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00:16

I'm going to be showing you the federal resume guidebook and showing a couple of sample resumes from the book so that you can get some ideas of what I thought what the difference is between a federal resume and a private sector resume. Because that's, that's a big challenges. People don't know that it's different. So yeah, I wrote the first book I write after USA Jobs got posted on. And then the government changed their format, they were using a really long form called the 171. And then they switch to resume. And I thought somebody should write a book about how to write a better resume. So this, this last book just came out only about four or five months ago. And there's 17 resume samples in it. There's keyword samples, there's accomplishment stories in there. And I start out the book with some before and afters. And I'm going to show you a before and after right now. And you will love these because they're so dramatic. So here's a before format for a government resume. And this is terrible. Because it's really hard to read, as you can see is a great big blob of words. And, you know, it's hard to believe anybody would really write this and to expect anybody to read it. But the federal compliance details are the title of the agency, their Naples housing office, this is in new Italy. And then we have month in year and salaries optional, but you can put it in hours per week 40. She is a government employee a GS nine, and she wants to get a promotion. And then there's her big block of words, which is not good. So don't do that. Okay, now, here's another version of her resume. Wait a minute back here. This one is a blitz. And now the bullets are very good either, because it's really hard to see the keywords and the qualifications required. Same thing at the top, you know, the name of the agency and hours per week and all that, but then the bullet so bullets are not good, either. That's very popular for private sector, but not so good for federal. Okay, so here's the after she did get her promotion or gs 11. Now, there it is, that's the look of a good job block for a federal resume. It starts out with all the compliance details again. So private sector resumes, you just put the title of your job

where you work city state and the IRS, probably federal, you add all that stuff at the top. And then we have a lot of description of the housing department. They're in Africa, South it is in Naples, Italy, and they look at housing for all those areas, and the keywords what they were looking for work, ensure quality of life, housing program expertise, personnel and workforce management, and marketing. And then we have a couple of little bullets indented there with some examples of her expertise. So that is the look of a resume for the federal government is longer as you can see, than a private sector description. builder, if you use the builder in USA Jobs, it gives you 5000 characters for each job. That's one page. So but the average length for a resume is five pages. So the current job is the longest one, like the whole page, because your current job is the highest level of your work. So that's what it looks like. And she did get hired. Now let me show you another one. And you can order the book from my website or Amazon. It's out there. Okay, here's Milton. He currently works for Geico. And he wanted to get a job with FEMA because he was doing a lot of Hurricane related disaster claims projects. And he thought I would just scoot over to FEMA get a better retirement and stuff. So there's this before, which is impossible to read. And no accomplishments, no stories, nothing is black. Don't do that. Okay, here's the next version, which is just bullets. Now, I have this in the book because private sector resumes look like this. And this is not what you want to do. This is a no accomplishments. There's no famous story in there. If you want a job with me, well, you better have a story of a hurricane or some sort of disaster preparedness work you've done. Okay, then, here's his after. Oh, boy, is he happy he got hired. And he's he's supervising and training people now. So there it is. We have a little description of Geico. Then his keywords are running supervision and training commercials. claims processing, flood insurance, he's got knowledge of si P. And then he has two FEMA stories of Hurricane and one of them was



05:12

some other climate. So he put two specific stories in the resume. That's the key to success for federal resumes is both having the keywords, making it very readable. And then adding those accomplishments, then I'm going to show you one more. And then those got some questions for me. He's before and afters are really good. Here's a law enforcement guy, longtime Howard County Police Department, big block terrible, can't read it, don't do that. And then here's, you know, most of the time law enforcement people get write a lot, they don't write a lot, they just make an outline. That's not good. That doesn't say enough. Okay, now here, that a very it is full page description of the special investigative division to start. And then his keywords that they wanted to see his investigative coordination with federal stakeholders, law enforcement operations, and Special Investigations fugitive unit. And then he has two stories in there, one for getting deployed to Baltimore for the riots, and then another one on special weapons. So you want to have a combination of

overall duties that you're responsible for. And a couple of highlights of experiences that demonstrate your knowledge. So the resume shows past performance. And then when the HR person looks at the resume, number one, they see that you have one year specialized experience, they see the qualifications words matching, and they see the the examples that demonstrate that you have this experience and that that's a winning format right there. If you write that resume, get the book and look at these samples. And then your next job, job number two would be as long as this, it could be half a page, maybe you're two thirds. And the third job might be half a page, your fourth job is going to be short, like, you know, 10 sentences, because it needs to get shorter as you go back to your five pages. So So what do you think, Bill? Yeah,



07:20

so you're talking about telling a story is very important. And I noticed, the first paragraph kind of tells what you do and what your responsibilities were, and then the story was indented. Is that a technique that is good to you?



