as far back as you need to in order to make your experience applicable. In other words, make sure you highlight your accomplishments of previous jobs that are most recent and relevant to the position you are seeking.

If you find that this method results in the appearance of gaps in your employment history, you can either list those positions under an "Additional Information" section or list the position in order with a brief sentence describing the work you performed.

Q:

**WHAT IS THE BEST WAY TO SHOWCASE MY ABILITY TO BE SUCCESSFUL
IN THE POSITION FOR WHICH I AM APPLYING?**

The best way to showcase your abilities for a particular job is to ensure that your resume reflects your knowledge, experience and/or education required of the position for which you are applying. Review the "Qualifications & Evaluations" tab carefully to ensure that you fully understand how your application will be evaluated.

Example 1: You're interested in applying for a Management/Program Analyst position at NARA that requires applicants to have a demonstrated ability to research, analyze and present findings to high level management official in various formats such as comprehensive reports, recommendations and program policies and procedures.



Does your resume identify that you have this experience? Human Resources specialists use your resume to verify that you possess the required experience/competencies of the vacant position as well as to verify your responses to the self-assessment questionnaire. If your resume does not **specifically** and **clearly** show that you possess the required experience/competencies, credit cannot be given which may result in your application no longer being considered.

For the above position you may include on your resume, for example:

- *Utilized a high degree of qualitative and quantitative analytical skills to analyze, evaluate and improve the efficiency of internal administrative operations, organizations and management including participation on task forces and surveys, studies and other areas of management operations to determine the adequacy of existing program polices and procedures.*

Example 2: You are interested in applying for Archives Specialist position at NARA that requires knowledge in processing large volumes of records.

In order to draw the reader's eye to your experience with this type of work, don't hesitate to use numbers to showcase your qualifications. For example, you may write:

- *Appraised, arranged, described, preserved, and provided access to 700 collections of various types. Collections encompassed 10,000 linear shelf feet, including 4,000 artifacts cataloged online.*

Q:

HOW LONG SHOULD MY RESUME BE?

While the length of your Federal resume is a personal choice, the general rule of thumb is one – three pages depending upon your level of experience. However, if you are building your resume in USAJobs, the average length is four to five pages. Resumes that extend beyond one page should be numbered accordingly (e.g., X of Y), so that if lost or shuffled an employer can easily identify if there are missing pages or if there are additional pages and in what order they belong. Regardless of the length, your resume should best reflect your qualifications for the position to which you are applying as concisely as possible.

Q:

IN ADDITION TO MY RESUME, WHAT OTHER DOCUMENTS WILL I HAVE TO SUBMIT?

Read the vacancy announcement carefully and follow all instructions. At minimum, many agencies, NARA included, require applicants to submit a resume and an online self-assessment questionnaire. In many instances, additional documentation (e.g., Certificate of Release or Discharge from Active Duty (Form DD-214), most recent performance appraisal, transcripts, etc.) will be required. Failure to submit all required documents will result in your application being rejected for consideration.

Q:

WHAT ARE MINIMUM QUALIFICATIONS?

Minimum qualifications are standards set by the U.S. Office of Personnel Management (OPM) to help ensure that Federal employees are, indeed, qualified for employment. You must meet these minimum qualifications to be considered for employment. Minimum qualifications are stated in terms of general or specialized experience.

- General experience is progressively responsible clerical, office, or other type of experience that shows you have the ability to perform the duties of the job being filled.
- Specialized experience is usually obtained from having worked in a position similar to the job being filled.

For some jobs, you can qualify based solely on education instead of experience. For other jobs, both education and experience are required to qualify; and for yet other jobs, you can qualify based on a combination of your experience and education. These requirements will be described in the vacancy announcement.

Q:

WHAT IS THE OCCUPATIONAL QUESTIONNAIRE OR ASSESSMENT?

