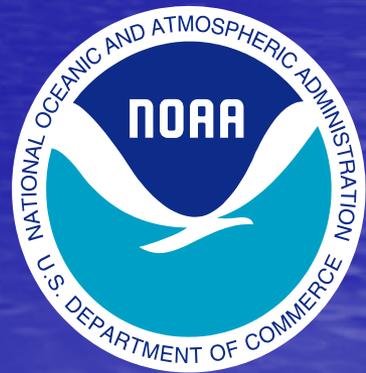


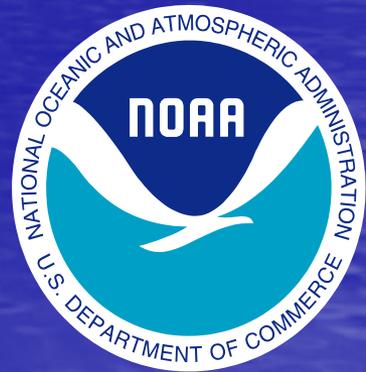
Tips On Improving Your Resume'

Presented By: Charly Wells
NWS Office of Equal Opportunity
& Diversity Management



Usually Five Factors

- Experience
- Training and Self – Development
- Performance Appraisals
- Outside Activities
- Awards

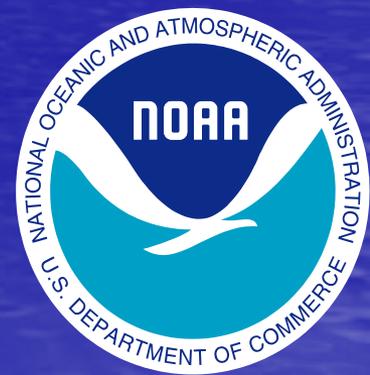


Honors, Awards and Fellowships

- **Examples:**
 - Letters of Commendation
 - Nominations
 - Certificates
 - Salary raise based on Performance
 - Honors
- **Sources:** Employment, Civic Organizations, Church, Community, Schools, Professional Organizations

Other Schools and training

- **Include:**
 - In service workshops
 - Seminars
 - Professional conferences
 - Private study
 - Correspondence courses
 - Military training
 - Leadership orientation
 - Career specialty training
 - Include time involve



Supplemental Sheet

Name: Mini Me

DOB: November 9, 1900

SSN: 000-000-0001

Training Courses

<u>Training Courses</u>	<u>Dates</u>	<u>Hours</u>
Office Management	5-7 Jan 76	24
Secretarial Techniques	10-12 Apr 77	24
Report Writing	6-8 Jul 77	24
Basic EEO Counseling	10-14 Jan 78	40
Problem Solving	22-24 May 78	24
Inter-personal communications	16-18 Mar 79	24

Aiea Community School for Adults

Shorthand I	4 Jun-13 Aug 77	40
Shorthand II	15 Sept-30 Dec 77	40
Photography (Basic)	7 Jan-15 Mar 79	40

Xerox Corporation

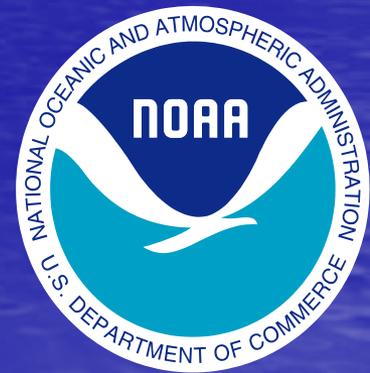
Key Person Training	16 Aug 76	3
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Consolidated Civilian Personnel Office Pearl Harbor

EEO Counselors Institute	7-9 Apr 76	30
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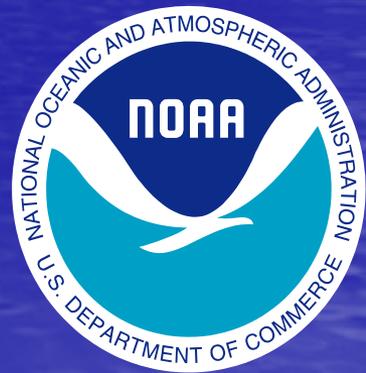
Hawaii Education Council, Inc.