07:35

Yeah. And that's what people don't do fail. When they write their federal resumes. They don't add stories, they just write a whole lot of duties and responsibilities, and nothing specific. And it is very ineffective to submit resumes like that. The HR people want to see examples of past performance. And they want to see it in like a little paragraphs out like that not just a one liner, you know, not just 10 words, they want to see in April 27, I was deployed to Baltimore, for this in this role, I coordinated use the word AI, with federal state local law was I was instrumental in overseeing, because it goes to you what you did, and a lot of people are really nervous about using the personal pronoun I. But in the accomplishment, it's really good to add it, because it shows you know, he was there, he was there during those rights, those rights were all over the TV, we remember that. And he was there. So that's very powerful. And then he gives a SWAT school story too, I possess that knowledge of special weapons. So don't feel bashful about using AI, and add these stories, because the HR person is the person who's going to decide who gets referred to the manager. So that's why you want to add these into the resume. So these samples are really critical for anyone who wants to get a federal job. Just look at the samples, follow the samples and submit.



09:01

So yeah, many of us don't like to brag about ourselves. But this is one area where we need

to be talking first person.



09:09

That's great. You are so right. And people are just terrible at it. They just don't want to say what they've done and say I and there it is, you do this.



09:23

So if I'm not directly responsible with the I, I might be a part of a group or a department that did something. How granular Do I need to put that like I was part of a two person.



09:41

Right, I was a member of a task force. I directed the task force, I was a leader of a task force of five detectives, or I was a member of a team and my role on the team was to develop the data, research the data, collect the data and create spreadsheets. For all the team members. You have to say what your role is as a member of the team, not just that you're a member of the team, you need to have your role there. And that's what a lot of people forget to they write team stories. And then they don't say what they did on the team. Okay, the team is looking for a new job, you're looking for a new job.



10:18

And in terms of finishing the story up, what's the results? How, what do I need to share in terms of a number or accommodations? Or, or what what types of things really can catch the attention that hiring manager,



10:35

if you can add a results from a project? That's really, really good to do? He didn't add results for the Baltimore riots. He just said he was instrumental in overseeing less the less lethal munitions, that was a good idea. Um, that was really the result there, because that was the problem for that one. Oh, look, it says, As a result, instructor the basic squat school for four consecutive years. So if you can add a result and add a sentence at the end, with the result is a good thing.



11:05

Make sense? And five pages really, is that an acceptable length? I mean, that I don't have to fill five pages. But you're saying that's somewhat typical with a federal resume?



11:19

It's really typical, very difficult. When I teach classes inside of agencies, they say the opposite. They say, really, we're supposed to keep it to five pages. I've been told we should add everything into the resume. And it should, it can be any length that I choose, my resume right now is 14 pages.



11:41

Wow, I liked your advice, that the current position certainly is got more media information. And then the subsequent positions have less and less information. How do you how do you tone that down? Do you have less accomplishments or less job responsibilities?



12:00

Yeah, just less words, less duties. And if you have an accomplishment, a job two and three, add those because they will show your outstanding competencies, maybe problem solving, or saving money or saving time, because they want to see any accomplishment, and then go less on the duty so that it, it gets shorter, because the HR person is interested in the last job, the most recent job and your highest level of your work. That's where you have to emphasize it. And it all is not equal in your resume.



12:33

And in the federal government, are they using auto resume tracking type tools that will sort through and then spit out a limited version for someone to take a look at? What what are the automated methods their managers are calling through, I'm sure hundreds of resumes that they get



12:54

1000s is really intense. One Agency, NASA uses an automated system for picking up the first cut with keywords, just NASA, one agency, oh, the rest resumes are read by a human

resources person. I know that sounds incredible. But there is this second part of every application for government is called the self assessment questionnaire. And it is a questionnaire that has to do with your skills as related to their job. And there could be as many as 20 questions, and they will ask you to assess your skills. And they give you the scores, there's usually five you can choose from. The first one is I know nothing about this. The second one is I have education, but I've never done it. The third one is I do this work supervised. The fourth one is I do this independently. And the fifth one is I am a supervisor, I am an expert, or I am the person who consults with other people or change other people to help them with this work. So the best answer, of course, is he or five, and then that gives you a score of 100 maybe. And the HR people look at those resumes where the score is 90 to 100. That's their screen out right there that questionnaire.



14:25

Oh, I see. Yeah. How does an individual who has not had the opportunity to manage people showing the resume that they have the capability to manage others and maybe take a stretch position within the government.



