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**From:** Adobe Connect Notifications <admin@adobeconnect.com>  
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**To:** Warburton, Cole E. (Victor 12 Inc.), VBASPT  
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»CART CAPTIONER: Captions will appear here. Thank you.

»CART CAPTIONER: Captions will appear here. Thank you. (music playing)

»COLE WARBURTON: Hello again everybody, this is Cole reaching out with a quick audio check, so if you can hear me go ahead and click on the down arrow next to the hand icon at the top of the Adobe classroom screen and select the green thumbs up. If you can't hear me, go ahead and give me a green thumbs down and I will work with you to hopefully get you working here. Keep in mind, we will have captions throughout the session, so you should be able to access the captions through that CC button at the top of your screen. If they are not showing you can click on that button and they will show. You can also move that caption screen around as necessary. So if it is in the way of the presentation for you, you can click on that box and drag it to where you need it to be. It will not affect anyone else's positioning. So feel free to do that. If your audio is choppy or you are unable to hear the speaker through the session today, please take a double look at that connection status monitor in the upper right-hand corner, mine's green right now but if it dropped into orange or red that would be a good indicator that I was having a network problem and I would want to start troubleshooting that by closing out the classroom and then rejoining. That's about all I got for you right now, but if you have any questions or problems, feel free to drop them in the chat on the bottom left-hand corner. I'm going to go back to playing some classical music and we will get started in about four-and-a-half minutes, so thanks for your patience. (music playing) (music playing)

»COLE WARBURTON: Okay. The timer is up, which means we're just about ready to get started. So let me go ahead and swap over to that lesson plan. And I will hand over the floor to the instructors, at their leisure.

»KEVIN GREEN: Thanks, Cole. Good afternoon everyone and welcome to this month's community of practice, resume development for Federal Government. My name is Kevin Green with Human Resources technical team and HCS. We picked this as an opportune moment to present this training to you all, being with the PACT Act coming on Board and the number of vacancies we're going to have in VBA, but also this class will help you if you are looking to advance your career, not just in VBA as a whole, but with the Federal Government in large. We know there has been lots of classes on resume writing, majority given by supervisors, selecting officials, but we're going to give you this training from the perspective of the HR practitioner. The people who are actually going to review your resume and determine if you are

qualified for the position that you're applying to. And so I encourage you to ask questions, don't be quiet. Because we all know there are a lot of myths out there about Federal resume and what it should look like, what should be on it, should we cut and paste from the job announcement. Our instructor, Andrea McCombs, is going to give you what we look for as HR practitioners. So when you submit your resume you know, this is what's supposed to be in it. Because the HR is what's going to get you to that next level. Your selecting official is not going to see it until we say it's good to go. This person is qualified. So, I'm going to now turn it over to Andrea who is going to take you through this process. As I said earlier, please make sure you ask questions. There are no dumb questions, a question you want to ask, someone else wants the answer too. So please ask questions, And Andrea

» Good afternoon everyone, can you hear me okay? (very soft audio)

» If you are speaking right now Andrea, I don't think we can hear you very well.

» Can you hear me okay?

» Now we can hear you, you are a little bit echoey, but you are coming through.

» Andrea: Yeah, sorry I'm on, my head phones are not working so I'm actually on my computer audio. So I will try and do my best to make it as clear as possible. Well, good afternoon my name is Andrea McCombs, I'm one of the instructors with the Human Resources Technical Training team and as Kevin mentioned we are going to be discussing how to develop a resume from an HR perspective. Again, you hear a lot of myths and um many of you may have come from the private sector and our resumes are very different. So the purpose of this course is to define a Federal resume, the requirements of a Federal resume and specialized experiences you'll hear all about that all the time. What specialized experience. Upon completion of this course, flows should be able to clearly define what a resume is and how to write a resume to apply for a Federal position. So today we're going to talk about what the Federal resume is, requirements for those resumes and again specialized experiences. Before we begin I want to talk about some of the myths you may hear. One of the first ones is the one page long that is false, but that can depend on the years of experience you have. However, use whatever it takes to articulate details about your knowledge, skills, abilities, other characteristics also known as KSAOs and accomplishments. Does it need to conform to a particular format? That is false. A resume can be structured any way you like to communicate your relevant KSAOs. Does it require specific content? That is true. The Office of Personnel Management or OPM requires specific information to verify Federal status, identity, employment history, education and other qualifications. When this information is not included it could prevent you from receiving further consideration. Does one size fit all? That is false. Resumes should be tailored to the specific job you are applying for. Each opportunity has specific occupational and job specifications that must be addressed. It cannot contain acronyms. That is false. Although, not recommended, they can be included as long as you spell them out and the reader is clear on what it represents. So you would spell out the acronym and then in parenthesis you would put in that acronym. So Veterans benefits administration, in parenthesis, VBA. Covers your last ten years only, that's also false. You do not have to limit the years of experience on your resume. However, for positions over ten years you can provide them in another category as prior [audio cut out] --

» We lost you there for a second. Are you still there? ?

