

2011

# KSC Job Seeker Manual



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# Job Fair

## **How to Prepare for a Job Fair** *(General Information)*

To prepare for a job fair, pre-register if possible and/or required. Research all the companies where you really want to work and browse their websites. Write down at least two questions to ask about each position. You want to make sure your resume is up to par. For the companies you are really interested in, gear a few resumes toward the positions you are interested in. Make sure to give those employers the correct resumes.

Check out your top companies first. You already have your questions and resumes ready. Pre-write a short marketing plan for yourself and memorize it. Remember to use specific qualifications that make you an eligible candidate for the position you want. Don't say things like, "I have excellent marketing skills." Instead say, "I increased my last company's sales by 27% by implementing a 10-point plan that focused on....." At the end of your conversation always ask, "What do I need to do to get an interview?"

Purchase professional looking thank-you cards the day before the job fair. Write your return address on them and place a stamp on them. During the day of the job fair, make sure to get business cards from everyone you speak with. Make notes on the back of the card. At the end of the day you will not remember who said what. Send a thank-you card in the mail that evening on your way home. Write each thank-you card from the notes on the back of the business card, so the person whom you spoke with will remember you.



## **How to dress**

To prepare for a job fair dress as if you were going to a job interview. Wear a dark blue or black conservative dress-suit. Make sure your shoes are clean and polished. Cover any tattoos.

### **Women's Attire**

Wear a suit. Pant or skirt suits are suitable. For the widest appeal, stick to black, gray or navy

Wear an interesting, but tasteful, accessory piece to distinguish you from the crowd. Little touches are just enough to make one stick out in a recruiter's mind.

### **Men's Job Fair Wear**

Show up in the nicest suit that you own. Stay away from khakis and sweaters. These are too informal.

Wear dress shoes that are freshly tended and polished.

Get a haircut. Since men's hair is often very clean and structured in the business world, look your best by getting a fresh trim. For those with a beard, trim and shape the facial hair. Keep haircuts conservative, although younger men can get away with a bit of spiking depending on the field.

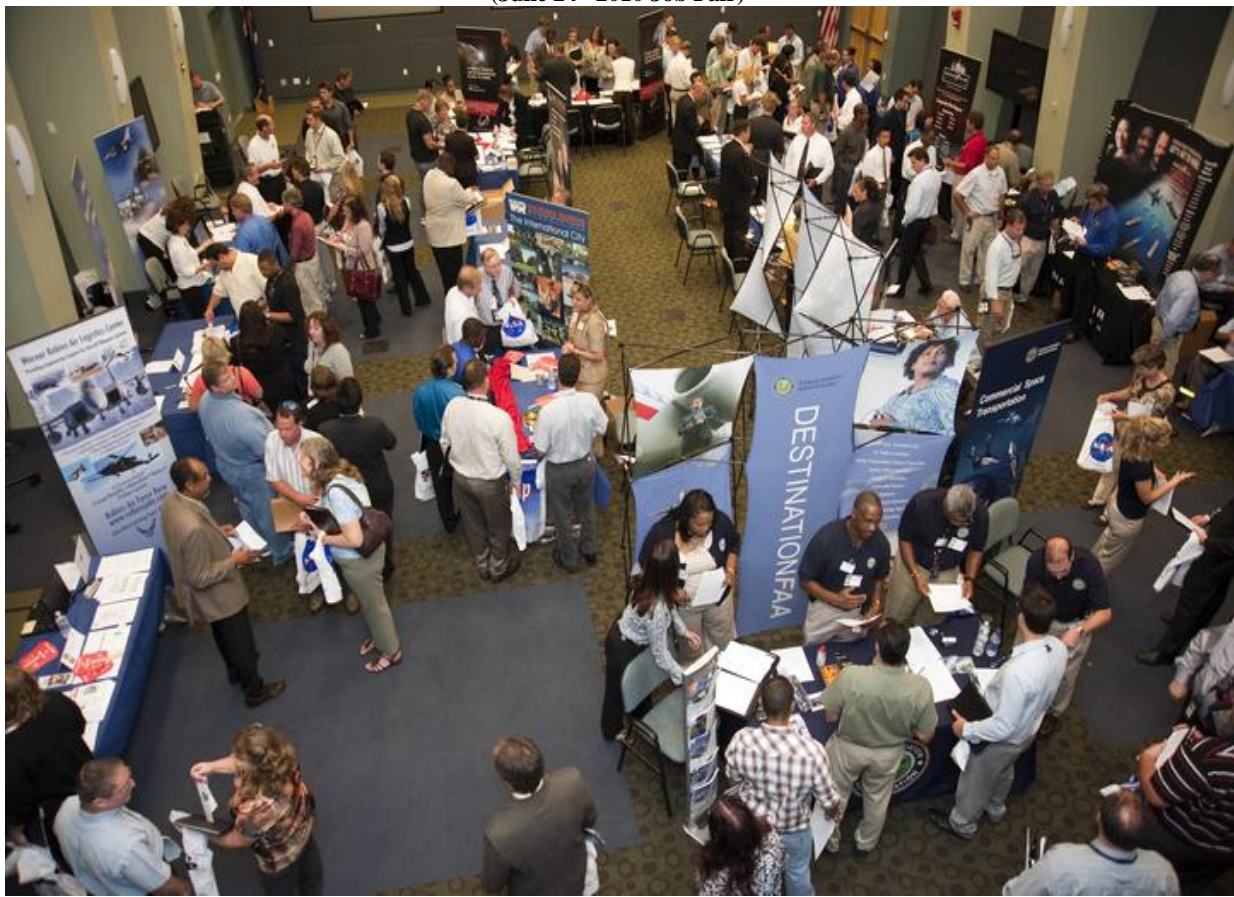
Wear a minimum of jewelry. Stick to sophisticated touches like tie tacks, cuff links and a metal watch. Leave the thick chains, earrings and chunky rings at home, since they often look unprofessional.

## **What to Expect at a Job Fair**

Job seekers can expect to check out a wide range of companies and weigh possibilities and filter options. They can approach companies directly at various booths, stalls and special areas at a job fair and present their cases and resumes. Be prepared to wait in lines when wanting to speak to representatives of an organization but make sure not to get discouraged from the abundance of applicants because you may be the exact person their company is looking for.