14:43

They would need to talk about team lead work. They probably have led teams and their work before if they're ready to go supervisor or they could write about project management. They may have been a lead on a project and delegated tasks to other people and review their work. And set up the agenda, they could use that they could also use any instructor work they've done because the supervisors, also our instructors and reviewers or performance of work. And they can use any kind of mentoring work that they've done because supervisors are mentor, so you kind of have to dance around it to try to scoot yourself up. And then giving specific examples of a team lead, how big the team was, who the members are on the team, what the task was, and how they delegated the work and review the quality of the work. That's how you do it. And then read up on what a supervisor does look for this skills, which would be assigning tasks, reviewing work quality, giving feedback, writing evaluations, and try to match your resume as close as you can telling the truth to screwed up to supervisor. That's how you do it.



15:51

And then, you mentioned keywords, I think, maybe we can dig into that a little bit more. Are those keywords being tracked by an automatic automatic reading system? Or is a human resource person have themselves position? Oh, for this position? I'm looking for

these keywords? And if they are, how many should we stuff into our five page resume?



16:18

Well, those keywords are right here at the top of the HR person's head right there. Because they wrote the announcement with the manager, and they work for a week or two on it. So they know they've written the duties, they wrote the qualifications. They wrote the KSA. They wrote the questionnaire, they know the job up and down. They've never done the job because they're an HR person. But they developed that announcement. So those words are just right there. So HR is looking for them. That's why you want to make them so evident on the resume on page one, because they get a lot of resumes. You know what USA Jobs now is doing to cut down on the number of resumes, as they'll say, right on the announcement. We will close the announcement closes on December 14. But we will close this announcement when we receive 100 applications.



17:11

Yeah, usually to the next question. In that particular case, there is a one does it know exactly when it's going to close? It's going to be at 100? How much time should I be putting into my resume in my application application, if I may not even make the 100 cut off?



17:34

Well, they're gonna close it as soon as they get 100. So you would need to you would need to submit as soon as you humanly could, because you don't know when the hundreds gonna hit. It could be three days or five, or could all the way up to the end of the deadline? I don't know You can't tell. But when they have that cutoff on there, you need to apply early as early as you can. And that's why it's good. If you get your resume worked on ahead of time, before an announcement. Yeah, start working on it like this weekend. And then if an announcement comes out, you can spend two hours on it, to tweak it to match the announcement and submit you



18:06

understand, what are the websites that one would find to apply for federal jobs?



18:14

Well, the big one is USA jobs.gov. That's where most of the jobs are posted. But there are intelligence agencies that do not collect resumes on USA Jobs. And they have their own websites. So if you know the agency you want to work for that's Intel, go Drake directly to their website and fill out their own form like NSA, they don't put anything on USA Jobs, and CIA or CIA. They've got their own website, and you're not sharing their Intel people with USA Jobs. So those are the ones that are not also there are other, like if you're interested in internships or fellowship, they're not all posted on USA Jobs, you really have to go to the agency where you would like to work and type in internships or fellowships, and they're not publicized in any one place at all. It's just original research to look for these unusual fellowships and internships, they don't post them all. And one more thing. There's a lot of jobs that are not on USA Jobs. They're called direct hire jobs, direct hire authority jobs. And these are jobs that managers have, that they can hire like at a job fair, or they can hire a 30% more disabled veteran directly, they can hire a person with a disability directly on their direct hire positions that are not posted. And I can't tell you where they are because I don't know. You only find them out by networking. You only find these jobs by going to a job fair or writing to a selected placement program coordinator who helps people with disabilities get jobs in the government. They can help you get hired and never touch you as a jobs. So there's more jobs out there but the bulk of them is USA Jobs.



20:00

And then the Biden administration has their own job site right now how many positions are going to be available within that administration that are directly responsible, or Biden's administration would be responsible for hiring?



20:16

Well, this is going to be about 4000 jobs that are going to be throughout the government and also various grade levels, they're not all going to be senior, they're going to be, I helped a young lady recently who's just out of undergraduate school. So she's equal to a GS five. But she had an incredible background throughout her college with different internships, and she put in for a job on the Biden website, at her level, and she chose her areas of interest would be united nations and a couple others. Climate change, I think, another one, so you got to the Biden page, you can see where you can select your policy areas of interest, your functional areas and functional skills. And there's a great big list of all the federal agencies in the government on that form. It's incredible,



21:11

quick and easy ability to see what's available,



21:14

right? Well, the jobs are not listed. So the job titles are not listed, the salaries are not listed, the job duties are not there. So it's really just, you know, here I am, these are my areas of interest for policy, this is the level that I'm at, these are the agencies I'm interested in, and they might do a search, I'm not sure how they're going to review resumes in that system. But it's good. It



21:39

sounds like if I apply the general government resume, website or job site, I really don't, it's a big bucket. And traditionally, and in looking for a commercial job, there's a great deal of emphasis on networking and getting to know a person and finding maybe their LinkedIn profile, connecting with someone in that department, his LinkedIn profile to be able to either get some insight information or get your resume put at the top of a of a stack, any tricks like that available in in looking for