Let's Serve the Public	7-9 Apr 80	24
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References

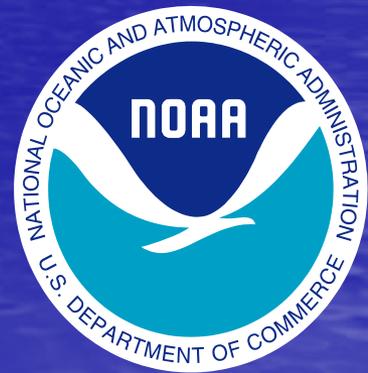
- **Not your supervisor**
- **Someone who Knows your qualifications**
- **Not related to you**
- **Ask permission to use their name first**



General Tips

Drafting Experience Blocks

- 1. USE SIMPLE DIRECT SENTENCES.**
- 2. USE ACTION VERBS.**
- 3. USE YOUR OWN WORDS. DON'T ATTACH A POSITION DESCRIPTION OR QUOTE FROM ONE VERBATIM.**
- 4. DON'T ABBREVIATE.**
- 5. USE OR IMPLY FIRST PERSON BUT USE "I" SPARINGLY.**
- 6. EMPHASIZE SKILLS YOU HAVE WHICH ARE NEEDED IN THE JOB.**
- 7. BREAK UP PARAGRAPHS (USE HEADINGS OR DASHES).**
- 8. INCLUDE ALL EXPERIENCE.
(PAID OR VOLUNTARY)**

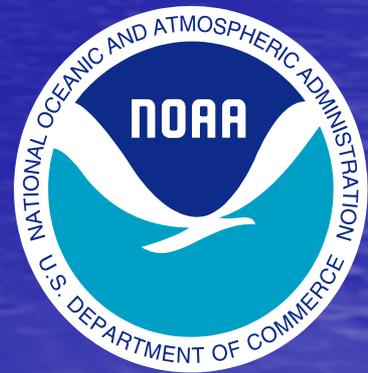


Where To Go For Help

- EEO/Diversity Management Office
- Training Office
- Family Worklife Center
- Professional resume writing services

Don't sit and complain, do something about it:

- Search the Web Weekly for job listings;
- Expand your search to other agencies;
- Know what the job is about and research it;
- When you apply ensure all instructions are followed as stipulated on the announcement;
- Attend the appropriate training courses both in House and College level;
- It's never too late to return to the classroom;
- Take charge of your own future;
- Don't be afraid to try something entirely different from what you are currently doing.



Addressing KSA's

Knowledge, Skills, and Abilities associated with the position

The most common:

- Ability to communicate (Both Orally and in Writing)
- Ability to meet and deal
- Knowledge of the position (screen out)

Always use separate sheet to address KSA's

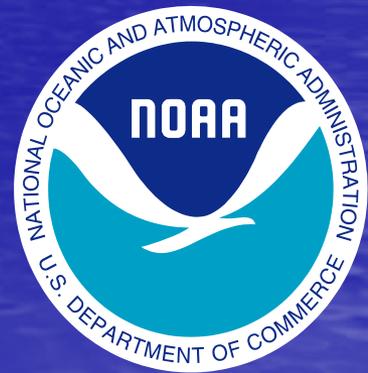
- Expand on elements within your SF-171
- Elaborate on specific attributes associated with the KSA

Other forms of application process:

- *OF612*
- *SF171*
- *Resume'*
- *Federal Resume*
- *Career Here*

Each requires basic information:

- *Name*
- *Address*
- *Date of Birth*
- *Current employment status*
- *Grade level*
- *Time in current position*
- *Employer*
- *Information on your background and experience*



Interviewing Tips

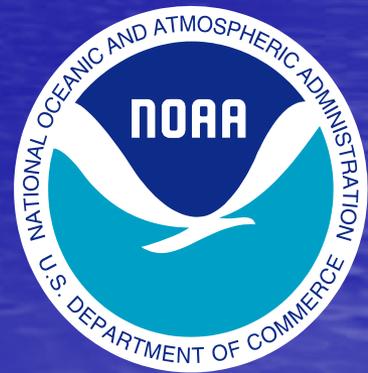
- Arrive early, give yourself time to relax before the interview (this will help ease the anxiety of the interview)
- Two types of Interview formats
 - Where questions are asked and you respond
 - Where you are asked to elaborate on your experience
- Be prepared (*Think about, if hired where do you see yourself in five years with the company*)
- Know the Job/Office and function of the position you are applying for

Attire

- Always dress in business attire for any interview
First impressions are lasting

Ask questions

After the interviewer finishes their questions don't hesitate to ask pertinent questions regarding the job and the Organization



Section A – Applicant Information

* Use Standard State Postal Codes (abbreviations). If outside the United States of America, and you do not have a military address, type or print "OV" in the State field (Block 6c) and fill in the Country field (Block 6e) below, leaving the Zip Code field (Block 6d) blank.

1. Job title in announcement		2. Grade(s) applying for		3. Announcement number	
4a. Last name		4b. First and middle names		5. Social Security Number	
6a. Mailing address *				7. Phone numbers (include area code if within the United States of America)	
				7a. Daytime	
6b. City		6c. State	6d. Zip Code		
				7b. Evening	
6e. Country (if not within the United States of America)					
8. Email address (if available)					

Section B – Work Experience

Describe your paid and nonpaid work experience related to this job for which you are applying. Do not attach job description.