**\*\*You may also be instructed to apply online, this is the way most companies have all applicants apply, so make sure to write down the name of the representative you spoke with and after applying follow up with the person you spoke to at the job fair and remind them who you are and that you have applied to a position. This will help them put your resume with a face and will give you a better chance of being considered.**

(June 24<sup>th</sup> 2010 Job Fair)



## **June / September KSC Job Fairs Employer Survey Results**

After the June and September Job Fairs, a survey was sent out to employers. The reason was to get constructive feedback so that we could improve for future events and also to see how prepared job seekers were. One of the questions that was asked was “We are working with employees to help prepare them with their job search. Your response will assist us in selecting relevant services to provide them. What were your reactions to the job applicants? (i.e. resumes, attire, professionalism, attitude)”. ***Below is a list of responses that we received***

*“The KSC employees conducted themselves in a very professional manner. They are highly skilled, and many appeared to be open to new challenges and willing to relocate. I was very impressed with the quality of candidates, and the overall professionalism of the candidates. Their resumes were of good quality, communication skills were high, attire was casual (we were advised of their casual attire prior to the career fairs). Their attitudes were outstanding about being laid off -- they were not disgruntled, but appeared to be optimistic about new beginnings. Again--very professional! Kudos to them and for all those agencies and individuals assisting them with their job searches.”*

*“Everyone had a very positive attitude at the time and were very appreciative of the opportunity to talk with potential employers. Most were prepared with well crafted resumes and all were dressed appropriately and very professional.”*

*“Most were very well prepared with their resumes. Not all came prepared to what specific position they were interested in. They had not done their homework as to what jobs were available in our company”*

*“My primary recommendation would be helping applicants with their resumes. Several of the applicants have worked at the Cape for a very long time, which is not a bad thing. However, there seems to be a way of describing your duties in that environment, which everyone who works in that environment understands, but individuals not familiar with that world do not understand. Examples - heavy use of acronyms that don't translate to other environments, or referring to an inside program to describe your work. That would be okay if you were applying to a position internally. It won't always translate to other areas.” - Private Company*

*“Hard to pin point the answer to this one. Some applicants were well prepared and it seemed that others had not taken it seriously.”*

*“Excellent, well qualified, and great experience. They were professional in their questions, we were impressed with their resume's.”*

*“Most resumes lacked sufficient detail, but I was able to gain insight by speaking to the applicants.”*

# **Interviewing Tips**



## **Interviewing Tips**

- Learn as much as you can about the company beforehand—know its products and services, its management, its culture, its dress code, etc... Good sources are your career services center, a college or public library, and the Internet.
- Do practice interviews with a career counselor, friends, and family members—or with yourself, in front of a mirror. Many career services centers offer workshops, mock interviews, or one-on-one coaching.
- Think about how your experience in work, classes, and activities can relate to the job you're seeking.
- Allow plenty of time to get to the interview and, if possible, visit the site in advance and time how long it takes to get there.
- Plan your interview attire in advance and make sure your clothing is pressed, your shoes are shined, and your hair and nails are well groomed.
- Bring extra copies of your resume and a list of references.
- Speak slowly and clearly and don't be afraid to pause for a moment to collect your thoughts.
- Be honest. Don't try to cover up mistakes. Instead, focus on how you learned from them.
- Be assertive. Remember that the interview is a way for you to learn if the job is right for you.
- Ask the interviewer for a business card and send a thank-you note or e-mail as soon as possible.
- Eye Contact - Maintain eye contact with your interviewer. Show you want the job with your interest.
- Be Positive - In particular, avoid negative comments about past employers.
- Adapt - Listen and adapt. Be sensitive to the style of the interviewer. Pay attention to those details of dress, office furniture, and general decor which will afford helpful clues to assist you in tailoring your presentation.
- Relate - Try to relate your answers to the interviewer and his or her company. Focus on achievements relevant to the position.
- Encourage - Encourage the interviewer to share information about his or her company. Demonstrate your interest. Some suggested questions to ask the interviewer are provided in the "Questions You Could Consider Asking the Employer" section.

## **Questions that Interviewer May Ask You**

- Tell me about yourself? (try to hold your response to 2 minutes)
- What do you know about our company?
- Why should we hire you?
- What can you do for us that someone else can't?
- What do you look for in a job?
- What skills and qualifications are essential for success in the position of \_\_\_\_\_?
- How long would it take for you to make a meaningful contribution?
- How does this assignment fit into your overall career plan?
- Describe your management style.
- What do you believe is the most difficult part of being a supervisor of people?
- Why are you looking for a new career?
- How would your colleagues describe you?
- How would your boss describe you?
- How would you describe yourself?
- What do you think of your present or past boss?
- What were the five most significant accomplishments in your last assignment?
- What were the five most significant accomplishments in your career so far?
- Can you work well under deadlines or pressure?
- How much do you expect if we offer you this position?
- Why do you want to work for us?
- What other positions are you considering?
- Have you kept up in your field with additional training?
- What are your career goals?
- What are your strong points?
- What are your weak points?
- How did you do in school?
- What position do you expect to have in 2 to 5 years?
- If you took the job what would you accomplish in the first year?
- What was wrong with your current or last position?
- What kind of hours are you used to working or would like to work?
- Do you have your reference list with you? (Remember don't give it out unless it is asked for).
- Can you explain your salary history?
- What questions didn't I ask that you expected?
- Do you have any questions for me?

## **What you May Want to Ask the Interviewer**

- Why is this position open?
- How often has it been filled in the past five years? What were the main reasons?
- What would you like done differently by the next person who fills this position?
- What are some of the objectives you would like to see accomplished in this job?
- What is most pressing? What would you like to have done in the next 3 months.
- What are some of the long term objectives you would like to see completed?
- What are some of the more difficult problems one would have to face in this position?
- How do you think these could best be handled?
- What type of support does this position receive in terms of people, finances. etc?
- What freedom would I have in determining my own work objectives, deadlines, and methods of measurement?
- What advancement opportunities are available for the person who is successful in this position, and within what time frame?
- In what ways has this organization been most successful in terms of products and services over the years?
- What significant changes do you foresee in the near future?
- How is one evaluated in this position?
- What accounts for success within the company?

## **Behavioral Interview Questions**

1. **Common Interview Question:** Tell me about yourself.

**Sample of Effective Answer:** As you know, my name is \_\_\_\_\_ and I am very happy to be here today. I began my career here at NASA working in the Space Station and Payloads Processing Directorate as a co-op while I worked on my bachelors in mechanical engineering at the University of Central Florida. Shortly after I graduated, I moved into the design engineering directorate, and I worked there for about 6 years. I then took an opportunity to detail over at Johnson Space Center, working in the Space Operations and Mission Directorate for about a year. That was a really exciting opportunity for me because it was a chance to see NASA's mission and vision from a different perspective. I also met some great people with whom I still interact. When I came back to KSC, I applied for a lead role in the design engineering directorate, and I have been in that role for the last 3 years. I really enjoyed the lead role because although I love doing the technical work, being in a lead role provided me the opportunity to take on different tasks, such as developing the individuals in my group through mentoring and coaching, as well as helping prioritize their tasks and projects. It has been very fulfilling for me, and the change in responsibilities was welcomed. I'm here today because I think this opportunity to be the branch chief in the structures mechanical branch would be an excellent next step for me. The more I've learned about supervisory responsibilities, the more I realize it is what I want to do. Additionally, I feel that my technical background and opportunity at JSC gives me a good balance between the big picture and the technical expertise required. So, I'm really excited about this opportunity.