22:18

jobs. absolutely the same tricks you just said, are very good. If you know a manager who works in an agency, you should talk to them and find out what department they're in and what position they're in and ask them if they're hiring. Or if they're not hiring and they have hired pathway students, you find out the best information from current Feds about what jobs are out there and what their mission is and who their customers are. You're not going to read that information in on the post online anywhere. You got to talk to them. And LinkedIn is good if you know you want to work. Let's say you want to work for Department of Interior National Park Service in Colorado, you can totally look for people on LinkedIn who do this and write to them and say is your agency growing? Yep, positions like this. And, you know, like I said, if you have a special hiring authority, that means if you are a veteran, a veteran, if you're a military spouse, if you're a person with a disability, if you're returning Peace Corps, there are certain hiring special programs that you could get hired directly, regular persons, me I don't, if I wanted to go government, I don't have any hiring authority. I'm not a spouse, not disabled, I'm just a public person. I could still get hired directly. If I was applying for a direct hire job for an immediate need, let's say contract specialist or social worker, certain jobs in the government are hot. It intelligence

these jobs are really, really big. So I could get even though I'm just public person, I could still get hired direct hire.



23:56

So you're saying some individuals will have an advantage of that turn spouse of a veteran children of veterans? No, kids stop. And then can you explain the GS? Five grades that you were referring to earlier? What what's the significance of that? And what am i applying for? Do I expect that I'll be able to come in with a GS two immediately.



24:23

Well, new graduates have a bachelor's degree, they're qualified for a GS five because of the bachelor's degrees. So she is going to get offered something GS five. If you have one year graduate school, you could come in as a seven. If you have a master's degree, you could start as a nine with no experience just a nine, a PhD or a JD as an 11. That's education. But then a lot of the jobs in government do not require a degree. So all of the jobs and 300 series like administrative administrative officer Logistics Management specialists No degree is required at all. All of the it jobs, it's just amazing. The 2100 series in government no degree required. So you just read the announcement to determine what it would be. And now like some jobs do require degree, so like a social worker, anybody in the social worker, you have to have an MSW, it says in the announcement, what it is, and then the announcements also say what the qualifications are for this certain grade level. So you have to have some knowledge of basically look at the announcements to see what you could qualify for with your experience or education.



25:36

So I could theoretically a 10 days 1216 week, programming boot camp, and apply for a position in programming, high tech kind of area within the government.



25:51

Yeah, you could a lot of people are doing that. They're, they're doing career change. They're going into cyber, and they're taking a cyber bootcamp or a certification or two year program and it and ay ay ay and all this new stuff cloud. No degree. Yeah, they can apply. Right?



26:09

Can you give us an idea where salary ties in with GS? two and three and four or five like that?



26:18

Yeah, I can. I can show you do you want to see want me to put my screen on? Yeah, sure. Hold on a second. I'll show you. USA Jobs page. Hold on. I'll put it out over here.



26:37

One second.



26:44

Okay, my screen has gone up. Okay, so there's USA Jobs right there. And we'll just look at Washington DC. Okay. Do you see it? Okay. Yes, good. All right, so there's 2200 jobs in DC right now. And open to the public. There's 1200 for people who don't have any hiring authority. Um, and you can see here, so 1200, open to the public 671 are for current Feds. And then for veterans, we've got 600 spouses 500, you can see all the jobs that are open for the different levels. And then, if you want to choose your grade level, you can look for all the jobs that are, let's say, gs 12, and I'll show you the salary. So for gs 12. Let's do this one help physicist. This job is an 11 target 15. So you can start as an 11 and move up to a 15. The salary to start here is 61. for that job, but it could be it could be a little bit higher than 61. So the GS 11 salary. Let me show you the OPM standard for that. I'll just Google that. Okay. Op GS schedule. There will be plenty 21.



28:21

That's good.



28:25

So, right here, I'll open this in a second. This is the base general schedule for 2020. But if you live in any of these cities here, you get added a locality pay. So you could open up these if you wanted. I think I'll open up on DC. I think it's District of Columbia. Okay. No, it's Washington DC. on here, here it is. Okay, right there. So there's the salary level for this