» Andrea: I'm here. So we talked about what a Federal is, it is your best marketing tool, emphasize injure

»PAPESH MELISSA: Your strengths with, it communicates qualifications which you would highlight relevant skills and attributes where you may not have directly relevant experience. It is a professional branding tool. State the facts, avoid belief or judgment statements. You'll want to use headings to guide the reader and provide sufficient detail, but use concise language. Avoid information that does not add substance. And again you're going to want to customize the resume to each job you're applying for. Focus on areas where your previous experience or education overlaps with the experience or education described in the job opportunity announcement. So we've looked at what a resume is and

some of the myths that are associated with resumes. Let's look at some format styles. The first one is chronological style. And this lists your most recent experience outlined in chronological order which makes it easy to get a quick read on chronological history. It is most beneficial for job applicants with structured work history and a clear career path. Functional style resume focuses on your skills and abilities, rather than your work history. The goal of a functional resume is to prove to your reader that you can carry out the duties required by the job you are applying for. Functional resumes begin with an in depth overview of your professional skills and qualifications. This typically involves a bulleted list over each entry that can explain how you have used the skills successfully in the workplace, any degrees and licenses are listed together on a functional resume. Many functional resumes also include a work history section, but it is typically brief and listed beneath your skills. Functional resumes are advisable for individual whose have a non-standard work history or who have gaps in their career timelines. A combination incorporates the chronological and functional styles, choosing between the functional and chronological formats when writing your resume depends primarily on how you want to promote yourself. If you can, go with the chronological as it is the most recognized format. If you are shifting careers and possibly have transferable skills, go combine. If you have a short career or big holes in your experience, go functional. For Federal resume as good option is to use a resume, USA Jobs resume builder. The USA Jobs resume build herb is a tool that allows you to build a resume with USA Jobs and be and is formatted to make sure you have all the basic information required by the Federal agencies for your application. USA Jobs also allows you to upload your own document to your account, so if you don't want to use the USA Jobs resume builder,ing you can always upload your own document. Good resumes will show personal information, education, dates, hours of employment, references, Veterans preference, work experience and other qualifications. They also reflect these traits. They should be accurate, lying or exaggerate will catch up with you. Focused, they should contain only information related to the position you are applying for. Detailed, you are the only one monitoring who knows your work history, make no assumptions that people reading your resume will know what you have done. We don't know what you have possibly done, so we need you to tell us. Should be understandable. Others who may read it may not be familiar with your organizational lingo, language, acronyms or culture. So that's where you need to incorporate if you're going to be using acronyms, spell it out first and use it in parentheses. Complete. It should reflect the effort and commitment you put into writing it. And it should meet the needs of the reader, the reader would be the HR representative and the hiring manager. Always take time to proofread your resume. I can't tell you how many times I've read a resume in my years as an HR specialist and it was obvious they did not proofread it. Have someone else review your resume, that way they know, that way they can tell you if the resume, is it understandable? They may find any typos or misspelled words that you didn't. Be specific and give details again, we can't possibly know all the positions within the Federal Government or even outside. Solve let us know, remember the resume does not have to be one page. Show specialization. Include your accomplishments, it's important that you tell us what you did. It's your time to brag. Highlight special projects. A lot of projects you may be, you don't do something that in the job that they do on a daily basis, but you spent six months on the detail. Or you were on a special project within your office and it is completely related to the position you are applying for. Use plain language, don't get fancy, and focus on quality. Remember this is our first impression of you. As the HR specialist and the hiring manager, this is the first we know about you. So you want to make sure that it's a quality resume. Resumes should never include classified information. Social Security number, gender, marital status, religious affiliations, self photos and age. Those are not important and completely and totally unrelated to the job you are applying for. Remember, resumes don't have to be one page. Don't use acronyms, we're going to say this multiple times throughout the training, spell out the acronym first and then put it into parenthesis. Don't be too vague, if we're having to search and search and search and pull we will not be able to find you qualified. Our job as the HR specialist is to find as many people qualified as possible. And don't assume we're going to understand what you're trying to tell us. I tell a lot of people that you should write your resume at an 8th grade level. Consider telling your 8th grader, hey mom, dad, what do you do for a living? And explaining to them so they would understand it. Before you begin, you want to ensure that you are understanding the job that you are applying for. You'll want to gather job information. You can study the job opportunity announcement or JOA and within the job announcement you're going to want to look for some specific sections. The first section are the duties. Maybe the position title sounds really exciting and then you get into the duties and you really don't think those are anything that you are going to want