2. **Common Interview Question:** What is your greatest weakness?

**Sample of Effective Answer:** I would say my greatest weakness is my tendency to procrastinate on large projects. However, I have noticed this over time, so I've started to work on it. I realized that if I had a set meeting for a task, I would make it a priority and get it done, so I started creating the same situations for the large projects. I now set up interim meetings, half-way meetings, and even if they are only with co-workers and not customers, it helps me manage my time better. Since I've started doing that, I've really felt like it has been improving.

3. **Behaviorally Based Question:** Tell me about a time when you had a challenging assignment to complete where you feel you were successful.

**Sample of Effective Answer:** I was working in the organization's training office, and the office was responsible for coordinating with several stakeholders. The stakeholders included several different groups who were all concerned about things changing. I was tasked with developing a new process for training courses. Because I knew that there was a history of resistance to change, I tried to be as inclusive as possible. I arranged meetings with each stakeholder independently to talk to them about their concerns regarding the current processes and said we would do everything we could to implement their suggestions. I asked what was working well and what needed improvements, so that they could tell me what things they really didn't want changed and what they thought could be improved. They all really appreciated being included in the process changes, and because of that, when the changes came out, they were all much more supportive and bought into the change. Overall, I think the process was greatly improved and the stakeholders all worked together even better.

# **Resume Writing (Federal)**

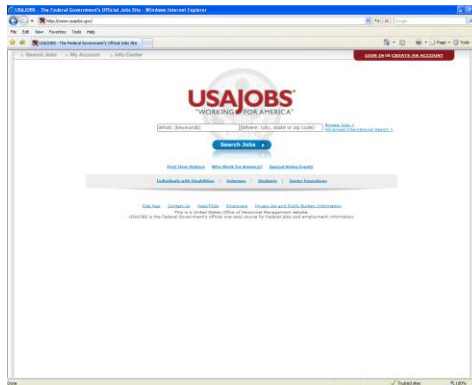
# ***The Federal Employment Process***



## ***Course Overview***

### **Objectives:**

- **Establish an Account**
  - Create a Resume
  - Writing Your Resume for Federal Vacancies
- **Look for a Job**
  - Understand Federal Job Announcements
  - Understand How Federal Agencies Recruit
  - Search Agents
- **Get Informed**
  - Helpful Hints to Job Seekers



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## ***Establish an Account***

- **Create a New Account**
  - **Complete Personal Information**
  - **Complete Account Information**
  - **Provide Citizenship Status**
  - **Provide Veterans Preferences**

The screenshot shows the 'Create New Account' page on the USAJOBS website. The page is titled 'Create New Account' and includes a 'Welcome to USAJOBS!' message. It lists benefits of a new account and provides a form for 'Personal Information' with fields for First Name, Middle Name, Last Name, Home Address, Home Address 2, City/Town, State/Province, Postal/Zip Code, Country, Telephone Numbers, and Email.

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## ***What is Veterans Preference?***

- Given to certain veterans who have been discharged or released from active duty under honorable conditions
  - Military retirees at the rank of major, lieutenant commander, or higher are not eligible unless they are disabled veterans
- Veterans preference is given on External Announcements
- Either 5 or 10 additional points added to passing scores on civil service exams

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## ***Creating the Resume***

- You may have up to five resumes
  - USAJobs' Resume Builder allows you to create a uniform resume that provides all of the information required by government agencies
- Each Experience Block is limited to 3,000 characters
  - If more than 3,000 characters, you may continue describing your experience by adding an additional experience block
- "Additional Information" Block is limited to 20,000 characters
  - Use this section wisely!
- "Education" section is limited to 2,000 characters
  - Ensure that you complete the "Major", "GPA", and "Completion Date" if you are qualifying based on education
  - Ensure that you provide relevant coursework if qualifying on education
  - Note that fields "Minor", "Credits", "System for Credits" and "Honors" are not used by NASA; Provide this in the "Relevant Coursework"
- NASA limits the overall resume to 22,000 characters

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## ***Creating the Resume***

- Finishing Up
  - Review – Ask yourself the following:
    - Would a third party who is not familiar with my occupational background understand the kind of work that I do?
    - Is there nonessential information in what I have written?
    - Have I omitted any unique, but relevant, special experience or skills?
    - Did I avoid using acronyms and special characters?
- Make Your Resume Searchable
  - Allows recruiters to find your resume during resume searches

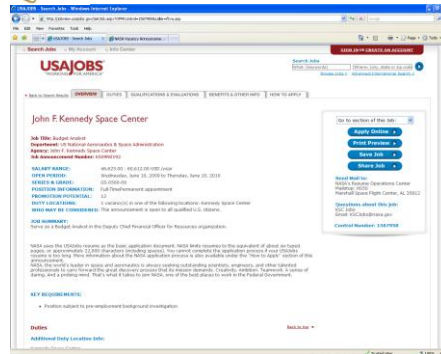
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## Look for Federal Employment

- Understand Federal Job Announcements
  - Key to gaining employment with the Federal Government



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## Understanding the Federal Job Announcement

- Key items for Federal Job Announcements
  - Grade of position
    - Indicates the level of the position
      - Entry Level, Journeyman, or Senior Position
  - Area of Consideration or “Who May Apply”
    - Who is the targeted applicant pool that we are recruiting from
  - Major Duties of Position
    - Contains the Knowledge, Skills, and Abilities of the position
  - Example of Specialized Experience
  - Educational Requirements

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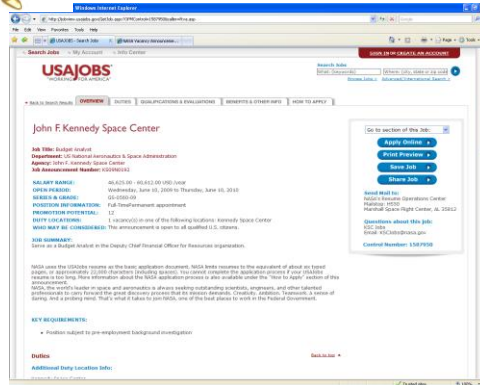
## Writing Your Resume for Federal Employment

Mr. Manager




**Budget Analyst, GS-560-9**  
**External Announcement**

- Full-time permanent position
- All US Citizens



## Major Duties for Budget Analyst

- Budget Analyst, GS-560-9
  - Major Duty Example:
    - Provide support to a higher graded analyst on a continuing basis to **support** management of the Kennedy Space Center organizational element's **resources planning, budget execution and tracking within the parameters of the established procedures**. The incumbent will **establish, maintain, and furnish records needed to prepare budget estimates** in accordance with the Program, Planning and Budget Executing (PPBE) guidance. He or she will answer questions and furnish information to the operating activities regarding **funding, reporting procedures, formats, and current expenditures**. In addition, he or she will **prepare and maintain a variety of reports**.