1. Job title (if Federal, include series and grade)					
2. From (mm/yyyy)		3. To (mm/yyyy)		4. Salary per \$	
				5. Hours per week	
6. Employer's name and address				7. Supervisor's name and phone number	
				7a. Name	
				7b. Phone	
8. May we contact your current supervisor? Yes <input type="checkbox"/> No <input type="checkbox"/> If we need to contact your current supervisor before making an offer, we will contact you first.					
9. Describe your duties and accomplishments					

Section C – Additional Work Experience

1. Job title (if Federal, include series and grade)					
2. From (mm/yyyy)		3. To (mm/yyyy)		4. Salary per \$	
				5. Hours per week	
6. Employer's name and address				7. Supervisor's name and phone number	
				7a. Name	
				7b. Phone	
8. Describe your duties and accomplishments					

OF - 612

Section D – Education

1. Last High School (HS)/GED school. Give the school's name, city, state, ZIP Code (if known), and year diploma or GED received					
2. Mark highest level completed: Some HS <input type="checkbox"/> HS/GED <input type="checkbox"/> Associate <input type="checkbox"/> Bachelor <input type="checkbox"/> Master <input type="checkbox"/> Doctoral <input type="checkbox"/>					
3. Colleges and universities attended. Do not attach a copy of your transcript unless requested.			Total Credits Earned	Degree (if any), Year Received	
			Semester	Quarter	
3a. Name					
City		State	Zip Code		
3b. Name					
City		State	Zip Code		
3c. Name					
City		State	Zip Code		

Section E – Other Qualifications

Job-related training courses (give title and year). Job-related skills (other languages, computer software/hardware, tools, machinery, typing speed, etc.). Job-related certificates and licenses (current only). Job-related honors, awards, and special accomplishments (publications, memberships in professional/honor societies, leadership activities, public speaking, and performance awards). Give dates, but do not send documents unless requested.

Section F – General

1a. Are you a U.S. citizen? Yes <input type="checkbox"/> No <input type="checkbox"/> →		1b. If no, give the Country of your citizenship			
2a. Do you claim veterans' preference? No <input type="checkbox"/> Yes <input type="checkbox"/> → If yes, mark your claim of 5 or 10 points below.					
2b. 5 points <input type="checkbox"/> → Attach your Report of Separation from Active Duty (DD 214) or other proof.					
2c. 10 points <input type="checkbox"/> → Attach an Application for 10-Point Veterans' Preference (SF 15) and proof required.					
3. Were you ever a Federal civilian employee? No <input type="checkbox"/> Yes <input type="checkbox"/> → If yes, list highest civilian grade for the following:					
3a. Series		3b. Grade		3d. To (mm/yyyy)	
				3c. From (mm/yyyy)	
4. Are you eligible for reinstatement based on career or career-conditional Federal status? No <input type="checkbox"/> Yes <input type="checkbox"/> If requested in the vacancy announcement, attach Notification of Personnel Action (SF 50), as proof.					

Section G – Applicant Certification

I certify that, to the best of my knowledge and belief, all of the information on and attached to this application is true, correct, complete, and made in good faith. I understand that false or fraudulent information on or attached to this application may be grounds for not hiring me or for firing me after I begin work, and may be punishable by fine or imprisonment. I understand that any information I give may be investigated.

1a. Signature		1b. Date (mm/dd/yyyy)			
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Agency: **Federal Deposit Insurance Corporation**
Sub Agency: **Federal Deposit Insurance Corporation**
Job Announcement Number:
2005-HQDEU-0062

Overview

[DETAILED VERSION](#)

[CLOSE](#)

[PRINT](#)

Sr. Equal Employment Opportunity Specialist

Salary Range: 84510 - 136634 USD per year

Series & Grade: CG-0260-14/14

Open Period: Monday, May 02, 2005
to Monday, May 16, 2005

Position Information: Competitive service This is a term appointment limited to 2 years. May be extended up to a 4 year maximum.

Duty Locations: 1 vacancy - Washington DC Metro Area

Who May Be Considered:

PLEASE READ THE ENTIRE VACANCY ANNOUNCEMENT TO ENSURE PROPER PROCEDURES ARE FOLLOWED WHEN APPLYING TO THE POSITION.

All US Citizens.

If you have NO prior FEDERAL SERVICE, please APPLY to THIS announcement.

THIS VACANCY IS ALSO BEING ADVERTISED UNDER MERIT PROMOTION PROCEDURES. IF YOU ARE A STATUS EMPLOYEE OR ARE ELIGIBLE UNDER VEOA, AND WISH TO BE CONSIDERED PLEASE APPLY TO VACANCY ANNOUNCEMENT NUMBER 2005-HQ-0063.