includes a 27%. No, it's 30%. locality pay. So the one I showed you a minute ago is the general this is specific to DC, because of the mortgages and everything really high here. So that gs 11 job that I just took that that physicists job, the range for him or her to get the job is 72. That's what they're going to offer the 72. But that's the GS 11. That's step one, but it goes all the way up to 90 93,000 as a GS 11. So the question is, whoa, how can I would like to get paid more than 72? I feel like how can I get a little bit higher there? Well, I'll tell you how I know how to do that. I can't promise though. So if you're going to go for that job over here, this house physicists and it says here, they're going to offer you gs 11. Step one, probably get in the door. They probably want to grow Have you grow within position, so they're going to offer you gs 11 stuff. One salary I just showed you a second ago. Yeah, but look at it, oh my gosh, are having a lot of people. Okay, let's look at the qualifications required here, right there. See all that right there. So if you have very good experience with conventional and non conventional environments, state of the art, complex features, solve problems modify, there's a problem solving job. You can write a letter to the manager, if they if you're lucky enough to get offered the job, gs 11. Step one, you could write a letter to the manager, it's called a superior qualifications letter. And you could write about your outstanding experience you might have, you might have a PhD, you might have specific experience in this. And you could ask for a step five to start instead of this step one, and that's legit, you can actually do that legally. So step five, Step six is 84. That's 12,000. More, that's good. So you can ask for that. But that's how you would determine what the salaries are for the jobs is to just basically when you do your search, you can also search by salary rate here. So let's say you want to make other it is 72. Let's say you really, you're okay with making. Okay, we'll do salary. And I can live on



31:31

doesn't move on why?



31:34

That's weird. Maybe all these jobs are more than that. on that. I can't go any lower. Oh, wow. Look at that. So all the jobs that are 168,000?



31:51

I don't know, I don't believe that.



31:57

What they gave us here is starting at 62. Especially, look at all the Special Agent jobs here. Look at this. FBI is hiring. Look at this. They want people from all kinds of backgrounds. We have here. Law enforcement, military, teachers, accounting people, scientists, stem people, and foreign language, people who can speak languages, legal and criminal background and psychology counseling background, and cyber it, healthcare, QA that. Yeah, the jobs are very interesting on you as a job. That's how you can look at the salaries is just look at the announcement, look at the dollars on the announcement. And then look over at the GSA schedule for your city and state. And see if there's any locality pay, there may or may not be and then decide if you can live on the money for step one. And you can ask for a higher step. I don't know if you'll get it. You know, if you don't if you if you ask for a step eight, they might come back to you and say, No, I can't give you a step eight, I can offer you a five and then you know, they get but they might also say no, we cannot increase the rate and all you want the job is a step one, they might.



33:23

So at what point is the negotiation on salary happen? Is there an official document that I'm given? Yes, we'd like to hire you here is what we will, here's your pay rate at that point, then I can come back with a bullet. I've done this accomplish this that did the



33:40

exactly right. So when they call you on the phone or send that email, don't accept the job at that moment. Don't say yes, I accept. Don't do that date. Thank you so much. I'm flattered and excited. Can I let you know tomorrow. So you can think about it a little bit and look at the salary range and look at the job and really think about it because you're going to be doing this eight hours a day and think it through a little bit, then you can accept or you can write this letter and request a higher step. And who knows what will happen. But it's called the spirit qualifications letter. And you could Google it and come up and say my book, resume guy book, there's a sample in the book.



34:21

So Katherine, why should I consider working for the federal government? What what's the advantage is?



34:28

Well, the big advantage number one, is the jobs are very stable. You will probably never lose your job. If you do a good job. You might work in the government for the rest of your career. Because they are growing, they're stable, and people pretty much don't leave. And so it's very, very stable, especially in this world right now where it's really difficult out there in the private sector. The next thing is that the pay is quite good. I think it's really Good. There's studies out on private sector versus federal salary. And they sometimes say private sector is better than fed. But if you add in the benefits that you get as a Fed that day is often the flexibility and IRAs and health insurance and life insurance and all that is really good deal financially. And there's promotion potential, that announcement I showed you was a GS 11, target 15. That would be an end job for somebody because 15 is the highest you can go starting as 11, which is you know, just midway, you can now not all announcements are career ladder, like I showed you. Some of them are you started as 11, you stay as an 11, it's up to you to apply for a new job. So that's the next reason there's a lot of career advancement opportunity. And those steps that I showed you a little while ago, was steps. Okay, let's say you take the 11 and it starts at 72. Within two years, you're going to go up to 74. And then soon, you're going to go up to 76. And then 79, you're going to go and let's say you stay in that job for four years or five years, you will go all the way from 72 to 96. In that one job. On paper,



36:15

when you say in two years, is that a guarantee? Is there a guaranteed increase I will get every year? Or how do you pull that number?



36:25

It's not it's not a guarantee? It depends on your evaluations. It depends on the budget. But there is, um, I don't think I have it in the federal resume guidebook. But there is a guide for agencies where position people do sometimes people do get in one job and stay in it. And they go all the way up to step 10. And it's about five years to get all the way up there are six, but that's pretty good, you know, increase their x \$23,000. and private sector, you know, they don't do that. They don't have it on paper, what their progression will be with your career. And they you know, it's not it's not as transparent. And I think one of the good things about government now is everything is telecommute. So chances are you're going to be working at home. And then another is that the bosses are flexible. You know, Oh, you know what else is awesome is you have a new family starting, my son is a federal employee, and they have the new family leave, and they're my son and daughter in law

are going to have a baby in March, Chris is going to get 450 hours of work time off to help take care of the baby. That's the new Family Leave Act. So for new people coming up with their young children, and they're very flexible for taking off time. If you have to take care of a family member, you can do that. So I love the flexibility of it.