## ***Specialized Experience for Budget Analyst***

- Budget Analyst, GS-560-9
  - Specialized Experience:
    - Examples of qualifying specialized experience include experience in the **maintenance of spreadsheets required to track expenditures** for a major Program budget.

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## ***Resume Example***

- Resume Experience Example
  - Budget Analyst (01-05-2008 to Present) - Serve as a Budget Analyst. Analyze and compare obligations and expenditures in the approved operating budget. Maintain operating budget spreadsheet to track obligations and expenditures. The operating budget covers such items as office supplies, telephone service, heating oil, electricity, personnel travel, vehicle repair, and minor building maintenance. Determine whether funds are being used on a timely basis to support the installation's mission and objectives in accordance with the annual work plan. Write brief factual reports that detail the purposes (e.g., travel, overtime, or office supplies) for which funds were obligated and expended.

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## How Do We Recruit?

- Area of Consideration

- Identifies the source of candidates that the agency wishes to recruit from
- Internal Announcements
  - Status Candidates
    - ✓ Reinstatement Eligibles
    - ✓ Transfer Candidates
  - Special Appointment Authorities
- External Announcements
  - Public Announcements
    - ❖ “Open to all US Citizens”
    - ❖ Veterans Preference
  - Special Appointment Authorities

Mr. Manager



**Budget Analyst, GS-560-9**  
**External Announcement**  
 • Full-time permanent position  
 • All US Citizens

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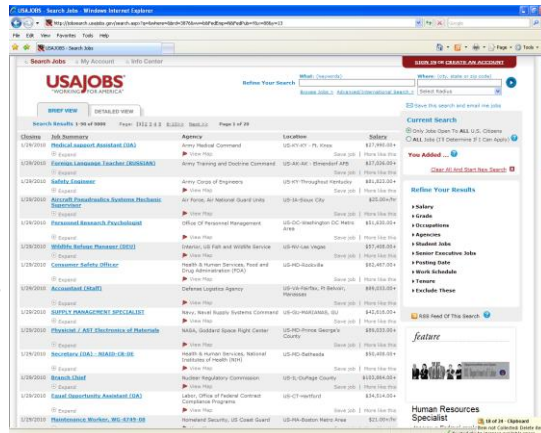
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## Search for Jobs Internal & External Announcements

### Refine Your Search:

- Status Announcements
  - Internal Announcements
- Public Announcements
  - External Announcements
- Establish Search Agents



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## ***Special Appointment Authorities***

- *Common Special Appointment Authorities*
  - **Veterans Recruitment Appointment**
    - The VRA is a special authority by which agencies can, if they wish, appoint eligible veterans without competition to positions at any grade level through General Schedule (GS) 11 or equivalent.
  - **Veterans Employment Opportunities Act**
    - VEOA eligible competes under merit promotion procedures. If selected will be given a career or career conditional appointment. Veterans' preference is not a factor in these appointments.

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## ***Special Appointment Authorities***

- **30% or More Disabled Veterans**
  - An agency may give a noncompetitive temporary appointment of more than 60 days or a term appointment to any veteran:
    - retired from active military service with a disability rating of 30 percent or more; **or**
    - rated by the Department of Veterans Affairs (VA) since 1991 or later to include disability determinations from a branch of the Armed Forces at any time, as having a compensable service-connected disability of 30 percent or more.
  - The employee could be converted to a career or career-conditional appointment.

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## Special Appointment Authorities

- **Persons with Disabilities** - the Federal Government has a special Schedule A ([5 C.F.R. 213.3102\(u\)](#)) appointing authority for persons with Mental Retardation, Severe Physical Disabilities, or Psychiatric Disabilities.

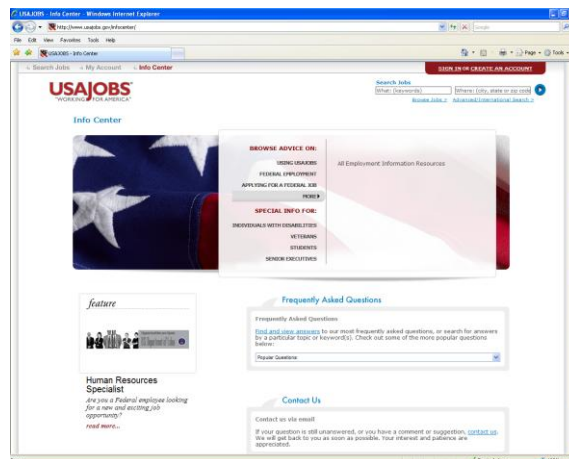
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## Get Informed!

- Get Informed
  - Explore the Career Interests Center
  - See what the latest employment trends are
  - **\*Learn the federal hiring process**





## ***Get Informed!***

- Maximize your Employment Search
  - Understand all of the hiring mechanism that the Federal government uses (i.e. Special Appointing Authorities)
  - Understand the job announcement that you are applying for
    - Understand the “area of consideration”
    - Understand the level of the position (i.e. entry level, journeyman or senior position)
    - Understand the qualifications of the position
    - Write your resume clearly and concisely reflecting how your experience directly relates to the position you are applying for
  - Consider being mobile to accept employment outside of the local area
  - Consider applying for entry level positions

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## ***Get Informed!***

- Consider being mobile to accept employment outside of the local area
- Consider applying for entry level positions
- Don't self-eliminate yourself!

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## ***Get Informed! Helpful Links***

- OPM Qualifications Standard for Administrative Positions
  - <http://www.opm.gov/qualifications/standards/group-stds/gs-admin.asp>
- OPM Qualifications Standard for Clerical Positions
  - <http://www.opm.gov/qualifications/standards/group-stds/gs-cler.asp>
- OPM Qualifications Standard for Engineering Positions
  - <http://www.opm.gov/qualifications/standards/group-stds/GS-PROF.asp>
- NASA Qualifications Standard for AST Positions
  - [http://nasajobs.nasa.gov/jobs/civil\\_service\\_jobs/career/page1.htm](http://nasajobs.nasa.gov/jobs/civil_service_jobs/career/page1.htm)

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## ***Get Informed! Helpful Links***

- OPM Classification Standards
  - <http://www.opm.gov/fedclass/html/gsseries.asp>
- OPM Salary Tables
  - <http://www.opm.gov/flsa/oca/10tables/indexGS.asp>
- OPM Veteran's Guide
  - <http://www.opm.gov/veterans/html/vetguide.asp>
- Questions on NASA or Federal Employment?
  - Contact: [KSCJobs@mail.nasa.gov](mailto:KSCJobs@mail.nasa.gov)

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## ***Get Informed! Helpful Links***

- NASA Student Employment Links
  - <http://coop.ksc.nasa.gov/>
  - <http://www.nasalaunchingfutures.com/index.html>

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## ***KSC Transition VOICE***

- Vision of the future
- Opportunities
- Information
- Concerns
- Exchange of ideas

The **VOICE** Website provides:

<http://kscvoice>

- Single point of access to information on workforce transition
- Virtual and on-site job fair schedules
- Workshops & seminars
- Web links to employment opportunities

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# **Veterans Preference**

## **Why Preference is Given**

After the Civil War, Congress enacted laws to prevent veterans seeking Federal employment from being penalized for their time in military service. Veterans' preference recognizes:

- the economic loss suffered by citizens who have served their country in uniform
- restores veterans to a favorable competitive position for Government employment,
- and acknowledges the larger obligation owed to disabled veterans

Veterans' preference in its present form comes from the Veterans' Preference Act of 1944, as amended, and is now codified in various provisions of title 5, United States Code. By law, veterans who are disabled or who served on active duty in the Armed Forces during certain specified time periods or in military campaigns are entitled to preference over others in hiring from competitive lists of eligibles and also in retention during reductions in force.