to do. The duties listed in the job opportunity announcement are going to be the major duties so it may not be something that you want to do or can do. You'll want to look at the requirements. Some jobs have some physical requirements, some jobs have um requirements where you need to travel a lot. You'll also see some requirements that talk about maybe you need to have a valid driver license and you don't drive. Qualifications, you want to see how you are going to qualify. That's important. Well you can apply to the job, that doesn't necessarily mean you are going to be qualified for the position. Not to mention, when we're looking at the specialized experience statement, which we'll take a look at in a few minutes, you're going to want to look at how you are going to want to qualify, because you are going to want to include that information within the body of your resume. You are going to want to look at this location, maybe the position is located elsewhere and you can't move, or it is too far from where you are currently located. Security clearances, you'll want to see what the security clearance requirements are. I've had people who have turned down jobs because they didn't look at that and then they found out they needed increased background information and for whatever reason they didn't want to go through that. And then of course physical demands, that's important. If you are going to be doing a job where with you are lifting, or standing or walking, maybe those are physical things you cannot do. If you cannot do those you are going to be unsuccessful in the position. If you are applying to a new organization or agency, you are going to want to take a look at their website. Is it an agency you are going to want to work for, is the mission something you feel passionate about? You are also again going to want to consider your qualifications. Think about how you may be qualified for the position and review the specialized experience statement. The specialized experience statement will explain the experience required for the position. Remember, your qualifications are evaluated in two primary ways. Your previous experience, and that can be paid and unpaid. And then your level of education and/or training. So we talked about the duty section. And within the job announcement there is going to be a duty section and it will be entitled duties. And it will list the major duties of the position. These are the tasks that you are going to be doing most likely on a regular basis. It's also going to be the duties that would be at the full performance level and the difference between the duties at the various grade levels is just the level of supervision. We talked about the qualification section. It will be under qualification section and the first thing you are going to want to take a look at is the time and grade requirement. If you are a current Federal employee applying for a competitive service position, you will need to meet the time and grade requirements. I don't want to get too much into the weeds of this, this is how to write your resume so you will qualify. But the three things we look for are you within the area of consideration? If the area of consideration currently VBA employees, are you a current VBA employee and do you meet time and grade requirements? Does that mean you have 52 weeks or one year at the next lower grade level and that will be defined in the qualification section within the job announcement. And then finally, do you meet the specialized experience statement. Time and grade and specialized experience are two completely different things and you must meet both. So it is important to review that piece of the qualification section. So we talked a little bit about what a resume should include and we said personal information and then we said we shouldn't be including Social Security number and your age or gender. Much so what personal information should you include? You should include your full name. Your address, your preferred phone number, so we know how to contact you if you are going to be interviewed. So we can communicate with you. Your personal email address, again they may communicate with you via email, we do request that, that personal email address is the same one that's associated with your USA jobs account. Veterans preference, if applicable. If you are a US citizen and Federal employment status. And we'll look at that in just a minute, how do you list that in your resume. So when writing your experience, you want to think of, think in terms of outlining your major work activities and here is a simple way to do that. It's one way and it is broken down step by step. So in the first step you're going to want to take a look at your major work activities that you're doing in a position that's most likely related to the position you are applying for. And it can be two to four, it can be more, however you want to do it. Then you're going to want to fill in the tasks and skills associated with each work activity. The experience should, the experience section should demonstrate the quality of your experience, the complexity of the work you performed, how independently you worked with and the extent the experience is related to the targeted job. You can list outcomes, awards and recognitions you received. Then you're going to want to outline, in step three, your accomplishments to show results. As you add details about the item you described in your work, you want to look at it as a situation. So you want to list the scale and scope of the work, the

action, how did you do the work and then finally the result. What was the outcome of the work you did? You can't hear me?

» You are clearly audible to me.

» Andrea: Okay, okay, good. So the step three, you're going to want to look at the details about the work activities and the tasks and the skills and you can look at in a situation. So what was the skill in work, scale and scope of the work. Action, how did you do the work? And then the result, what was the out come of the work you did? It's okay for the same number to appear in multiple work histories. You can have those same number of tasks in each work history. If those are some major duties that you did that are associated with the job you're applying for, then they can be the same. They may not be the same tasks but it may be the same number in and you can go through the same process with each job you are listing on your resume. If it helps you can add soft skill paragraphs, if it helps, my skills from this position are, and you can add details. You can use that if let's say you didn't have the exact experience, but you could say hey I did this job

and it's transferable to this job I'm applying for. For each position of your resume, here is where that content piece comes into play where we look at the myths and this is where it's true. For each position in why your resume you must specify the start and end dates, which would include month and year and then of course the description of duties. So I've seen a lot of resumes where they will put in I worked in this position from 2008 to 2009. Maybe that was only from December to January. I don't know. What they should of put was 12/2008 to 12/2009 so I know that was one year. Definitely give us the job title. If it was a Federal employment position and this is where you list your Federal employment status, you're going to want to give us the occupational series, grade level and salary. For hours worked we need to see that, because we need to know if you are full time or part time. Please don't list just full time or part time hours. Put in 40 hours a week, don't