The questionnaire is a list of questions designed to solicit information about how well your knowledge and skills match the experience required for the job. The questionnaire is a self-assessment tool. Generally, you can preview questions by clicking on the "How to Apply" section/tab within the job announcement and scrolling down to the "How You Will Be Evaluated" section. Many agencies offer a "View Occupational Questionnaire", or something similar, link to view the questions in advance of applying.

There are no "right" or "wrong" answers to the occupational questionnaire. You should respond honestly to all questions. You should also give yourself credit when deserved. While you should be careful not to inflate your self-ratings, you want to take credit for your accomplishments. Once you complete the questionnaire, a score will be assigned to your application. That score will determine whether or not you will move on for further consideration in the selection process. Note that some agencies, including NARA, may also require you to identify where in your resume (what position) you utilized the skills/knowledge to support your rating. In addition, most agencies do state in their policy that your score may be adjusted and/or you may not be further considered for the position, if your resume and supporting document do not support your self-rating.

Q:

WHAT TYPES OF QUESTIONS ARE GENERALLY ASKED ON THE SELF-ASSESSMENT QUESTIONNAIRE?

Generally, questionnaires are custom developed because of the different requirements of each position; however, most occupational questionnaires require you to provide responses to questions that will evaluate if you meet the minimum qualifications of the position, as well as other job specific assessment questions, that are either task based or competency based.

Examples of the types of questions asked on the self-assessment questionnaire are provided below.

Example1 (Minimum Qualifications): Which of the following statements best describes your experience?

A. *I have at least one year of specialized experience equivalent to at least the GS-12 level in the Federal government that included evaluating current and emerging formats of electronic records; defining system requirements; and electronic information system development documents.*

B. *I do not possess the experience described above; therefore, I am not eligible for this position.*

Example 2 (Task Based):

INSTRUCTIONS: For each of the task statements, choose the one response from the list below that best describes your experience.

1. Developing policies, methods and/or strategies for the long term management and access of electronic records or other digital content based on an understanding of archival and records management principles as well as available IT solutions.
2. Using format migration as a preservation or access strategy.
3. Presenting reports, proposals or recommendations based on justified findings for internal management.

A - I have no experience in performing this work behavior.

B - I have limited experience in performing this work behavior. I have had exposure to this work behavior but would require additional guidance, instruction, or experience to perform it at a proficient level.

C - I have experience performing this work behavior across routine or predictable situations with minimal supervision or guidance.

D - I have performed this work behavior independently across a wide range of situations. I have assisted others in carrying out this work behavior. I seek guidance in carrying out this work behavior only in unusually complex situations.

E - I am considered an expert in carrying out this work behavior. I advise and instruct others in carrying out this work behavior on a regular basis. I am consulted by my colleagues and/or superiors to carry out this work behavior in unusually complex situations.

Example 3 (Competency Based):

FACTOR: CUSTOMER SERVICE

1. Which of the following best describes your experience determining the needs of either internal or external customers (i.e., someone who receives your services or products)?

A. I have never or rarely worked with customers.

B. I have asked basic questions to understand customers' basic needs.

C. I have had in-depth conversations with customers to help understand more complex needs.

D. I have had formal, in-depth meetings or consultations with customers to actively stimulate discussions and gain complete understanding of their complex needs, wants, and expectations.

E. I have initiated and cultivated relationships with customers and partnered with them to jointly define their service goals and priorities.

Q:

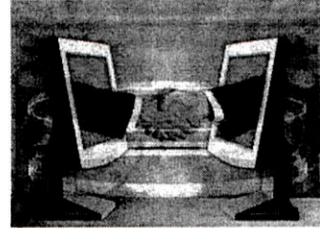
WHAT DOES "TIME-IN-GRADE" MEAN?

Time-in-grade is a requirement that applies to the promotion of current and former Federal employees. Generally, employees must serve one year at the next lower grade level. Time-in-grade restrictions do not apply to former federal employees who have had a break in service of more than one year, current Federal employees on temporary appointments, or current Federal employees not holding a General Schedule (GS) position. Time-In-Grade also does not apply to applicants who have no Federal work experience.