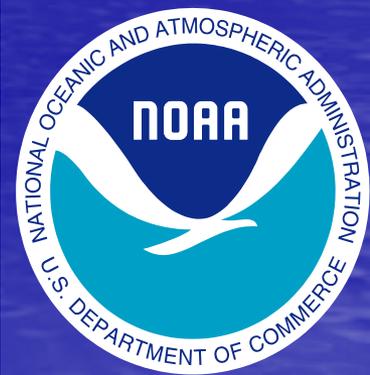
Relocation expenses WILL NOT be paid for.

Job Summary:

The Federal Deposit Insurance Corporation, or FDIC, is one of the most respected forces in America's financial community. The FDIC symbol guarantees depositors that they can depend on up to \$100,000 of deposit insurance. Our mission is to maintain the stability of and public confidence in the nation's financial system by insuring deposits and promoting safe and sound banking practices.

Applicants with COMPETITIVE FEDERAL status or are eligible under VEOA, and would like consideration under Status rules, please APPLY to Vacancy Announcement 2005-HQ-0063

<http://jobsearch.usajobs.opm.gov/getjob.asp?JobID=29701189&brd=3876&AVSDM=2005-...> 5/5/2005





Department: **Department Of Defense**
 Agency: **Defense Logistics Agency**
 Sub Agency: **DLA HUMAN RESOURCES CENTER**
 Job Announcement Number:
DSCC-05-2113

[DETAILED VERSION](#)
[CLOSE](#)
[PRINT](#)
[Overview](#)

Plumber

Salary Range: 19.49 - 22.75 USD Hourly

Open Period: Thursday, April 28, 2005
to Monday, May 09, 2005

Series & Grade: WG-4206-09/09

Position Information: Full Time Permanent

Promotion Potential: 09

Duty Locations: 0001 vacancies - Columbus Metro area

Who May Be Considered:

All of the following must be in the commuting area: All current appointable DLA employees; Veterans Recruitment Appointment (VRA eligibles); Applicants with disabilities seeking employment under Special Appointing Authorities approved by OPM (reference OPM Web Site: www.opm.gov/disability; for eligibility requirements for disabled veterans reference: www.opm.gov/veterans/html/vetguide.asp)

Job Summary:

The Defense Logistics Agency (DLA) is a U.S. Department of Defense (DoD) defense agency. DLA provides worldwide logistics support for the missions of the Military Departments and the Unified Combatant Commands under conditions of peace and war. It also provides logistics support to other DoD Components and certain Federal agencies, foreign governments, international organizations, and others as authorized. See the Duties section for a description of this job.

Key Requirements:

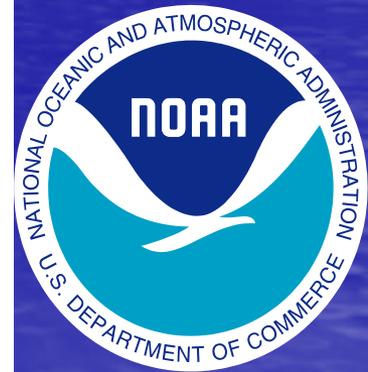
- Security Requirements: Non-Sensitive
- PCS: Not Authorized

[Duties](#)

Major Duties:

Perform a full range of journeyman level pipefitter duties relating to 20-25 high-pressure heating plants operating outside the Central Heating Plant and pneumatic and other pressurized piping required for other systems. Plans and lays out work utilizing blueprints or layout sketches when provided; determines tools required and estimates necessary materials such as pipe, fittings, etc., in sizes, types or lengths needed. Troubleshoots and analyzes defects; installs, repairs, maintains and/or replaces piping for railing work internal and external piping on individual gasfired boilers, ranging in size from 10 to 200 horsepower (h.p.), heaters, tanks, water logs, water backs, boiler compound equipment. Sets, erects and installs piping for instruments, measuring devices, thermostatic controls, gauge boards and other controls used in connection with power, heating, refrigeration and air conditioning units. Sets and erects boiler feed water heaters, filters, water softeners, purifiers, condensate equipment, pumps, condensers, coolers, and the piping for same in power houses, distributing and boosting stations, refrigeration, heating, ventilating, and air conditioning systems conveying water, air, steam, gas, oil or chemicals. Performs piping, setting and

<http://jobsearch.usajobs.opm.gov/getjob.asp?JobID=29583063&jbf574=DD07&brd=3876&...> 5/5/2005

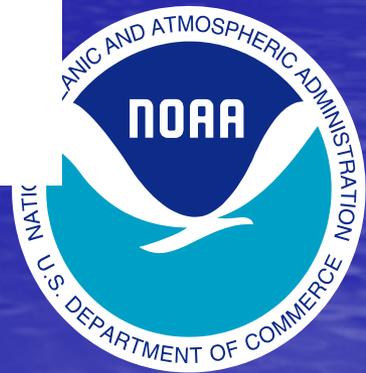


GENERAL INFORMATION

You may apply for most Federal jobs with a resume, the attached Optional Application for Federal Employment or other written format. If your resume or application does not provide all the information requested on this form and in the job vacancy announcement, you may lose consideration for a job. Type or print clearly in dark ink. Help speed the selection process by keeping your application brief and sending only the requested information. If essential to attach additional pages, include your name and Social Security Number on each page.