just put full time, 40 hours a week. Don't jst put part-time, because in the private sector, it could be 30 hours you worked and that was considered full time. Within the Federal Government it is 35 hours or more. Part-time hours you can put 20 hours a week. If you are in that position for one year and we know a full-time, pretty much the full-time hours worked are 40 hours and you putted 20 hours, we know you have six months of experience in that position. Give us a supervisor's name and contact information. Once we get to the best qualified process, they may want to reach out to the hiring manager, may want to reach out to your current supervisor and ask some questions for reference. And you need to let us know whether or not we can do that. Some places you can look to for sources for experience, you can look in the job opportunity announcement. Maybe the duties are extremely related to the position you are doing. You can take a look at that, please don't just

copy and paste, but you can take a look at that and maybe that can give you a starting point for how to list your work experience. Your position description or functional statement. That's going to tell you what you're doing on a regular basis. Again, please don't just copy and paste. Spell it out, tell us. Okay so I, I assisted Veterans in pleating documentation. And then tell us how we did it, how you did it. Performance appraisals, a lot of times that information is in there, not just your performance standards, but maybe what your supervisor said, how you did those tasks. Transcripts or training, military honors, awards and recognition, cultural acknowledgments and survey results. That non-paid experience. You could also look at your special project document, sometimes when you're on a detail it may not have a position description associated with the job, but it may have a statement of special duties that you need to do. And then you could also go to the

Department of Labor website, there is a skills profile in there and it can help you pull some words to spell out what you did. And that link is at the end in the resources. If you're going to be using the USA Jobs remay builder, um it will provide a blueprint for creating a resume that will cover all of those frequently missed information in the resume. So here you can see this person used the USA jobs resume builder and we can tell just by the way it's listed. Now the information won't be given to you from the resume builder, you'll have to fill that in. But it gives you a layout. Um, here you can see they listed, you can see they are a Federal employee. You can see the title. There's GS343 and the grade 7. Before we do that, sorry it didn't, the animation didn't transfer over. It also lists, you can see January 2009. So we know from January 2009 to October 20, 2022, they've been in this position. We know how long they worked. You can see it is 40 hours a week

, so we know they are full-time. And we can see their salary. If you're going to be listing a summary at the beginning of your resume, make sure that you're spelling that out throughout your resume. Here you can see they listed one year of

program analyst experience. We can verify that by looking right here. They were a program analyst for a long, for well over one year. And I want to add something here, when you're listing stuff in when your resume, be sure if you are listing it at the beginning are, if you're listing competencies, and we're going to talk about that in a minute, that you are spelling out how you have those competencies. If you are going to put something at the beginning, we need to see it verified throughout. Here's another example of a resume. Here they are focusing on their relevance, knowledge, skills and abilities and that can be maybe you're not, they are not duties that were directly performed on the specific job. We want to

state the facts, again avoid belief or judgment statements. Here you can see that they spelled out some of the things that they did and then they told us in how they did it. So accurately and consistently ensure recruitment and staffing decisions, reflect hiring needs of the organization. Okay. How did they do that? And then they spelled it out. By leveraging interpersonal abilities they were able to reestablish and foster working relationships, how did they do that and they spelled that out for us. You may want to use headers and then again for volunteer or experience not obtained from employment, you want to list that in a time frame in the month and year. So your time of experience can be quantified. Education is not a requirement for most positions, but some positions it's either a requirement or it can be a substitution. If you are going to list your education, here's some pointers for how you should list it. Be sure to provide the name of the school.

The address, city and state. Make sure because some schools have different campuses and not all campuses are accredited. Make sure that you are listing the major or majors. Excuse me, if there is a diploma, degree or certificate obtained, let us know. The date of graduation or program completion. And then if there is no degree received or maybe if they are currently working on it, let us know how many total credits you earned either at semester or quarter hours. Some additional information you can add is the GPA, relevant coursework. Let's say you are applying for a position and you want to add your coursework, that's appropriate for the position. Go ahead and add that, tell us what you did. Now, if you're applying for business management and have a basket waving course, that might not be relevant coursework. Any key presentations, activities, honors received and then honorary societies. Sometimes you're a member of a society, for

example you're going for public speaking and you are a member of the Toast Masters, that would be great to know that you do that. Here is an example of education, we can see that they gave us the date, what they were looking for, the school and then the GPA. So it can look like this and you could even say um still working on masters, date completed 5/of 1998. Just an example, but there is the header of education. So we also talked about some other things that should be included in the resume and one of those things was other qualifications. So what does that mean? What does that entail? Training, let us know if there is any job related training that you took. Maybe for your position you had to take multiple training courses and ou want to include that. Or maybe you're applying for a job where you don't necessarily have the specialized experience, but you've taken a lot of training or gone through a lot of programs in order to, because that's your

career growth. That's where you want to go towards. So you've taken courses to move towards that. Any skills, any job related skills. Let's say you are an IT professional and that's what you are applying for and you want to tell us what kind of computer software/hardware programs you use. Put that in there. And then any honors or awards, any job related affiliations, honors, anything like that. Again, you remember the Toast Masters and this is a public speaking position. That would be great to know. While references are not required, they are encouraged to be included in a resume. If you're going to be providing references, please provide the name of the person and their contact information. If we don't Vice-President that, we can't contact them. Ensure that you are including what type of reference it is. Is it professional, personal or academic and that will help us as hiring managers, to take a look at that professional, person or academic. If it is a

personal relationship you might not want to ask them questions about how they perform their duty. You know, they may not know how well they work at their position. Are there any questions so far before we move on to the additional topics? In anybody want to um ask anything specific? In I see that there are lots of questions, I see that Maritza, concern and Christine Christine were answering them. But want to give you a moment before we move on to the next section. I see Michael is typing and a few other people are typing, also give me a moment and an opportunity to grab some water. .

