

## Sample Federal Outline Resume

### Cover Letter

#### Purpose:

- Get the reader's attention.
- Introduce yourself.
- Explain purpose of letter.
- Explain why interested in the position or the company (Culture? Approach?).
- Explain how you will help the organization.
- What Your Resume Cannot Do.
- Show writing ability.
- Allow for greater personalization.

#### How to send a cover letter:

- Basically, there are three ways to send a cover letter in an email.
  1. Typed into the body of the email, with the résumé attached as a Word-formatted document.
  2. As a separate (second) Word-formatted document sent as an attachment along with the Word-formatted résumé
  3. Integrated into the actual résumé document itself and formatted in Word to appear as the first page of the résumé which is sent as an attachment.

#### Cover letter Tips:

- One page
- Peppered with keywords.
- Quick and easy to read.
- First few sentences should be attention-grabbers.
- TAILORED for the job and the employer.
- Friendly and professional
- WHY you are writing and WHY you are qualified.
- Accomplishments that are related to the job you seek will always capture a hiring manager's attention, urging him to read more.

#### Cover Letter Pitfalls:

- No Personalization (do not copy/paste--your audience will get bored!).
- DO NOT use the same letter to apply for all positions.
- Do not use "company".
- Do not address it to HR (they do not make hiring decisions).
- Avoid vague clichés:
  - "I am a hard worker and a good team player."
  - "I have excellent problem-solving skills."
  - Use specific details and examples.
- Example:
  - 'I am a skilled professional with excellent communication skills who excels at working within a team environment. I saw your posting for a (name of job) and know I'm the perfect candidate.'
- That sentence tells the hiring manager absolutely nothing except your opinion.
  - 'Your job opening for (name position) closely matches my qualifications. At XYZ Company, I led 3 department teams, boosting sales by 48% over a 6-month period. This resulted in additional revenue of \$38,000 for the company.'

#### Cover Letter Outline

- First paragraph
  - Why are you writing?
  - Reference the job you are applying for and where you saw it.
- Second paragraph: link your education, skills, and experience with the job description.
- Third paragraph: ask for an interview and thank them for their review of your resume.

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Cover Letter Example

Bill Smith

116 Brecks Drive, Stanley, NC 28164-2170  
Day Phone: (704) 504-2498 - Ext: 1415  
Phone: (704) 820-8979  
Email: [KenElshoff@yahoo.com](mailto:KenElshoff@yahoo.com)

U.S. Citizen  
Active Secret Clearance  
10-Point Preference Eligible Veteran  
VEOA/VRA-eligible  
70% service-related disability rating  
Schedule A-Eligible

January 22, 2021

Army Applicant Help Desk  
FV-APF-W31R10 ENDIST AFGHANISTAN NORTH  
Alexandria, VA

**RE: Administrative Support Assistant (Office Assistant), Announcement XXXXXXXXXXXXXXXX**

Dear U.S. Army Corps of Engineers:

I am applying to the Administrative Support Assistant (Office Assistant) position in Afghanistan. My resume and supporting documents are attached.

I am very interested in this opportunity. Please consider my top qualifications for this job:

- 20 years of highly relevant experience as a Military and Civilian Administrative Specialist with the U.S. Army. Sterling recognition record: numerous awards, strong annual ratings.
- Successful year of service with the U.S. Army Corps of Engineers in Afghanistan, 2012-2013.
- Earned Army Achievement Medal for Civilian Service, 2012, for providing invaluable administrative assistance that greatly enhanced USACE administration and execution of a \$350M Operations and Maintenance Contract.
- Office Administrative Subject Matter Expert: expertly operates a variety of computer-based software programs, answers telephones, arranges meetings, and maintains file systems.
- Status Candidate: VEOA/VRA-eligible 10-Point Veteran, 70% service-related disability rating.

I loved my year with USACE at Kandahar and would love to repeat that experience. My resume demonstrates my high operational effectiveness and strong administrative skills in the field. I am confident in my ability to support USACE operations in Afghanistan at a very high level.

Thank you for your time and consideration. I look forward to hearing from you.

Sincerely,

Bill Smith

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Name

Home Address

Phone Number

Email Address

Current Federal Employment Status (If applicable): [Position Title], [GS Level]

Veterans Preference Status: (If applicable)

VRA Eligible (If applicable)

VEOA Eligible (If applicable)

Schedule A Eligible (If applicable)

Clearance: (if applicable)

Citizenship: United States

Announcement #:

### EDUCATION

Master's Degree in Organizational Leadership; St. Ambrose University, Davenport, Iowa. Graduation date: 01/01/1900. GPA: 4.0/4.0.

### PROFESSIONAL EXPERIENCE

#### Human Resources Specialist GS-11

Veterans Administration, Pittsburgh Healthcare System  
HJ Heinz Progressive Care Center, Pittsburgh, PA

\$xx, xxx / year (40 hours / wk.)  
Dec 2010 to Present

**SUPERVISORY TRAINING:** Liaison between supervisors and Human Resources. Ensure there are opportunities in the HR Supervisor Series courses for supervisors to meet the 20 hours of continuing learning requirement.