37:45

That's almost three months off. I know. Incredible, huh? We go back to your resumes in your book. Is there some other tips and strategies we can take a look at? In the final 20 minutes that we're all together?



38:02

Yeah, there is. Okay, so let's just go for it. here's, here's an IT resume. Let me see if you can see the screen you probably can't hold on. Yep, we can see it. Oh, yellow miracle. Okay, so here's one for it. That's not a good resume, because she just has a huge summary of skills at the top. And then there's her employment history with no duties under each of those jobs. That's wrong format. So here's an IT resume that is good. It starts out with technical skills all in one section. And then we have her job with cloud management, right there and all the duties under her job as cloud management. So functional resumes for government are really not good at all. So and there's her accomplishments. So how many hats you wear at work. This is an exercise that we we teach to help build resumes. And the hats that I wear in my job are I'm an instructor, an author, a federal career coach, a business manager and a webmaster. I wear five hats all the time in my job. So you could begin writing your resume with your hats that you wear your job. And that's the beginning of keywords and skills for your resume. So here's some samples of hat. So if you're a maintenance person, those are the hats you wear in your job and look at that. There they are on the resume that you could build your outline format resume just like that a lot of people and their jobs, their supervisor customer services, computer skills, communications, such as briefings, negotiations training, that's what we want you to do is break down your job so the HR people can see all the different skills you have. There's some more here here's HR family program specialist. So that's one of our our building blocks for the resume and then keywords here. You find them In this sample announcement here, so this is a big myth, Don, a lot of people think keywords come from the duty section that's that's most important. Well, you can get them from there. But the best place to get them is this section right here, where it says qualifications required. This job requires specialized experience in engaging federal, state and local partners. So those would be the all cap words from that section right there. And then here also, the knowledge skills and abilities section, emergency management operations, plans, communicate, the Emergency

Operations Center, those would be your all cap words in the resume, right out that little section right there, because that's what HR is looking for is those skills right there.



40:49

And then the questionnaire, there's, um, I've mentioned the questionnaire before, here's the more keyword samples.



40:58

There's a self assessment questionnaire that comes along with the announcements, and they ask you job related questions. And then you use score yourself. And here's the score right there. So the E is the answer that you would want to give, I dictated that to your second ago. So all the questions that are here, if you could give an E, that would give you the best score. And here's the building blocks of the outline format resume right there. So everything in the book is all about these all cap words, and some accomplishments. And then let me show you one more section here on accomplishments right here. Tell your stories, oh, my goodness, it's so hard to get people to tell their stories. He has samples of accomplishment stories in the book here. Right here, we recommend this format, style, the context of the story, the challenge that you took, the actions you did, and the results. That's the storytelling. And we have examples of stories here for an executive assistant, a public affairs person, a nurse, emergency management person. So if you want to be inspired on how to write a good work story, you could look at the samples that are in here. This one here was one of my favorites. He was a pilot and American Airlines and he wanted to retire from he had to retire from American Airlines flying planes wanted to come safety aviation specialists for FAA. And the FAA requires that you write short narratives give examples, and he wrote a story about how he was flying out of Paris, and the volcanic ash came and all the flights were canceled for all commercial and defense flights. And so he took the initiative to go to Boeing in Seattle and met with the designers of his airplane. And I said to them, can we fly in this? What do I need to do to fly in this? And the editor said, yes, you can fly in this, you just can't go up and down, you can go straight and you know, certain levels. And so he an engineer, went to the Boeing president and presented this information. American Airlines was the only airline to fly in out of Paris during the volcanic ash. That guy was fired so fast, because he told that story in his application, right there. And then he had to tell six other stories. But storytelling is so important. And then he sends all his FAA pilot friends to meet to get help with resumes. I coached them. I can't write this story. I have no idea what he did. I coached him I said, Now, you know, thinking about risk management, your pilot and you got, you know, 300 people on your plane. Tell me about a time when there was a risk, something happened, it