This presentation, if approximate you look under the files to download, the resume training participant copy is available for download. That's fine, they can, and a lot of times that will. But explain to us how you're doing the job. Don't just say that's what you are doing, tell us, show us how you did it. No, there are no key word searches for a

resume, we don't do anything like that here in the VBA. We do resume, we review all the resumes that are submitted as far as when you're going through the application process. When you answer those few questions, I'm sure you all remember just the four questions. We take a look at anyone who has rated themselves in, so answer yes to all the questions. And we look through your resume. We might scan for some key words, but there no computer program that scans, and we do delve into all pages of a resume, before USA Jobs and USA staffing I've received binders with hundreds of pages of resume. And what we do is look for

all the relevant experience and we do try and find everyone possibly qualified that we can. USA Jobs does not do any resume review for us at all, we do not use USA Staffing that way. There is no suggested length, Keisha, however you get it into your resume. Some people are extremely wordy. And they could have a ten page resume and then some people can get things, their points across really quickly and it may be three pages. Resume salaries, Wanda, are helpful for us. Because it tells us um what you, especially if it's in the private sector. There aren't grades, but we can tell by your resume typically if you meet the next lower grade level. The salary would be based on, yes, on your Region. However if it's a Federal position we go by the grade. If it's a private sector position, we don't have grades. We need to find based on the salary that you made at that position. If it meets the next lower grade level. So if you are applying for a GS9 and you were, you

know, making 22 thousand dollars as a receptionist in this a private sector industry, that position is most likely not going to be considered equivalent to the next lower grade level. Which for a GS-9 would be a GS-7. You would submit the resume, Liz, through an application, through USA Jobs if you're applying to a specific position. There is no years back requirement for a position. It's just list the positions based on um, based on whatever the position if it's related to the position you're applying for. Hiring authorities are different and we take a look at that, that has nothing to do with your resume. Okay. I'm going to go ahead and move forward because we will have time for questions and answers at the end. So we talked a little bit about the myths and what a resume is and what it should include. Now let's talk about competencies, what are they. Competencies, according to the Office of Personnel Management, is a measurable pattern

of knowledge, skills, abilities, behaviors and other characteristics that an individual needs to perform work roles or basically function successfully in a position. Competencies, specify the how of performing job tasks or what the person needs to do the job to be successful. Competencies are used for addressing candidates for a job, so you will see how you will be evaluated. You need to be sure you are adding all of that information within your resume. Assessing and managing employee performance, sometimes our positions have competencies associated with them. And that's maybe how a manager determines whether or not you are successful, in combination with the performance standards.

Workforce planning, again that goes back to assessing and selecting candidates. Employee training and development, if there is competencies associated with your position, it may help you and your supervisor determine what kind of trainings you need in order to

develop within your position and maybe move ahead in the Federal Government. Adding these to your resume, can gain the attention of your employer reviewing your resume. By listing your are major skills and competencies in one section, you give potential employers an overview of your abilities. The competencies can be listed at the top of your resume, throughout, or at the end. Some examples of competencies, we're going to take a look at as an example would be data analysis, training and development, customer service, mentoring and leadership. Here this person selected, chose to list their competencies and they putted it at the beginning. Now remember, if you're going to be doing competencies, make sure you're saying how you have these throughout your resume. Don't just list them and not tell us how you have them. And they can be listed at the beginning, throughout, or at the end of your resume. Any questions on competencies?

» Can you go go back that slide to have competencies, please?

» Andrea: Which one, this one?

» Yes, thank you.

» Andrea: Okay. Did you have a questions on those or did you just want me to go over what I said again?

» Yeah, if you could just repeat it. I'm just taking a look at the slide itself, the competencies you have listed. But yeah if you --

» Andrea: So this person chose to list the competencies they feel they have at the beginning of their resume. And then what, what we ask of you, is you are going to list your competencies, make sure if you are going to list your competencies, one they should be appropriate to the job you're applying for. But don't just list them without telling us how you, how you have data analysis experience. How you have customer service. Or strategic thinking. And you can tell us that throughout your resume. And that can be through the, how you completed tasks. How you do the job and possibly the results. And then they can be at the beginning, throughout your resume, or at the end.

» Thank you for that.