- Effectively track and enter new supervisors in the ECF (Executive Career Field) database as they progress through the Nuts & Bolts program, ensuring that performance measurements are exceeded.
- Completed all Nuts & Bolts modules for supervision to learn more about the program I am tracking.
- Created and compiled a PowerPoint presentation used to train supervisors titled "Persuasion at Work."
- Create, organize, and schedules a year-long calendar of course offerings for supervisors and attend all courses offered. This gives me an understanding of what supervisors do daily.
- Develop, with subject matter experts, courses related to Human Resources that are offered to employees.
- Organize and plan quarterly New Supervisor Orientations.
- Compile and analyze data from course evaluations and submit summaries to HR supervisors and trainers.

**PROVIDES DIRECTION AND LEADERSHIP:** Discovering a need that VA employees have for overcoming obstacles in applying for positions using a new system (USAJOBS), I took the initiative and started compiling information and offering courses on USAJOBS and resumes.

- Collaborated on the creation of the Workforce Development and Career Services Center, which came about due to the increased demand for one-on-one assistance stemming from the success of the courses that were presented on USAJOBS.gov.
- Designed a handout to help internal and external candidates apply for positions using USAJOBS.gov.
- Presents to groups on navigation of USAJOBS.gov, completing an application package, federal resumes, and performance based interviewing skills.

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**DEMONSTRATED TEAMWORK:** Assumed duties being managed by employees who retired and sought out opportunities to solve issues in other sections of Human Resources.

- Manage TMS (Talent Management System) Administrative rights for the HR department and assign coursework to employees.
- Update ECF database with performance appraisal ratings and award amounts.
- Created sharepoint calendars used at three facilities to set and track appointments for PIV Card registrations, printing, and issuing.
- Took ownership of exit survey data collection. Percentage of completed surveys by participants rose 100% over previous year.
- Organized sharepoint site for Mid-Term Performance Reviews so that completion percentages are easily tracked. Set up a master spreadsheet used to report to the director and set all permissions for the service lines so information could remain secure and private.
- Volunteered for the 2012 National Wheelchair Games and served on the awards committee.

### **Business Education / Accounting Teacher**

Oil City School District, Oil City, PA      \$xx, xxx / year (40 hrs./wk.) Aug 1998 to Aug 2000  
Wicomico County Board of Education, Salisbury, MD

**PROVIDE TRAINING:** Led courses in Accounting, Consumer Economics, Computer Applications, Keyboarding, and Business Co-Operative Learning Program. Delivered student-centered instruction with the use of simulations, activities, and discussions.

- Consistently awarded excellent evaluations from supervisors and principals.
- Established and enforced rules for behavior and procedures for maintaining order among students.
- Engaged and challenged students from a wide range of diverse backgrounds.
- Taught courses in Accounting I & II with the following topics:
  - Focused on organization, operation, and entering of transactions for an accrual, double-entry, self-balancing accounting system.
  - Reviewed students output to include Work Sheets, Balance Sheets, Income Statements, and Owners Equity Statements.
  - Analyze business records to determine the break-even point, make decisions regarding present value and annuities, and analyze trends on financial statements.
  - Journalize and post entries for a variety of transactions.
- Maintained accurate and complete student records as required by laws, district policies, and administrative regulations.
- Enforced all administration policies and rules governing students.
- Observed and evaluated students' performance, behavior, social development, and physical health.
- Led courses in Microsoft Office Applications: Word, Excel, Powerpoint, & Access.
- Coached Golf and Assistant Coach for Baseball & Wrestling

### **ACCOMPLISHMENTS:**

- Coordinated the Co-Operative Business Program and successfully placed 30 students in paid positions within only three weeks (Wicomico County).
- Created a Stock Market Club that won the Maryland State Competition for middle schools (Wicomico County).
- Awarded tenure for displaying exceptional dedication and teaching abilities (Wicomico County).
- Established a Future Business Leaders of America (FBLA) chapter and trained students for district and state competitions (Oil City).

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- Due to lack of textbooks, I compiled and created an eighth-grade computer curricula, instructional materials, and evaluation tools that were put into use throughout the district (Wicomico County).

**KEY ACCOMPLISHMENTS:** Awards, citations, workplace accomplishments, high-level performance, etc.

**EXTRACURRICULAR / VOLUNTEER ACTIVITIES:** Community service; club memberships, etc.

**COMPUTER SKILLS:** Ability to type 40 words per minute. Proficient in Microsoft Word, PowerPoint, Access, Outlook; QuickBooks Pro and Internet applications, including Facebook, LinkedIn, Twitter.

**LANGUAGE SKILLS:** Knowledge of Arabic (oral and written).

### References

#### Professional

Bob Smith  
Human Resources Officer (05-A)  
VA Pittsburgh Healthcare System  
Nevada, PA 15240  
(412) 555-5555  
(Current Manager)

Allison Jones  
Asst. Human Resources Officer (05-A)  
VA Pittsburgh Healthcare System  
Pittsburgh, PA 15240  
(412) 555-5555  
Current Assistant Manager)

Jack Savage  
Chief, Police Service  
University Drive  
Pittsburgh, PA 15240  
(412) 555-5555  
(Current Customer)

#### Personal

Elle Woods  
123 Main St.  
Nowhere Ville, OH 12345  
(412) 555-5555  
(Lifelong Friend)

Sally Dowell  
1345 Jones St.  
Nowhere Ville, OH 12345  
(412) 555-5555  
(Lifelong Friend)

Eddie Mathias  
3245 345 St.  
Nowhere Ville, OH 12345  
(412) 555-5555  
(Cousin)