- For information on Federal employment, including job lists, alternative formats for persons with disabilities, and veterans' preference, call the U.S. Office of Personnel Management at 912-757-3000, TDD 912-744-2299, by computer modem 912-757-3100, or via the Internet (Telnet only) at FJOB.MAIL.OPM.GOV.
- If you served on active duty in the United States Military and were separated under honorable conditions, you may be eligible for veterans' preference. To receive preference if your service began after October 15, 1976, you must have a Campaign Badge, Expeditionary Medal, or a service-connected disability. Veterans' preference is not a factor for Senior Executive Service jobs or when competition is limited to status candidates (current or former career or career-conditional Federal employees).
- Most Federal jobs require United States citizenship and also that males over age 18 born after December 31, 1959, have registered with the Selective Service System or have an exemption.
- The law prohibits public officials from appointing, promoting, or recommending their relatives.
- Federal annuitants (military and civilian) may have their salaries or annuities reduced. All employees must pay any valid delinquent debts or the agency may garnish their salary.
- Send your application to the office announcing the vacancy. If you have questions, contact that office.

THE FEDERAL GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER



hanging of units and fixtures for air conditioning, cooling, heating, roof cooling, humidifying, and dehumidifying. Charges, tests and services work after completion. Assignments involve pneumatic tube work and all piping for carrying systems by vacuum, compressed air, steam, water, etc. Lays out and cuts required holes, chases and channels; sets and erects bolts, inserts, stands, brackets, sleeves, thimbles, hangars, conduits and boxes used in connection with the work. Lays out, bends and fabricates pipe work of every description, handling and using tools and equipment that may be necessary. Tests boiler water in building heating systems and adds or deletes chemical compounds as necessary. Performs preventive maintenance and repair on high temperature hot water steam generators (420 degrees, 405 PSI) and all auxiliary equipment necessary for operating steam generators In the high temperature hot water distribution system outside the Central Heating Plant.

Qualifications and Evaluation

Qualifications:

Applicants must meet eligibility requirements including time-in-grade (General Schedule (GS) positions only), time-after-competitive appointment, minimum qualifications, and any other regulatory requirements by the cut-off/closing date of the announcement. Applicants must meet the qualification requirements as stated in the Office of Personnel Management (OPM) Handbook x118C (www.opm.gov/qualifications/X-118c/index.htm). Experience, training, and education as described on your resume will be evaluated based upon the specific requirements of the position as detailed in the DUTIES statement.

Experience/training/education that provides you with the ability to perform the duties of the position should be clearly described in the resume. Ability to do the work of a Plumber without more than normal supervision. Knowledge of equipment assembly, installation, repair, etc., to install, modify, and repair plumbing systems and equipment. Knowledge of technical practices in order to plan, lay out, install, modify, troubleshoot, and repair various systems and equipment. Ability to interpret specifications, instructions, sketches, blueprints, and skill in measurements and layout of slants, angles, arcs and circles. Ability to use and maintain plumber's tools and equipment such as rules, level, plumb bobs, dividers, meters, hydrostatic pumps, and torches. Applicants who meet all eligibility and minimum qualifications will be further evaluated through the use of an automated staffing program (ASP). Applicant must meet the requirements of the Office of Personnel Management (OPM) Handbook X118C, Job Qualification System for Trades and Labor Occupation. Ability to do the work of a Plumber without more than normal supervision. (SCREEN OUT ELEMENT)

Conditions of Employment:

PCS:Not Authorized

Overtime Work:Occasionally

Fair Labor Standards Act:Non-Exempt

Bargaining Unit Position:Yes

Security Requirements:Non-Sensitive

Pre-Employment Physical:Required

Tour of Duty:Day Shift

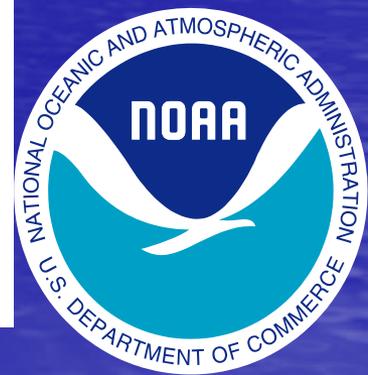
Selective Service:Male applicants born after December 31, 1959, are required to complete a Pre-Employment Certification Statement for Selective Service registration prior to initial appointment. Failure to comply may be grounds for withdrawal of an offer of employment or dismissal after appointment.

How You Will Be Evaluated:

The basis for rating is an automated system that searches the applicant database for skills identified through a documented job analysis. All DLA Vacancies: All candidates applying against a Merit Promotion announcement will be evaluated against the criteria identified in the announcement. Only candidates determined to be highly qualified will be referred.