Q:

WHAT IS THE DIFFERENCE BETWEEN USAJOBS AND USA STAFFING/APPLICATION MANAGER?

- ✓ **USAJobs** is the official job site of the Federal government. USAJOBS is the one resource where you can search for jobs, create multiple resumes, receive e-mail notifications, access information regarding your application status, and find general information about Federal employment.
- ✓ **USASTaffing Application Manager** is a separate Federal system from USAJOBS. It is used by many Federal agencies, NARA included, to collect online applications and assessment information for specific positions. After the first time you access the USASTaffing Application Manager from USAJOBS, your accounts will become linked and you will no longer be required to login to Application Manager separately when applying to vacancies.



Q:

IS THERE ANYTHING I SHOULD DO BEFORE I SUBMIT MY APPLICATION?

As a final step before submitting your application package, take a moment to review these basic, yet very important guidelines when applying for a career at the National Archives or other Federal agencies.

Do	Don't
<ul style="list-style-type: none"> ✓ Quantify whenever possible – use numbers and data points to illustrate success. ✓ Check your application package for misspellings and typographical errors. ✓ Use active verbs to describe actual work performed. Be specific. ✓ Use your own words when writing a resume. Be concise. ✓ Edit your resume to reduce fluff and make every word count. Set your resume aside for a few days and then come back to it again with a fresh perspective. ✓ Review your application package to ensure that it contains all of the required information listed under the "How to Apply" section of the vacancy announcement. ✓ Submit your application in a timely manner. 	<ul style="list-style-type: none"> ✓ Make things up or inflate your accomplishments, level of responsibility, or skills. ✓ Use personal pronouns (I, my, me) in a resume. ✓ Be humble. ✓ Don't use acronyms, unless you are certain everyone knows what that acronym is. ✓ Use job description expressions like "duties included" or "responsibilities:" – instead use accomplishment oriented phrases that sell you. ✓ Include personal information on your resume, other than contact information (examples: height, weight, age, date of birth, place of birth, marital status, ethnicity, health, reason for leaving previous jobs, etc.) ✓ Use the same resume for every job. Take the time to tailor your resume for each position.

Q:

I'VE SUBMITTED MY APPLICATION, WHAT HAPPENS NEXT?

As previously mentioned, once you submit your application, a Human Resources (HR) Specialist will review your package for completion, ensure that you meet the basic qualification requirements, verify your self-assessment ratings against the information you provided in your resume and forward the list of "Best Qualified" applicants to the hiring manager for consideration.

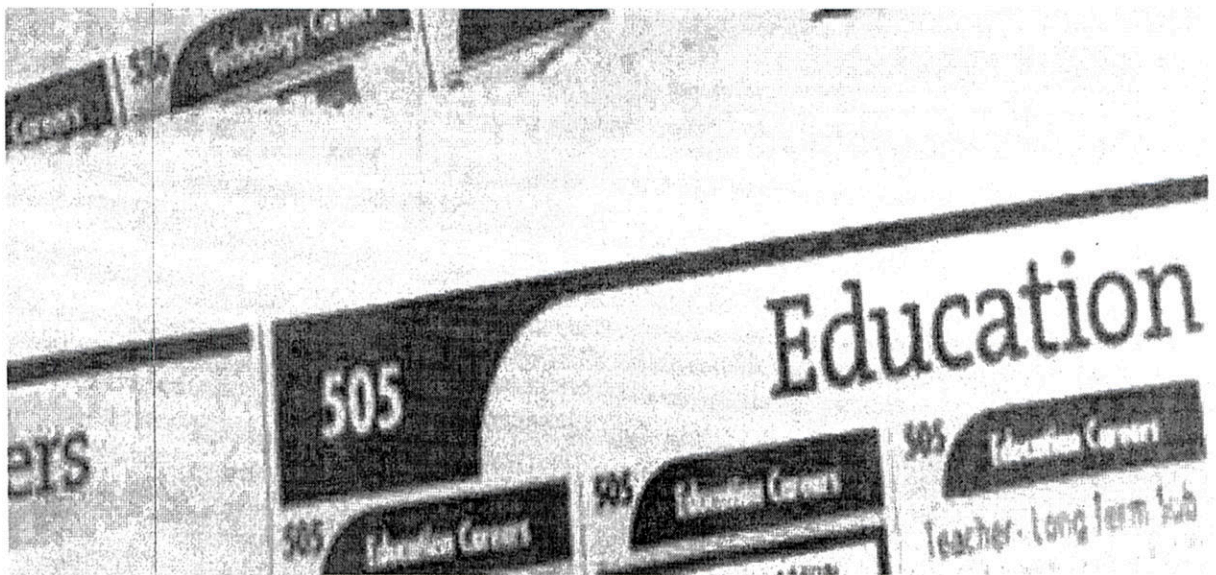
The hiring manager will select applicants from the "Best Qualified" list and conduct interviews. Once interviews have been completed, an HR Specialist will extend a tentative job offer. Pending the outcome of a background investigation, a final job offer may or may not be made.