## **When Preference Applies**

To receive preference, a veteran must have been:

- discharged or released from active duty in the Armed Forces under honorable conditions (i.e., with an honorable or general discharge)
- if a military retiree, below the rank of major, lieutenant commander unless a disabled veterans. (This does not apply to Reservists who will not begin drawing military retired pay until age 60.)

Preference in hiring applies to permanent and temporary positions in the competitive and excepted services of the executive branch. Preference does not apply to positions in the Senior Executive Service or to executive branch positions for which Senate confirmation is required.

Preference applies in hiring from civil service examinations conducted by the Office of Personnel Management (OPM) and agencies under delegated examining authority, for most excepted service jobs including Veterans Recruitment Appointments (VRA), and when agencies make temporary, term, and overseas limited appointments. Veterans' preference does not apply to promotion, reassignment, and change to lower grade, transfer or reinstatement.

Veterans' preference does not require an agency to use any particular appointment process. Agencies have broad authority under law to hire from any appropriate source of eligibles including special appointing authorities. An agency may consider candidates already in the civil service from an agency-developed merit promotion list or it may reassign a current employee, transfer an employee from another agency, or reinstate a former Federal employee. In addition, agencies are required to give priority to displaced employees before using civil service examinations and similar hiring methods.

## Types of Preference

**5-Point Preference (TP)** - Five points are added to the **passing** examination score or rating of a veteran who served:

- During a war; **or**
- During the period April 28, 1952 through July 1, 1955; **or**
- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; **or**
- During the Gulf War from August 2, 1990, through January 2, 1992; **or**
- For more than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001, and ending on the date prescribed by Presidential proclamation or by law as the last day of Operation Iraqi Freedom; **or**
- In a campaign or expedition for which a campaign medal has been authorized. Any Armed Forces Expeditionary medal or campaign badge, including El Salvador, Lebanon, Grenada, Panama, Southwest Asia, Somalia, and Haiti, qualifies for preference.

A campaign medal holder or Gulf War veteran who originally enlisted after September 7, 1980, (or began active duty on or after October 14, 1982, and has not previously completed 24 months of continuous active duty) must have served continuously for 24 months or the full period called or ordered to active duty. The 24-month service requirement does not apply to 10-point preference eligible's separated for disability incurred or aggravated in the line of duty, or to veterans separated for hardship or other reasons under 10 U.S.C. 1171 or 1173.

**10-Point Compensable Disability Preference (CP)** - served at any time **and** who has a compensable service-connected disability rating of at least 10 percent but less than 30 percent.

**10-Point 30 Percent Compensable Disability Preference (CPS)** - served at any time and who has a compensable service-connected disability rating of 30 percent or more.

**10-Point Disability Preference (XP)** - served at any time and has a present service-connected disability or is receiving compensation, disability retirement benefits, or pension from the military or the Department of Veterans Affairs but does not qualify as a CP or CPS; or who received a **Purple Heart**.

**10-Point Derived Preference (XP)** - spouses, widows, widowers, or mothers of veterans not able to use their preference.

When applying for Federal jobs, eligible veterans should claim preference on their application or resume. Applicants claiming 10-point preference must complete Standard Form (SF) 15, *Application for 10-Point Veteran Preference*, and submit the requested documentation.

# **Special Appointing Authorities for Veterans**

In addition to receiving preference in **competitive** appointments, veterans may be considered for special **noncompetitive** appointments for which only they are eligible.

## **Veterans Recruitment Appointment (VRA) Authority**

The VRA is a special authority by which agencies can appoint eligible veterans without competition to positions at any grade level up to GS-11 or equivalent. (The promotion potential of the position is not a factor.)

**Eligibility Criteria** - Those who are eligible:

- Disabled veterans; or
- Veterans who served on active duty in the Armed Forces during a war, or in a campaign or expedition for which a campaign badge has been authorized; or
- Veterans who, while serving on active duty in the Armed Forces, participated in a United States military operation for which an Armed Forces Service Medal was awarded; or
- Recently separated veterans.

Veterans claiming eligibility on the basis of service in a campaign or expedition for which a medal was awarded must be in receipt of the campaign badge or medal.

## **30 Percent or More Disabled Veterans**

An agency may give a noncompetitive temporary appointment of more than 60 days or a term appointment to any veteran:

- retired from active military service with a disability rating of 30 percent or more; **or**
- rated by the Department of Veterans Affairs (VA) since 1991 or later to include disability determinations from a branch of the Armed Forces at any time, as having a compensable service-connected disability of 30 percent or more.

There is no grade level limitation for this authority. The agency may convert the employee, without a break in service, to a career or career-conditional appointment at any time during the employee's temporary or term appointment.

## **Veterans Employment Opportunities Act of 1998 (VEOA)**

The Veterans Employment Opportunities Act (VEOA) of 1998 provides that agencies must allow preference eligibles or eligible veterans to apply for positions announced under merit promotion procedures when the agency is recruiting from outside its own workforce. A VEOA eligible who competes under merit promotion procedures and is selected will be given a career or career conditional appointment. Veterans' preference is not a factor in these appointments.

**Eligibility Requirements** - To be eligible for a VEOA appointment, an applicant must:

- Preference eligible Veteran as described above or
- Veteran separated from the armed forces after 3 or more years of continuous active service performed under honorable conditions. Veterans who were released shortly before completing a 3-year tour are considered to be eligible.

## **Additional Information for Veterans**

On November 9, 2009, President Barack Obama signed Executive Order 13518, Employment of Veterans in the Federal Government, which establishes the Veterans Employment Initiative. The Initiative is a strategic, yet very straightforward, approach to helping the men and women who have served our country in the military find employment in the Federal Government. It also underscores the importance of aligning the talents of these individuals with key positions so the Government is better positioned to meet mission objectives and citizens are better served.