» Andrea: You're welcome. Samantha, the competencies, it depends on how you want to list them. Sometimes this will grab the reader added first, oh I see the competencies and that's exactly what I'm looking for. But also, you want to, competencies a good route when you don't have the job experience in the specific position. The competencies are listed in the job announcement of how you will be evaluated. So for example if you are applying for a position and it talks about strategic thinking is one of the competencies they are going to look for. Well, when we're reviewing your resume to determine who is going to be forwarded for further consideration, we're looking for your minimum qualifications. We're looking to see how you meet the specialized experience statement. When the hiring manager is going through the best qualified or BQ process, they're going to be looking to see how you meet those competencies within your resume. So yes and no to your question. But they are important to include in your resume because that is how they are going to determine who's going to be among the best qualified. And maybe that's how they're going to perform. That's who is going to determine if they are going to be doing interviews or maybe they're just using the rest play as the way to determine who they're going to select. Okay, great. You're welcome. Okay. And the final piece, we talked about, learning what specialized experience statements are. Because OPMs government-wide Qualification Standards so that qualifications standards are tied to the series. So if you are currently a VSR, your series is going to be 0996 and there are Qualification Standards to meet those, that different grades in that series. OPMs government-wide Qualification Standards cover positions found in many Federal agencies, they must be broad enough to cover all the work classified to the occupational series. But the standards also allow us, above for jobs above the entry level, to pin-point the specialized experience necessary for performing the work of the job. So what is the specialized experience statement? Specialized experience statement um gives the duties that tell the applicant how they will be looked at and be, perform successfully the duties of the job, I'm sorry, one second. So um, sorry about that. And this will tell us how he with need to qualify for the position and those qualifications will be related to the position that you're applying for. Specialized experience must be outlined in the job opportunity announcement and for multiple grade vacancies it must be defined at each grade level. If you are applying for an accountant at the GS-9 and 11 levels, specialized experience has to be defined at both the GS, GS-9 and GS-11 levels. (dog barking) The amount of experience varies for each job, some jobs require no experience if it is at the entry level, while other jobs require years of speetionized experience. If you have questions about how much experience you need for a particular job, you should review the qualification section on the job announcement or you can always contact the person listed as the point of contacted for that position that is being announced. So again, under the qualification section we saw a little while ago, the first piece that's going to be listed is that time and grade requirement. Then, it's going to give us the specialized experience statement. It's going to tell us how we're going to qualify. Specialized experience in this example is for a GS-11 and specialized experience must be at the next lower grade level, GS-9 or equivalent and is defined as and then it will explain exactly what they're looking for. To tell you how you need to be qualified. Then of course if there's education or combination it will list that in here. But it's important to review this section to determine if you're going to be qualified and then also it tells you what you need to include in your resume, to tell us how you meet that specialized experience. Are there any questions? And here is some resources we thought would be helpful. There is OPMs resume writing video and they go through, it's only maybe about ten minutes and it goes through a lot of really helpful information. And then some more, the USA Jobs website. Here if you choose to use the resume builder, you can click on this link and follow the instructions on how to build a resume. For those of you who may be looking to move up to the SES or Senior



Executive Service, here is some information on that. And then tips for writing a Federal resume for the Department of Labor and then some more information that skills profile link. Yes. These are um embedded in the PDF we don't prefer anything done, it's whatever you give us that's going to give us the most information to determine if you're qualified. There's no format. The builder, resume builder and USA Jobs just helps you add the information that we need as Federal HR professionals to determine if you have everything we need. So remember some of the most important pieces are the, some of the most important pieces are if it's a Federal position, what is the series and grade. How long you work the position, remember we want month and year, not just the year to year. And then if it was full time or part time and then the hours associated. Because the Federal Government full time is considered, it's considered full time at 35 or more hours a week. Maybe in the private sector, I worked in a position many, many years ago in the private sector and 34 hours was considered full time and that's how many hours I worked a week. Any tips for changing from one Federal agency to another? No, you're not allowed to leave the VBA, sorry I can't give you any pointers on that one [LAUGHTER] I'm just teasing you. So just Federal Government we all need to include the same things. So again, you're going to want to put in your series and grade. Your hours worked and then define your duties and remember you're going to want to TA tailor it to the position you're applying for. So it's really important to review the res, to review the job announcement, especially the sections we pointed out. The duties, the requirements, the qualifications, the locations, the physical demands. You really want to take a look at that because you're going to want to tailor your resume to the position you are applying for. So maybe you may have multiple different resumes, maybe you have a resume for supervisory positions, right. Because that's going to require some different information and then maybe you have a different one for, you want to apply to HRTT as a Program Specialist and you want to tailor your job to that position. It's very important to review the resume, or excuse me the job announcement. So you get all the information to have included in your resume. Yes, and you can have multiple resumes saved in USA Jobs and again they don't have to be done through the USA Jobs builder. When I was first applying for Federal positions way back in, you know, many, many, many, many years ago, I used a resume builder because I wasn't sure what Federal agencies were are looking for. I was coming from the private sector, I had never been a part of the HR in the Federal Government, so I didn't know what I needed to include. So it is a helpful tool, at least to get started and then you can tweak it however you see fit. I do have a couple, I think I have three different resume types. And you want to keep updating them, you know. Maybe you have experience from ten years ago and you are applying to a position and maybe you just want to add the last five years if it is relevant to the position. Maybe in the Federal Government 20 years ago at the next lower grade level, include that so we can see you've done that work before. Tips for moving from state to state within VBA, most are targeting applicants in the area. How is the best way to apply. You have to, if you are going to a I ply and willing to move, you apply to those positions. A lot of positions within the VBA, the relocation is going to be on your own dime but um, make sure it's open to, for that situation you're going to want to apply to positions that are open to the commuting area and then have some ability to um, you know, some kind of hiring authority for that. It varies, a lot of the positions within VBA are now remote. Steffanie, that's gray you do want to keep yours updated. Absolutely. And if you don't want to just keep updating your resume, maybe you keep a word document where you keep adding special projects that you do. So you don't forget about them. Because sometimes you'll do something that was really important and you don't even remember what you did or you don't even remember doing it.