was a situation what happened, and that he went into the Icelandic ash story. I said, Thank you. We got a story. Now, let's write it down. So storytelling is just huge. In the application, it helps you to get referred, referred is the word you want to be referred to the supervisor, so that the resume is on the desk of the manager. And then And usually, it's only like 10 people that get referred. So if you see the word referred in any of your OPM emails, you can have a little party, a small one, because it's so cool that you refer, you can just imagine you're on the desk. And then next, maybe you will get an interview. It's up to the manager to decide who they want to interview. If you have good stories in your resume, manager might want to meet you and say, oh, tell me about this. So if you don't have any stories, chances are they're not going to want to meet you because they're bored. So if you read the resume interesting, and put in there something you did save money or buy a plane in Paris, you know, they'll they'll want to meet you and talk about it because you have this on your resume. So these examples and the resume are just critical. And as you can see, they're not short. They're not short. They're not one liners like private sector. There are a lot of stories because you can have five pages. You have to be too short. It's really a shock. I have to say that a lot. So a lot of good samples in here to inspire you for you. your accomplishments. So, and here's one for an undergraduate student. Yeah, students write in accomplishments to and their resumes all the time. Let me tell you one thing. You can see behind me, there's a sample resume for a student, I use this in my conferences when I used to go in person. And now it is sitting here with me.



45:18

If you're a new graduate, you need to put education at the top. So this resume here has graduate student, aerospace engineering, University of Southern California at the very top, put the education at the top, and also type out your courses that you take it in your class. And, and if you are a new graduate, I have a new book. For graduates here, I just showed you, your student federal career guide, this would be the book that you'd want to get if you're a new graduate. Every sample that's in that book has education at the top like this one. And this one is in the book also. And and you can see these paragraphs there. Those are designed projects when he was in school. So you know, you put your projects in your federal resume. That's your past performance. And then that'll help you to stand out among all the other students that are applying. So



46:06

great ideas. Can we go back to the storytelling, suggestions you are suggesting, like content is important? It was back about six or seven pages in your book. And you were talking about these, this is how we recommend or how you recommend?



46:24

Okay, yeah. And if you go to my website to resume place calm, I have a tool and online tool for writing these stories. So you start with a context where you were your title, and the year. And then you write about what your challenge was. And you write the challenge was, we went from 100%, live at work to 100%, virtual in one day. And I had to transfer all my work to be online with virtual meetings rather than sit down meetings, that's challenged. The actions were I set up a new calendar, I set up new methods of working and the actions were is that I'm still doing my job, we're still meeting our mission, our customers are still satisfied. And I don't see them in person anymore. But the work is good. That's the sicar story right there. As a COVID story.



47:15

Excellent. Great idea. Yeah. Let's, let's move into that final phase where I'm about to be interviewed. So I haven't been offered the job yet. How is the federal government handling interviews these days? And and what are the common mistakes that we need to avoid?



47:37

Well, I'm glad I'm on this screen right here, because this is perfect for that answer. The federal job interview is called a behavior based structured interview. And they ask you open ended questions such as Can you tell me about a time when you resolve the problem? What was that problem? And how did you resolve it? What were the results? So that's your problem solving story. And you would hopefully write a C car that speaks to the problem. Now that Icelandic I story? That's a problem solving story big time, that would be a good answer. Everybody has problems that they have to solve in their work. And that so you would need to prepare five stories in this E car format, before you go to the interview. And practice speaking them on your phone with your camera, and listen to them and try to time yourself for three minutes or less for your answers. And those are the best answers right there the sicar stories. And you can adjust your questions. practice them by studying the announcement to figure out what they might ask you behavior based structured interview, and the questions are all going to be job related, and skill related. So you know, if you have five accomplishments that are good, one of them could be problem solving. One could be communications, whatever competencies planning, analysis, studies, whatever the competencies might be for the job, you prepare five of those stories and type them out and practice them. And then that's what the interview would be. They're usually about 35 minutes, and they ask, you know, seven questions. They're all open ended questions. They are not, yes, no questions. So you got to be ready

to talk and speak about your accomplishments in a really fluent way. You have to practice it. We teach behavior based interview with federal agencies all the time, because it's, it's a tough interview, they score you while you're talking anywhere from zero to four. And the biggest mistake that people make with this interview format, is that they don't answer the question. So my question a minute ago was about a problem. Now, if you don't tell me about a problem you solve, you're going to get a zero. So you need to tell me about a problem. You solve it. So people sometimes forget what the question is, or they're nervous and they don't remember they don't take notes, and then they go ahead and talk off topic. And then Don't answer the question they get to zero. So you have to listen very carefully to the question and take notes on the question and answer it speaking back to the question very clearly so that they'll give you a good score, hopefully the highest. So that takes preparation and writing them ahead of time.



50:17

Yeah, great advice. It, people don't realize it generally how difficult it is to get an interview, Tony beshara, who is placed about 11,000 people in jobs in his 30 year career as an executive placement officer, does studies and during the Great Recession, it was like 16, interviews to land a job. About a year ago, it was about 11 interviews to get a job. Now, that's a combination of telephone, video and in person kind of interviews. But when you have that kind of gauntlet ahead of you, boy, it only makes sense to be really prepared to know what the company does or organization department and who is interviewing you and things like that.