Evaluation Factors:

<http://jobsearch.usajobs.opm.gov/getjob.asp?JobID=29583063&jbf574=DD07&brd=3876&...> 5/5/2005

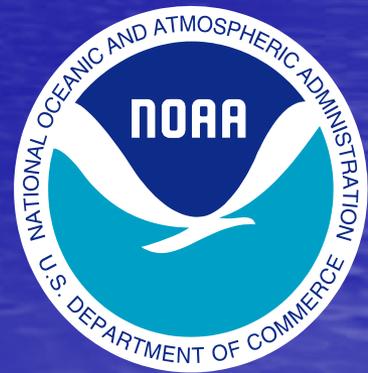


PRIVACY AND PUBLIC BURDEN STATEMENTS

The Office of Personnel Management and other Federal agencies rate applicants for Federal jobs under the authority of sections 1104, 1302, 3301, 3304, 3320, 3360, 3353, and 3394 of title 5 of the United States Code. We send the information requested in this brochure and in the associated vacancy announcements to evaluate your qualifications. Other laws require us to ask about citizenship, military service, etc.

- We request your Social Security Number (SSN) under the authority of Executive Order 9397 in order to keep your records straight, other people may have the same name. As allowed by law or Presidential directive, we use your SSN to seek information about you from employers, schools, banks, and others who know you. Your SSN may also be used in studies and computer matching with other Government files. For example, files on unpaid student loans.
- If you do not give us your SSN or any other information requested, we cannot process your application, which is the first step in getting a job. Also incomplete addresses and ZIP Codes will slow processing.
- We may give information from your records to: training facilities; organizations deciding claims for retirement, insurance, unemployment or health benefits, officials in litigation or administrative proceedings where the Government is a party; law enforcement agencies concerning violations of law or regulation. Federal agencies for statistical reports and studies; officials of later organizations recognized by law in connection with representing employees; Federal agencies or other sources requesting information for Federal agencies in connection with hiring or retaining, security clearances, security or suitability investigations, classifying jobs, contacting, or issuing licenses, grants, or other benefits; public or private organizations including news media that grant or publicize employee recognition and awards; and the Merit Systems Protection Board, the Office of Special Counsel, the Equal Employment Opportunity Commission, the Federal Labor Relations Authority, the National Archives, the Federal Acquisition Institute, and congressional offices in connection with their official functions.
- We may also give information from your records to: prospective nonfederal employers concerning tenure of employment, civil service status, length of service, and date and nature of action for separation as shown on personnel action forms of specifically identified individuals; requesting organizations or individuals concerning the home address and other relevant information of those who might have contracted an illness or been exposed to a health hazard; authorized Federal and nonfederal agencies for use in computer matching, spouses or dependent children asking whether an employee has changed from self-and-family to self-only health benefits enrollment; individuals working on a contract, service grant, cooperative agreement or job for the Federal Government, non-agency members of an agency's performance or other panel; and agency-appointed representatives of employees concerning information issued to an employee about fitness-for-duty or agency-filed disability retirement procedures.
- We estimate the public burden for reporting the employment information will vary from 20 to 240 minutes with an average of 40 minutes per response, including time for reviewing instructions, searching existing data sources, gathering data, and completing and reviewing the information. You may send comments regarding the burden estimate or any other aspect of the collection of information, including suggestions for reducing this burden, to the U.S. Office of Personnel Management, Reports and Forms Management Officer, Washington, DC 20115-0001.

Send your application to the agency announcing the vacancy.



Other Information:**GENERAL INFORMATION AND DEFINITIONS**

This job announcement is only one source of candidates the selecting official can use to fill positions.

One time announcements may be used to fill additional vacancies within six months after the closing date of the announcement. One year announcements may be used to fill additional vacancies within four months after the closing date of the announcement.

Open Continuous Announcements: Your resume/application will only be reviewed if a request to fill a vacancy is received in the Human Resources Office, after you have applied. Your status will not change unless this occurs.

Status Information: To obtain information after you have submitted an application, you may view your status through our Automated Staffing Program (ASP). If you have not already created an account, go to www.hr.dia.mil, click on the Automated Staffing Program (Resume Builder/Application/Check Status) link located under the Employment category. At the login screen enter your Social Security Number and a password of your choosing, and click on New User. You will be asked to confirm your password and provide an email address and then click on the Confirm Password button. At the main ASP page click on the Check Status button. Within a short time after the cut-off/closing date you will be able to obtain information on whether or not you were found qualified and referred for the position.

Overseas Information: If you are applying for a vacancy located overseas additional information regarding overseas employment can be found at [Overseas](#)

Time After Competitive Appointment Requirement: Applicants recently appointed to Federal civil service positions will not be considered if it has not been 3 months since that appointment. View regulation [5 CFR 330.501](#)

Special Priority Consideration under the Interagency Career Transition Assistance Program (ICTAP): If you are a recently displaced Federal employee, you may be entitled to receive special priority consideration under ICTAP. Review the [ICTAP](#) information at this time.

A well qualified ICTAP candidate is defined as meeting all of the minimum qualification standards and eligibility requirements as well as possessing skills that clearly exceed the minimum qualification requirements for the position.

DoD Priority Placement Program: Selections for this position must first be cleared through the DoD PPP to ensure registered displaced, through no fault of their own, DoD employees receive priority consideration for this or any other DoD position for which they qualify.

Drug Testing Designated Position: This announcement specifies if this position is a drug testing designated position under the Conditions of Employment area. All applicants tentatively selected for a drug testing designated position will be required to submit to urinalysis to screen for illegal drug use prior to appointment and periodically thereafter.

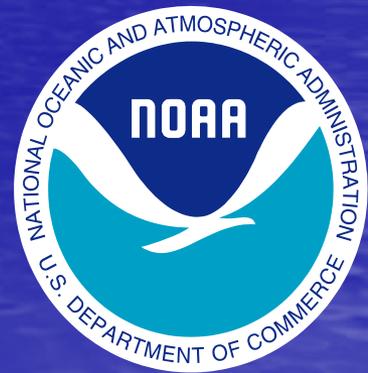
Depending on the Security requirements marked on the first page of the announcement, the following may apply:

For detailed information: [Non Critical-Sensitive](#)

For detailed information: [Critical Sensitive](#)

[Emergency Essential Position Requirements](#)

<http://jobsearch.usajobs.opm.gov/getjob.asp?JobID=29583063&jbf574=DD07&brd=3876&...> 5/5/2005



Everyone should know:

All applicants will receive consideration without regard to race, religion, color, sex, age, national origin, lawful political affiliation, marital status, union membership, non-disqualifying physical or mental disabilities, or sexual orientation.

Notice:

Submissions of work experience in your ASP resume must not contain either of the following: (1) a copy of the duty statement from the Job Opportunity Announcement (JOA) or (2) a list of words used to solicit skill matches without describing work experience. You must describe your personal work experience in your own words. Submissions that contain either skill lists, duty statement copies, or experience that is not verifiable as performed by the applicant will be grounds for application rejection and possible disciplinary action.

Would you like to [apply now](https://sec.hr.dla.mil/Apply?) (<https://sec.hr.dla.mil/Apply?>)?

Required Documents:

The documents you are required to submit vary based on the position and under what authority you are applying. See the section above (How To Apply) to determine if there are any documents you need to provide.

Contact Information:

CSO-Columbus
Phone: 614-692-2224
Internet: jennifer.russell@dlamail.mil

Or write:
CSO-Columbus Team
3990 E Broad St
PO Box 182662
Columbus, OH 43213
US

What To Expect Next:

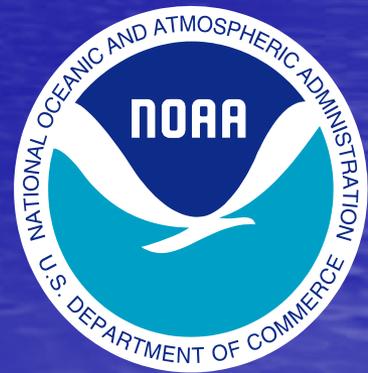
Once this announcement closes, candidates will be evaluated. The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. (In some cases, individuals with priority for special consideration must be considered and selected before other candidates.) You can view the status of announcements that you applied for through our Automated Staffing Program (ASP), accessed through our DLA Human Resources webpage at www.hr.dla.mil, under the Employment category click on Check Status.

[Benefits and Other Information](#)

Benefits:

For a list of benefits, please see [Working for the Federal Government](#).

<http://jobsearch.usajobs.opm.gov/getjob.asp?JobID=29583063&jbf574=DD07&brd=3876&...> 5/5/2005



Name and address on employer's organization XXXXXX Insulating Company, Inc. 888 Riverdale Road Riverdale, MD 00000	Dates employed From: 2/75 To: present	Average number of hours per week 40+
	Salary or earnings \$ 22, 500 per yr.	Place of employment Riverdale, Maryland

Title of your position Accountant	Name and Telephone Number of Supervisor Roger L. Lee (301) 713-0000	Number of employees you supervised 20
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Describe your duties and accomplishments

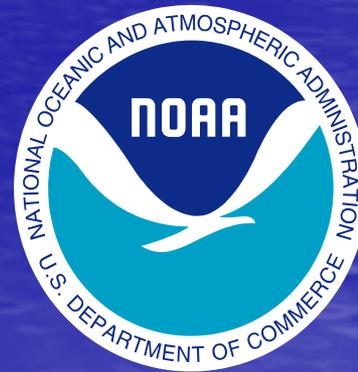
Entered as an Accountant for this rapidly growing small business whose annual gross has tripled in three years. Assigned current duties as ASSISTANT TO THE GENERAL MANAGER 9 months after joining firm, with managerial functions which require 30% of my time. Have developed understanding of the principles of energy conservation and the techniques of home and industrial insulation.

DUTIES AND ACCOMPLISHMENTS INCLUDE:

- Maintain company books, with full responsibility for accounts payable and receivable, payroll, taxes and general fiscal administration.
- Set up annual budget, established regular cash flow analysis and provided company with first accurate financial statements in its 5-year history.
- Researched and initiated the computerization of several accounting functions, including payroll, holding accounting costs down to 1976 level, although company volume has tripled and continues to grow. Supervised the conversion to the new system. Currently studying systems which supplies full management information.
- Initiated in house auditing procedures.
- As Accountant, hired, training and supervised two junior accountants. As Special Assistant to the General Manager, indirectly oversee the work of 20 administrative, sales and clerical staff.
- Assisted General Manager in developing contract bidding policy.
- Developed comprehensive marketing study with assessment of competing companies as first step in expanding services into 4-county area.
- Prepare management advisory reports. Participate actively in the development of company goals and objectives.
- Developed revised forms for travel and expense accounts. Established company guidelines which substantially reduced potential for abuse in these areas.

Excerpt from letter of congratulation from company president at time of large salary increase in 1976:

“Thanks to you we are able to see where we’ve been, but more important, where we are going. You provide an invaluable service to the company. We’re glad you are part of our team.”



Knowledge, Skills/Abilities (KSA's)

Knowledge of Title VII Laws, Affirmative Employment Rules and Regulations

In accordance with EEOC regulations I provided yearly updates on the all the Special emphasis programs within the Weather Service. MD-715 requires a yearly self assessment and barrier analysis. I provided interpretive guidance to the six members of my staff, Senior Managers, and 7 EEO managers in the field units of the NWS. In this capacity I ensure that the EEO managers tasked with implementing the EEO program requirements and the diversity management process in the field possess the appropriate skills sets to perform their job responsibilities more effectively. I accomplish this by recommending specific courses of study to enhance their abilities as it relates to EEO and Diversity Management and by personally conduct specific training to enhance their abilities to perform more effectively in the workplace.

Monitoring the affirmative Employment Plan is the most effective method in which an agency can analyze trends and employment practices affecting the under represented groups identified in this document. I have been involved in the development of AEP plans for several years with the Navy (involving 6,000 plus employees) and with the National Weather Service (4,832 employees) and the National Institutes of Health (20,000 employees). Identifying the under representation in correlation with the PATCOB categories helps to address the areas where deficiencies exist is key to a successful AEP Plan. Compiling and monitoring the statistics related to minorities and women and also the disabled in the work environment is crucial to removing barriers affecting the complete transition of these individuals into the entire work force at all levels.

Utilizing the various special hiring authorities available, I am able to facilitate reducing the under representation in some of the categories as vacancies occur in the agency. In the hiring process, I found that my direct involvement in the selecting process (certificate of eligible rating process) helps to alert the selecting officials to make opportunities available to qualified minority applicants and in affect implement affirmative action as a part of their natural selection process.

Often when complaints are filed in any agency, it is the result of systemic problems associated with the methods in which the agency conducts their daily business. Looking at all the pertinent facts which support or deny the allegations against management often illuminates a direction for resolution. It is important that management officials are aware of the various issues and concerns of the work force and that they are willing to work with the EEO to resolve them amicably. This will assist with the ongoing resolution of problems (i.e. shortage of women, in certain positions, removing specific barriers that would prevent the employment of minorities, etc..) and create a healthy, productive work environment. With my hand on the pulse of the issues management is on top of all possible problems in this arena. I also maintain close contact with the various EEO laws and Federal regulations (i.e. 29 CFR 1614, 1991 Civil Rights Act, ADA, REHAB Act, 504, 502, 508, LEP, etc..) that affects managers, supervisors and employees within the Federal government.

As a major part of the EEO Function I ensure that the agency follows the principles of FEORP which requires constantly in the community preparing the students and future employees for employment with this large Science agency. In my role as the director of the office of equal opportunity and diversity management, I regularly counsel members of my staff who serve as collateral duty certified EEO Counselors. EEO complaints are actually handled toward office of civil rights at the NOAA level. Because of my special relationship with that office I have been asked to assist that director of Office of Civil Rights by providing guidance to the EEO counselors who are members of my staff in our efforts to resolve complaints at the lowest level possible resulting in a 85% success rate in resolving complaints.



I Recognized the Jewel Within

"What lies behind us and what lies before us are tiny matters compared to what lies within us."

Ralph Waldo Emerson