» How important is that demographics button?

» Andrea: The demographics button within USA Jobs like when you're applying for a position?

» Yes, is it necessary?

» Andrea: It's not necessary, and I believe you have an option to I prefer not to, to not answer. I think that is just for tracking purposes, we don't ever see that on our side as HR professionals when we're looking at resumes, we don't see that. Does that answer your question?

» Yes, it does.

» I could have missed this, go ahead.

» So I have a friend who is a Green Card holder and the, the um initial thing said could apply because she was a Green Card holder, she went ahead and applied. No option for her to choose saying she was a Green Card Holder, she never got referred because of that. Is that a glitch in the system?

» You know if that's allowable, that would be based on the agency. However, for Federal positions you must be either US born citizen or naturalize the the citizen. There are positions, different hiring authorities where where you cannot be, but if you are going to be converted to a permanent position, then, this is in general, you would need to become a US citizen prior to becoming a permanent Federal employee. There are different agencies that allow different things and that would most likely be um listed in the requirement section. All of our positions, with the exception of some pathways positions, um which are student positions, you must be a US citizen or naturalized citizen.

» Thank you so much.

» Andrea: Yeah, in your friends case I'm not really sure. But if you have that question, always contact the person listed as the point of contact in if the announcement.

» Okay, great. Thanks so much.

» Andrea: You're welcome.

» So I have a quick question, is it all or nothing, for the job criteria that you guys put out in the description, in order to qualify for an interview? Or do you meet most of it or what's the deal?

» Andrea: Well, for the first piece is you need to meet the minimum qualifications is demonstrate for the HR specialist, if you have the minimum qualifications, which would be defined in the announcement under qualifications. So most likely that would be specialized experience and/or there may be an educational requirement that you need to meet in addition to the specialized experience. And then when they are reviewing for the best qualified, it's not a really meet all or nothing, um they have to be able to tell from your resume, in order to include you in the interview process, if that's going to be their process. But you are going to be able to be successful in the position. So it's really hard to answer all or nothing. But they need to determine that you're going to be able to come in and perform the duties of the job. There are some duties of the job that may be able to be learned within six months and so that, that shouldn't be required in the specialized experience statement. But you should at least have a Foundation. Now if you're coming in, if you're applying at the full performance level, they are going to most likely want you to come in and hit the ground running. So I don't know if I can really answer all or nothing type of a question. Hopefully that helped.

» Somewhat. Thank you.

» Andrea: [LAUGHTER] In the HR world you'll hear HR he professionals always tell you it depends. Because there are so many different scenarios. If you're coming in, let's say it is a 9, 11, 12 and the 12 is a full performance level and you are coming in at the entry level, maybe you don't have to do every task listed. It's a developmental position, right. So when you meet that one year and you're performing at the GS-9, you could be promoted to the GS-11 and then before you're going to go to the full performance level that you need to demonstrate that you've, that you can do the job at the next lower grade level. So it's kind of how you look at your resume as well. Have you done the job before, can you do it at this next grade level or at the current grade level? In so, it really depends.

» So I was in the job currently and just um screwed the pooch on my resume. It was not as effective, impactful as probably should of been. It didn't list all that I did. Which is why I asked the earlier question, if e're doing, literally word-for-word in the job description, can we just copy and paste that over but you already answered that so --

» Andrea: So yeah, your resume is really, really, really important. Remember as an HR person, we don't know what you do day in and day out. We want to find as many people qualified as possible. Which is why we wanted to do this resume training. Um, but you have to work with us. You know, it's the whole help me, help you. If you're not giving us enough information in your resume, we can't assume you have the qualifications to do the job. So the more information you give us, the more we can find you qualified for positions.

» So I have a question then, especially um around VSRs, RVSRs, and I work with a fair amount of Vets that qualify, they have some Admin experience and they're applying at the GS-7 level, so it is the entry level and in the announcement I make sure that superior academic achievement is one of the qualifiers, so they have that. They have a when little bit of Admin experience and they don't even get contacted. And the position closes and the next VSR position opens. Solve how, how can I help them um break through that, that barrier?