As part of the Initiative, a website, [FedsHireVets.gov](http://FedsHireVets.gov) was created. This website is a direct result of the Executive Order in partnership with the Departments of Defense, Labor, Veterans Affairs, Homeland Security, and other Federal agencies. The vision for this [FedsHireVets.gov](http://FedsHireVets.gov) is that it will be preeminent source for Federal employment information for Veterans, transitioning service members, their families, Federal HR professionals and hiring managers. The goal is to provide consistent and accurate information and useful training and other resources in a way that will inform both the applicant and the hiring agency. Examples of information that can be found on [FedsHireVets.gov](http://FedsHireVets.gov) include: How Federal Jobs are Filled, Education/Training Opportunities for Veterans, Veteran Information and Programs across the Federal Government.

# **Sample Resumes**

## **(Private Industry)**

[Your Name]  
[Street Address], [City, ST ZIP Code]  
[phone]  
[e-mail]

**FACILITIES/EQUIPMENT MAINTENANCE**

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PROFILE

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- Extensive background in the design, production, and installation of electronic panels and conveyer equipment; ability to troubleshoot and take corrective action on projects.
  - Skilled in prevention maintenance activities, including job scheduling, inventory control, and contractor supervision; read and interpret blueprints and schematics; specialized knowledge of electrical and electronic systems.
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EMPLOYMENT

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**Contoso, Ltd.**, Des Plaines, IL 9/99-2/02  
*Maintenance Technician*

Maintained injection molding equipment, high-speed steel presses, and production presses.

**A. Datum Corporation**, Elk Grove Village, IL 9/97-9/99  
*Lead Electrician/Maintenance Technician*

Maintained and repaired all extrusion equipment and related gear, including computerized DC power drives/motors, PCV extruders, and chilled-water systems.

Diagnosed and corrected problems accurately and promptly; interacted with the plant manager, maintenance manager, equipment vendors, and maintenance contractors.

- Visited the manufacturing plant to gain additional details about the operation and maintenance procedures for this company's equipment.
- Used various tools proficiently, including digital volt meters, air ratchets, AMP probes, thermo-test probes, and dial caliper micrometers.

**The Phone Company**, Addison, IL 8/97-9/97  
*Lead Electrician*

Developed and implemented electrical panels and conveyor equipment; supervised a crew in the operation, maintenance, and installation of machinery with AC/DC motors of 120/220/24 volts.

**Fabrikam, Inc.**, Arlington Heights, IL 2/93-7/97  
*Lead Electrician* 1/96-8/97

Responsible for the design, development, and implementation of electrical panels, including the set-up, maintenance, troubleshooting, reworking, and installation of machinery; hired as an electrician, 8/93.

- Key team member involved in the development of a prototype shuttle turntable.

**U.S. Navy**, Alameda, CA 5/90-12/92  
*Electrician, Rank E-5*

Trained as an electrician for marine systems; supervised electrical tag-out and civilian workers on the overhaul of the USS Carl Vinson; awarded an Armed Forces Expeditionary medal.

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EDUCATION

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**Oak Tree University**, Carbondale, IL 1988-1990  
Received a full scholarship for technical theater coursework.

**Walnut High School**, Buffalo Grove, IL Graduated 1988



[Street Address], [City, ST ZIP Code]•[phone]•[e-mail]

# [Your Name]

## Objective

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[Describe your career goal or ideal job.]

## Professional Accomplishments

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[Field or Area of Accomplishment]

- [Job responsibility/achievement]
  - [Job responsibility/achievement]
  - [Job responsibility/achievement]
- 

[Field or Area of Accomplishment]

- [Job responsibility/achievement]
  - [Job responsibility/achievement]
  - [Job responsibility/achievement]
- 

[Field or Area of Accomplishment]

- [Job responsibility/achievement]
  - [Job responsibility/achievement]
  - [Job responsibility/achievement]
- 

[Field or Area of Accomplishment]

- [Job responsibility/achievement]
  - [Job responsibility/achievement]
  - [Job responsibility/achievement]
- 

## Employment History

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[Dates of employment]	[Job title]	[Company Name], [City, ST]
[Dates of employment]	[Job title]	[Company Name], [City, ST]
[Dates of employment]	[Job title]	[Company Name], [City, ST]
[Dates of employment]	[Job title]	[Company Name], [City, ST]

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## Education

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[Date of graduation]	[Degree]	[School Name], [City, ST]
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## References

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References are available on request.

**Orquidia Batista**

60 Thayer Street, Apt. # 3C

New York, NY 10040

Cell: (646) 358-5252

Email: orquidiabatista01@yahoo.com

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**QUALIFICATIONS:**

- Work well without supervision
- Bilingual English/Spanish with the ability to translate
- Ability to prioritize and remain focused on the essence of an issue
- Excellent with customer support services
- Skilled at learning new concepts quickly while working well under pressure

**EXPERIENCE:**

03/07-7/07 **Sheldon Zelic Immigration Law** New York, NY  
*Data Entry Associate (Temporary Assignment)*

- Entered data for immigration services
- Managed multi-lined phones
- Process client files and schedule appointments
- Handles various bookkeeping duties
- Maintain/run office in managers/owners absence

6/05-01/06 **New York City Parks and Recreation** New York, NY  
*Clerical Associate/Seasonal Groundskeeper*

- Assisted staff in the reception area, answered multi-line telephone system
- Directed visitors to appropriate areas throughout the recreation center
- Greeted park patrons, answered questions and provided directions
- Cleaned multi-purpose rooms for after school program and sanitized fitness room
- Cleaned restrooms, swept, mopped floors, disposed of litter and debris and informed supervisor of all safety hazards

10/04- 03/05 **East End Model Center** New York, NY  
*Administrative Assistant /Clerical Assistant*

- Managed office documentation
- Greeted and directed visitors / customers to their destination and provided general information
- Answered multi-line telephone, routed calls, and took accurate messages
- Performed faxing , photocopying and filing duties
- Trained new hires
- Assisted supervisor with special projects

1/97-10/00 **River Heights Construction** New York, NY  
*Office Manager/Receptionist*

- Arrange conferences calls and meeting
- Answered incoming calls and took accurate messages
- Escorted clients to appointments
- Sorted mail, faxed, and photocopied documents for service coordinators
- Maintained office organized and sanitized
- Distributed incoming mail and processed outgoing mail

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**EDUCATION:**

May 2005 **Hanac G.E.D High School Equivalency Diploma** New York, NY

# SHARON SALAVARIA

123 Main Street • Addison, Illinois 98109 • someone@example.com • 425.555.0139

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## QUALIFICATIONS SUMMARY

Highly personable **Customer Service Professional** with over eight years of experience in account management, claims and sales processing, and call-center operations within the travel, insurance, and entertainment industries.