51:01

And have your stories ready and practice them and write them down and speak in your phone or speak to anybody who will listen to you. So you get a chance to talk it through like five times before you go in the door. It absolutely takes practice. Even really good speakers would need to practice this and prepare.



51:20

So is it generally a one on one zoom interview today? Is that a group that may be interviewing me and? And is there a progression, maybe I start with one. And by the time the panel



51:31

is a panel of three to five people? It's usually just one interview, it's usually just one senior level people have two interviews, but it's usually one and then they do this whole scoring thing. And beside.



51:45

So if I made it to the referred stage, I might be one of 10 and have the referred, they may say okay, here are the three we're going to interview and then let's get this off our to do list.



51:57

Absolutely is right. And if you get up to the interview, that means your resume was great. And, and you're a great candidate. If you do very well with the interview, you could get an author who could.



52:11

So based on what you were saying earlier to if a position is is posted in Washington, DC or Denver, but I live in LA, should I go ahead knowing that things are virtual today and still apply? Or do you think I'm wasting my time on that?



52:31

Well, the announcements do say that there is a locality required. Most of them used to say that you have to live within 50 miles of DC or 50 miles from Denver. But you know, this is just changed in the last six months. So I think now that if you were in San Diego, and you found a perfect job in Denver, and it says on the announcement, telecommute telecommuting is possible, I would apply? I don't know. I would do it. Like these jobs are a lot of them are telecommute now. So you might have to fly into Denver, you know, once every two weeks or something, but



53:09

do that. And as I am applying what, what about testimonial or recommendation letters, does that come in to play as an attachment right in the front end? Or is that maybe when

I make it to the referral stage?



53:27

No, you don't want to submit testimonial letters with the application. They only want job related documents. They could come in at the interview stage if you wanted to bring them with you to the interview. Because you're going to go through the interview, they're going to do the score, then the three or four of them are going to talk about their scores and combine then you could hand them to somebody or email them to the HR person who set up the virtual interview. So they have them.



53:52

Make sense? Yeah, Catherine, this is we could go on for hours. And we're just kind of touching some of the highlights. So but I think we've covered from a student to an experienced worker and pay grade. All of this has been very valuable information. What are our marching orders? What would you like us to do tomorrow to get ready and maybe take the advice that you're sharing with us.



54:18

I think that you should go to USA Jobs and set up your profile, just get dive in set up their profile, username, password and all that. I do think you should order the book The federal resume guidebook, because the samples are invaluable to look at. And the samples of the accomplishments it's I wrote the book in 96 because 1.7 million federal employees had to switch their 171 to a federal style resume, and they needed good samples to look at. Nobody knows what a federal resume looks like. And you could Google it, but who knows what will come up what's in the book works. I teach this class with that book in federal agencies every day. The HR people know this format. They like it to use that. And then just begin building your resume and USA Jobs builder put it in the builder, even though it takes a little while Just do it. And then look for announcements that look good save searches, you got to do save searches. So if you know you want an accounting job in San Diego, and you want to make 72,000 that's gs 11. Save a search for all public announcements, accounting gs 11 in San Diego, and the announcements will come to you and your email every day. And then you'll be able to respond all the time to the positions that are coming up. It's really good.



55:36

Great advice. And you make it sound so easy, but how do we reach out to you to be a part of your classes and the programs that you put together?



55:45

Well, on our website, resume dash place comm this starter service is a consult a one hour consult about you and your resume your ideas for federal jobs. And we figure out what job you're qualified for and the grade level. And we tell you everything that's wrong with your resume and what to do. It's just amazing. It cost \$190 is very worthwhile. After that, if you want to have us help you with your writing, we will quote the writing services, it's separate. Or you can take the book and attack it yourself with our consult direction. So we do it all we consult one hour, two hour we do writing, editing, whatever you need to help you with your federal career to succeed and not waste time applying for fantastic jobs with a resume that's two pages that doesn't match the qualifications or is not in the right format. That is sad. Sad. Because the resume format is real. It's very specific.



56:42

Catherine, this is really great. Thank you again, we can reach out to you probably on social media and by email also.



56:48

I'm on LinkedIn link. Now you can write to me through LinkedIn. You can write to the contact us on the website. My bio is up there. I can consult with you why I have five consultants but I consult some to sell graphic. I'm out there.



57:03

Oh, thank you for taking the time to share all this valuable information today was really helpful. And to our audience. Thank you for taking the time from your busy schedule to invest in your career and learn more about what you need to take it to the next level. Obviously a federal government job has some specific advantages that could be a lifelong advantage for your lifestyle and for where you're living today. So we encourage you to stop back and listen to other recorded presentations and continue to invest in your career. Thanks again. Thank you