» So when they are applying for a position, remember we're looking um as HR professionals we're looking for minimum qualifications. So if they have that um superior academic achievement, so the SSA, because at the GO-7 you can either have specialized experience or the education or you can have a combination of both. That will get them through the door. Now, the best qualified process comes in, now they're looking through, they can have 100 applicants that were referred to them. But they need to widdle it down to a small applicnt pool. That's why the resume is so important on how they are writing their resume. What information, going back to the question about competencies. If there are competencies associated with the position. So in how you are evaluated, show us how you're doing that. Don't just list one lines or don't just your duties, that just tells me what you were expected to do in a position. I need to know how you really did it and if approximate you did it. There may be duties in our position descriptions that we don't on a regular basis. So doesn't mean I'm doing it just by listing it. So that's why why the resume is so important, to sit down and one of the three, the three steps I gave you came from an employment coordinator that I used to work with in the Seattle Regional Office and that is what he told his Vets when they came in and they were writing their press may. Think of the tasks, major duties you did in a position, 2 to 4, it could be 2 to 6. List that and then tell me how you did that job by looking at the scenario. What was the job you were doing, how, and then how did you do it and what were the results? Because then that gives us, okay so, I'm going to go back to that one example resume real quick. .

I know we're getting short on time. But going back to, sorry, right here. On this it says accurately and consistently ensure recruitment and staffing decisions, okay. So that could be a line from their PD, right. How did you do that? Well here they told us, by utilizing Title 5, applicable VA personnel staffing programs in accordance with OPM guidance. They conducted job analysis, created job assessments, prepared, so you can list that task, but be specific. Tell us what you did. And ten if there were outcomes, you know here by leveraging interpersonal abilities I was able to reestablish and foster effective working relationships. Well how did they do that and they told us how they did that. And the outcome was that they rebuilt the relationship. Does that make sense?

» It does, thank you.

» Andrea: It's really just one of those things where, and one of the main reasons why the Federal resume doesn't have to be one page, is for this specific reason. So you can be as detailed as you possibly can. I am not kidding when I said, I've received binders with hundreds of pages for a resume. And I've read through all of it. Looking for somewhere in the resume that they qualify. So be as specific as possible. Area of consideration for AOC would be if the announcement, for example, is open to VBA employees only. You would need to be a Veterans benefits administration employee, that would be the area of consideration. If you are if the announcementment is open government wide you just have to be a Federal employee. Current Federal employee in the competitive service, unless it would be an accepted service. The blue thing, I'm not sure what you are referring to, Maritza.

» So that -- (garbled)

» One of the students that asked about the icons --

»MARITZA MOTTA: That's important because I get that question all the time, you know. You see the little courthouse that's in blue, you see the little light blue um icon with the three little dots on it. If you hover over it with your mouse, it will tell you what that area of consideration. So just, I'll just do those two examples because we're pressed for time. So the little courthouse in dark blue, that's Federal Government employees. That means anybody from any agency that's currently Federally employed. The little um like um light blue kind of color with the three little dots, that's US citizens, that's non-Federal employees that can put in when for that job. So if you wanted to find those little icons, hover over it with your mouse and it will tell you exactly who that um person is that can apply for that job. And sometimes it will have one, two, five, eight, and that opens the door for more people to apply.

» But in the announcement it will define who is applicable or eligible to apply or who they are looking for. So we don't want to really go into how to interpret USA staffing and USA Jobs and how to apply. But that is a good point on how to look at those. But it will tell you, in the hiring patho clarification section, what they're looking for. Okay. Well, we did, we will be capturing all the questions and we'll go through them and answer. We'll do um a Q and A, if we can, and send them out. What we'll actually do is the recording and the slides will be available on our SharePoint Site and within that training folder we'll go ahead and also answer the questions that were in here. That way you can read through them. And that may not happen today, um it may not be available until next week, but it will be available. And I just wanted to thank you for um attending today and I'm going to turn it back over to Kevin.

»KEVIN GREEN: Okay. Thank you, Andrea. All right ladies and gentlemen this was a very, very informative class. I can see that everyone got a lot of information out of this. This was very interactive. I love to see that. Um, remember you can download the presentation out of the download pod, it is resume training participant copy. So you can download that for yourself. I see the majority of you are ECs, based on some of these questions. And the thing that you, that I encourage you to, to um reiterate to your clients, read the announcement. The announcement is going to tell you everything you want. And remember, Federal resumes, what we're talking about here is for 99% of the competitive agencies in the US government. If cam can't are looking at accepted agencies, USA, postOffice, they don't always accept this format. They will have directions on what they want in that resume. So reading the announcement is key. We will have this posted next week on our SharePoint Site, um but you can download the copyright now. I will be sending, once we go through this list, and you get your TMS notification to go into TMS so you can receive your attendance credit, we greatly appreciate that. And any other comments that you have, add that to that survey. That's part of the TMS link. We thank you for your participation today. Have a great rest of your VBA day and we will see you for next months CoP.

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