- ◆ Talent for identifying customer needs and presenting appropriate company product and service offerings.
  - ◆ Demonstrated ability to gain customer trust and provide exceptional follow-up, leading to increased repeat and referral business.
  - ◆ Track record of assisting in the design and implementation of reporting procedures that reduce labor costs and improve customer-satisfaction ratings.
  - ◆ Expertise in resolving escalated customer service issues.
  - ◆ Secured numerous company achievement awards for delivery of exceptional customer service.
  - ◆ Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®).
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## PROFESSIONAL EXPERIENCE

BLUE YONDER AIRLINES – Addison, Illinois

2000 to Present

### **Customer Care Lead** (2001 to Present)

*Serve as Customer Care Lead for a major airline with flights to 204 domestic cities in 46 states as well as 42 international cities in 26 countries.*

Promoted to lead team of 15 employees in daily call center operations. Collaborate with Customer Care Manager to create strategic plans to enhance customer satisfaction. Provide employees with tools to maintain and increase service levels to both internal and external customers. Work closely with other departments to promote sales contests, clarify information, and distribute reports. Gather, analyze, and report daily/weekly/monthly sales and service statistics.

- Contributed to increasing Miles membership by 10% by assisting in execution of aggressive sales plans.
- Instrumental in improving customer-satisfaction ratings through suggestion, development, and implementation of new reporting procedures.
- Increased employee knowledge by assisting with development and implementation of product-awareness program.
- Enhanced employee performance and attendance through daily mentoring, one-on-one discussions and motivational strategies.
- Received outstanding positive comments from team members on employee reviews, as well as exceptional feedback from senior management.

...Continued...

### **Customer Service Representative (2000 to 2001)**

Recruited to provide top-notch service to both internal and external customers. Processed airline ticket orders, answered questions, responded to concerns, and alleviated delicate situations with professionalism and sensitivity. Assisted Training Manager in creating and updating training materials. Prepared weekly reports for Customer Care Supervisor.

- Selected to coach and mentor new customer service representatives for opening of new call center.
- Achieved perfect score on all phone monitors throughout tenure.
- Received Customer Service Award for outstanding track record of positive customer feedback.

HUMONGOUS INSURANCE – Addison, Illinois

1998 to 2000

### **Customer Advocate**

*As Customer Advocate, handled claims processing for a leading insurance and financial services provider.*

Investigated and resolved customer concerns in collaboration with respective agency and other departments. Prepared written responses to Department of Insurance inquiries. Provided measurement on volume and trends to determine agency education needs and improve customer satisfaction and retention.

- Participated in implementing new paperless process, resulting in streamlined operations.
- Dramatically enhanced customer-satisfaction ratings by expediting all claims and ensuring a high degree of accuracy.

GRAPHIC DESIGN INSTITUTE – Addison, Illinois

1995 to 1998

### **Customer Service Representative**

*Served as Customer Service Representative for a not-for-profit corporation hosting local performing arts organizations, films, touring performers, and community events.*

Interfaced with customers to identify needs, field questions, and facilitate ticket sales. Provided show and venue information, completed monetary transactions, and resolved issues as needed. Coached and mentored new employees in customer-service processes and company policies.

- Played key role in reducing labor costs by recommending staff scheduling changes.
- Received numerous accolades from senior management for consistently providing excellent service and tactfully resolving sensitive issues.

## **EDUCATION AND TRAINING**

Associate of Arts in General Studies • NATIONAL COMMUNITY COLLEGE – Addison, Illinois

# MIKE A. MARKETTE

123 Anywhere Court, Indianapolis, IN 46152 • (800) 409-8979 • resumes@tcbsolutions.net

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## MARKETING DIRECTOR

*Product Marketing & Management Executive*

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Over 10 years' experience driving **strategic growth and product visibility** for leading nonprofit, corporate, media and educational organizations. Highly competitive, passionate, persuasive and articulate, able to achieve results others believed to be impossible. **Experienced in marketing, public relations, partnership building and product management.**

Demonstrated success record in:

- **Branding, managing and positioning** product lines.
- **Distilling value, overcoming objections** and securing hard to close deals.
- **Experienced with both ad agency and direct sales** strategies and tactics for television and radio.
- **Designing creative product marketing campaigns** targeted at traditional and on-line universities.
- **Motivating staff** to peak performance levels.
- **Proven record of initiative and success in ad campaign management**, C-level relationship development, writing, and project management within environments from small projects to large-scale television networks and production companies.

## CORE COMPETENCIES

- Ad Campaign Management
- Market Research
- Prospecting/ Client Cultivation
- Multi-media Marketing
- Competitive/Strategic Planning
- Direct Mail Marketing
- Account Development
- Budgeting/ Forecasting
- Cluster Sales / Packaging

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## HIGHLIGHTED CAREER ACHIEVEMENTS

- **Revenue Generation** - Within two years, generated nearly \$5 million in revenue for WTHR-TV.
- **Account Development** - Reactivated inactive accounts for NBC television affiliate in Fort Wayne, IN, and secured one of the year's largest advertising package commitments.
- **Market Penetration** - As a Creative Service Manager for Ball State University, increased enrollment applications by an unprecedented 20% within one year.
- **Effective Marketing** - Increased museum attendance 37% and revenues 24% over previous year's figures for Conner Prairie Living History Museum.

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## PROFESSIONAL EXPERIENCE

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**WKRP-TV ABC, Indianapolis, Indiana**

**2000 - Present**

*Account Executive*

- Within two years, generated nearly \$5 million in business revenue.
- Increased account list revenue by 46% from \$1.3 Million to \$1.9 Million within one year.
- Generate sales through agency and direct clients.

- Work closely with clients to identify their needs and challenges and provide solutions-oriented campaign themes and timelines. Revamped a client's marketing calendar and helped generate the largest record of sales in the company's history.
- Examine ratings, research data, market share information and analyze programming features of station vs. competition to insure sales plans are effective and strategic.
- Utilized strong ability to sell marketing ideas, strategies and tactics to help clients increase market share, and generate new business; sold special marketing opportunities including 2004 Summer Olympics (\$150,000 per package).
- Created special sports packages, Operation Basketball, Operation Football and TrackTeam13 sponsorships.
- Sold specialized packages to a wide variety of clients including universities, major auto dealers and financial institutions.

**SILKEN MCMAHON ENGLAND ADVERTISING, Indianapolis, Indiana** **1995 – 2000**

Quickly accelerated through the ranks based on proven campaign management, sales-team leadership, strategic planning and new market development skills.

***Senior Account Executive, 02/99 to 12/02***

- Promoted to manage a \$3.5 marketing budget and served as an account team leader.
- Led a staff of 5-6, including art directors, media buyers, account coordinators and billing.
- Represented agency to clients; developed and recommended marketing programs; developed new accounts; reactivated dormant client relations, deepened and broadened C-level and long term relationships.
- Managed advertising campaigns from cradle to grave; clients included Bank One Education Finance, Ball State University, Fifth Third Bank, Community Hospitals, The Indiana Heart Hospital, Conner Prairie nonprofit organization, Indianapolis Chamber of Commerce, WTHR-TV, and a national campaign for the United Methodist Church.
- Chairperson of the Operations Committee, charged with identifying and analyzing internal and external issues affecting the agency and developing solutions to address gaps.

***Creative Services Manager/Account Executive, 01/98 to 02/99***

- Agency broadcast producer for Ball State University, St. Vincent's Hospital, the national United Methodist Church and other clients.

***Account Coordinator/Executive Assistant, 10/95 to 01/98***

- Account Coordinator for St. Vincent's Hospital account; assisted the agency president; managed advertising intern program; planned special events; supervised staff of three.

**NBC 30 WKLK-TV Fort Wayne, IN** **1995 – 1995**

***Account Executive***

- Managed accounts and expanded client base selling broadcast television advertising; consistently exceeding sales goals.

**EDUCATION**

**Bachelor of Arts in Telecommunications, Pace University, 1994**

# **Community Resources**

# **Listing of Community Resources**

## **Brevard Workforce**

- ✚ Brevard Workforce is a network of "one-stop" career centers offering a variety of services to job seekers and businesses from one convenient location.

<http://www.brevardworkforce.com/>

## **Call 211**

- ✚ 211 is a telephone-based helpline offering crisis intervention and information & referral services, twenty-four hours a day.

<http://www.211brevard.org/home/pages/helpline.cfm>

## **Enterprise Florida**

- ✚ Enterprise Florida Inc. (EFI) is a public-private partnership serving as Florida's primary organization devoted to statewide economic development.

<http://www.eflorida.com/>

## **Orlando Metro Economic Development**

- ✚ The Metro Orlando Economic Development Commission (EDC) is an organization that helps business. They are dedicated to meeting the needs of today's industries and creating a competitive economic climate where businesses can thrive. To meet this goal, the EDC provides key services and support, which range from relocation and expansion expertise to export counsel to long-term planning with their community partners.

<http://www.orlandoedc.com/>

## **Space Florida**

- ✚ Space Florida was created as a special district that uniquely serves as the single point of contact for all space-related functions of the State of Florida, and serves the civil, military and commercial sectors.

<http://www.spaceflorida.gov/>

## **Center for Business Excellence**

- ✚ The Center for Business Excellence provides recruitment-related services, human resource information and training opportunities to their business and job seekers community. Their services are funded through various public and private sources. Their job is to help our business community reduce recruitment costs, and provide the information and resources they need to attain and maintain qualified employees at no additional cost to the business and job seekers.

<http://www.centerforbusinessexcellence.net/newindex.html>

## **Workforce Central Florida**

- ✚ WCF connects employers to the largest pool of talent in the area and provides worker resources and training. WCF prepares community's residents for careers that meet local businesses' demands for today and into the future.

<http://www.workforcecentralflorida.com/>



# Job Search Engines

## **USAjobs**

- ✚ Think of USA.gov as your gateway into the huge world of US government jobs. Navigate to the USA.gov home page, click on the Jobs and Education section, then Government Jobs. You'll find a wealth of resources here to help you find jobs
- ✚ <http://www.usajobs.opm.gov/>

## **Monster.com**

- ✚ You can narrow your search by location, keywords, and employer; plus, Monster has plenty of job search extras: networking boards, job search alerts, and online resume posting.
- ✚ <http://www.monster.com/>

## **Career Builder**

- ✚ CareerBuilder offers job searchers the ability to find a job, post a resume, create job alerts, get job advice and job resources, look up job fairs, and much more. This is a truly massive job search engine that offers a lot of good resources to the job searcher
- ✚ <http://www.careerbuilder.com/>

## **Indeed.com**

- ✚ Indeed.com is a very solid job search engine. Unlike Monster, you cannot submit your resume from Indeed.com, but the job search engine more than makes up for that by being a meta search engine of many of the major job search engines and job search boards out there.
- ✚ <http://www.indeed.com/>

## **Workforce Central Florida**

- ✚ *Mission:*
  - WORKFORCE CENTRAL FLORIDA is the regions workforce expert, an authority for workforce planning, programs, and the labor market. WCF connects employers to the largest pool of talent in the area and provides worker resources and training. WCF prepares our community's residents for careers that meet local businesses' demands for today and into the future.
- ✚ <http://www.workforcecentralflorida.com/>

## **Job.com**

- ✚ Job.com is your source for local jobs, career advice, and services to manage your job search, and, more importantly, your career. Start your job search now by browsing Sales Jobs, Tech Jobs, Management Jobs, Healthcare Jobs, Accounting Jobs, Construction Jobs, and Customer Service Jobs, or go to our Advanced Job Search to find jobs in your industry.
- ✚ <http://www.job.com/>

## **Simply Hired**

- ✚ <http://www.simplyhired.com/>

## **DICE**

- ✚ Dice.com is a job search engine dedicated to only finding technology jobs. It offers a targeted niche space for finding exactly the technology position you might be looking for.

- ✚ <http://www.dice.com/>

## **Link Up**

- ✚ LinkUp is a job search engine that searches for jobs within company websites.

- ✚ <http://www.linkup.com/>

## **Craigslist**

- ✚ There are all sorts of interesting jobs on Craigslist. Just find your city, look under Jobs, then look under your job category. Non-profit, systems, government, writing, etc. jobs are all represented here.

- ✚ <http://orlando.craigslist.org/>

## **Yahoo Jobs**

- ✚ <http://hotjobs.yahoo.com/>

**NASA DOES NOT ENDORSE ANY OF THESE SITES AND THERE ARE MANY OTHERS LIKE IT – THIS IS JUST A SAMPLE**

# **Helpful Websites**

## ***Successful Interviewing:***

Yahoo/HotJobs Interviewing Guide:

<http://hotjobs.yahoo.com/interview>

Monster.com Interview Site:

<http://career-advice.monster.com/interview-tips/home.aspx>

CollegeGrad.com Interview Website:

<http://www.collegegrad.com/intv/>

JobWeb.com's "Art of Interviewing Well" Website:

<http://www.jobweb.com/Interview/help.aspx?id=634>

Robert Half Finance and Accounting Firm's Interview Tips Website:

<http://www.roberthalffinance.com/portal/site/rhf-us/menuitem.4cfd557786ede19f9a64e9c302f3dfa0/?vnextoid=235ff1ab78d7c010VgnVCM100000213ffd0aRCRD>

Circle of Experts Guide on Possible Interview Questions:

<http://www.circleofexperts.net/interviewer-questions.aspx>

## ***Dressing for Success:***

About.com's "How to Dress for an Interview":

<http://jobsearch.about.com/od/interviewattire/a/interviewdress.htm>

QuintCareer.com's Dress for Success for Women:

[http://www.quintcareers.com/dress\\_for\\_women.html](http://www.quintcareers.com/dress_for_women.html)

AssociatedContent.com's Dress for Success for Men:

[http://www.associatedcontent.com/article/136610/mens\\_dress\\_for\\_success\\_interview\\_attire.html](http://www.associatedcontent.com/article/136610/mens_dress_for_success_interview_attire.html)

Monster.com's "Dress Appropriately for Interviews":

<http://career-advice.monster.com/interview-preparation/Dress-Appropriately-for-Interviews/home.aspx>

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