To determine the status of your application, activate the notification option from your USAJOBS profile and you will receive automatic alerts when there are status changes.



A black and white photograph of a newspaper headline. The word "jobs" is written in a large, bold, lowercase sans-serif font. To its right, the words "find your" are in a smaller, regular font, and "careers" is in a larger, bold font. The text is slightly tilted upwards to the right.

Resume Samples



A black and white photograph of a newspaper section header. The word "Education" is written in a large, bold, serif font. Below it, there are several smaller, dark rectangular boxes with white text. One box contains the number "505". Another box contains the text "Education Careers". A third box contains the text "Teacher - Long Term Sub". The background is a light, textured surface, possibly a newspaper page.

WINNING WORDS

The purpose of a Federal resume is to demonstrate those qualities that will set one candidate apart from another. Below is a list of winning words to consider when creating your Federal resume. A glossary of Terms & Definitions used when applying for Federal employment can be found at www.archives.gov/careers.

ACTION VERBS

Administer	Develop	Motivate	Research
Analyze	Devise	Negotiate	Sponsor
Coach	Edit	Operate	Supervise
Conduct	Establish	Organize	Support
Consult	Evaluate	Present	Test
Contact	Expand	Produce	Train
Contract	Improve	Publish	
Counsel	Manage	Recommend	
Design	Monitor	Reorganize	

SPECIFIC NOUNS

Accounts	Facilities	Needs	Records
Analysis	Findings	Performance	Reports
Budget	Goals	Plans	Requirements
Campaigns	Guidance	Policies	Specification
Colleagues	Institutions	Procedures	Study
Conference	Literature	Products	Surveys
Courses	Litigation	Projects	
Criteria	Members	Prototypes	
Document	Morale	Publications	

DESCRIPTORS

Accurate	Definitive	Legal	Profitable
Adept	Diverse	Long-Range	Qualitative
Analytical	Federal	Monthly	Quantitative
Annual	Fiscal	National	Resourceful
Collaborative	Functional	Numerous	Scientific
Competent	Implementation	Pioneering	Statistical
Congressional	International	Potential	Strategic
Customers	Leading	Professional	Successful

RESULTS

Additional	Enlarged	Growth	Quicker
Decreased	Expanded	Improved	Reduced
Enhanced	Faster	Increased	



USAJobs

The below USAJobs Resume Builder format will be populated automatically using the information you provide when creating a resume online at www.usajobs.gov.

NAME
Address

Mobile:

Evening Phone:

Email:

Country of Citizenship:

Veterans' Preference:

Contact Current Employer:

AVAILABILITY:

Job Type:

Work Schedule:

DESIRED LOCATIONS:

WORK STATUS:

WORK EXPERIENCE:

EDUCATION:

JOB RELATED TRAINING:

LANGUAGES:

AFFILIATIONS:

REFERENCES:

ADDITIONAL INFORMATION: