



Centers for Disease Control and Prevention



Strategic Programs Office | Human Resources Office

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Federal Résumé Facts



There is no page limit for a federal résumé.

- ❖ Include a summary statement, *not* an objective.
- ❖ Experience counts! Put it all in.
 - Social media sites and apps (Ex. Instagram)
 - Volunteer and service organizations
 - Training (workshops, seminars and other professional development opportunities outside of the classroom)
 - Memberships and affiliations
 - Internships, fellowships
 - Informal peer reviews
 - Awards and honors

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Application & Résumé Tips



- Carefully read the duties and qualifications of the job. Don't just go by the job title---you may yet have the experience for the position.
- Don't worry about tailoring your résumé to a specific job; all of your experience should be listed in your document.
- Place the most relevant experience first.
- Use the USAJobs résumé builder and upload a PDF version as well. You also may upload a PDF version of your CV.
- **BE SPECIFIC!** Address the breadth and scope of your experience (dates worked, hours per week, publications).

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Application & Résumé Tips



- Subdivide your résumé into sections: Summary, Experience, Other Experience/Internships, Education, Memberships & Affiliations, Awards & Honors, Training
- If you are still a student or a recent graduate, include your GPA and relevant courses
- Be sure to list languages in which you are proficient.
- **Do not include high school information!**

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Sample Résumé 1



John Doe

1234 Anytown Dr., Anytown, USA 12345
Tel: xxx-xxx-xxxx • E-mail: johndoe@me.com

More than five years' experience as a personal trainer and nutritionist, providing clients of all ages and abilities with accurate fitness and nutrition advice and detailed plans tailored to meet their unique, individual goals. Energetic leader and self-starter. Skilled in data collection, organization and analysis. Dependable and flexible. Able to juggle multiple priorities and work well under deadline pressure. Expert user of Mac and PC platforms and programs, including Microsoft Office (Word, Excel, Outlook, Access and PowerPoint), Safari and Adobe. Proficient in the use of social media (Facebook, Twitter, Skype, Instagram). Fluent in Spanish.

Education

B.S., December 2013, Kinesiology and Exercise Science
California State University, San Bernardino

Related courses

- Body conditioning
- Weight training
- Circuit training
- Motor skills assessment for persons with disabilities
- Adapted physical education
- Physical activity and aging
- Assessment and rehabilitation of athletic injuries
- EKG interpretation
- Basic and emergency water safety
- Lifeguard training

Experience

HONEYVILLE FOOD PRODUCTS, INC. Oct. 2013 - Present
Rancho Cucamonga, CA 40 Hrs/Wk

Quality Control Supervisor

Supervise and coordinate staff inspecting incoming and outgoing products, including packaging and food quality, to ensure adherence to company quality standards and customer specifications. Repeat inspection procedures until products meet quality standards and specifications are attained. Supervise inspection of hot cocoa and coffee product tanks for cleanliness and optimal functionality. Confer with customer representatives to resolve complaints and inquiries. Notify suppliers and subcontractors of reasons for rejection of products.

L.A. Fitness July - Sept 2013
Moreno Valley, CA 40 Hrs/Wk

Personal Training Counselor

Worked one-on-one with clients to determine fitness and nutrition goals and collaboratively develop a comprehensive exercise and nutrition plan that enables them to achieve those goals. Assisted members by providing spotting during circuit training and weight lifting, and illustrate and ensure use of correct form for floor exercises and stretching. Assessed clients' fitness levels through basic (sit and reach flexibility, body mass index) and advanced (VO2 Max) fitness exams to provide written feedback/data for use as a guide when developing fitness goals and as a basis for comparison

John Doe Résumé

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College of Education 40 Hrs/Wk
San Bernardino, CA

Government Liaison

Assisted executive director of the USB Latino Education Advocacy Days (LEAD) in conceptualizing, planning and implementing annual LEAD summits to raise awareness of and promote discussions about education-related issues currently impacting Latinos. Drafted and disseminated marketing and promotional materials. Compiled, copied, sorted, filed and archived records of office activities, business transactions and public inquiries. Escorted VIPs to and from speaking engagements and meetings and delivered confidential documents to CSUSB senior staff. Utilized social media (Facebook, Twitter) to advertise events and generate interest among students and the general public.

Our House Jun-Dec 2012
Redlands, CA

Youth Advocate/Direct Care Worker

Facilitated peer-to-peer counseling sessions and twice daily workouts. Handled crisis calls and intake calls. Supervised departures, drafting of daily shift notes and incident reports, and ensured timely completion of CFS reports for the Emergency Teen Shelter serving youths in crisis. Tutored students individually in various academic subjects, including mathematics, history and physical education. Led relaxation and nutrition education groups while maintaining a clean and safe environment to foster growth and improvement. Liaised between clients, guardians and staff and worked collaboratively with law enforcement, social services and mental health services to meet the needs of youths in crisis.

THINK TOGETHER Aug 2011 - Mar 2012
Rialto, CA

Program Leader

Developed and implemented healthy meal plans for children that complied with state and federal guideline and regulations. Created fun activities all children could participate in without difficulty, and adapted games and other activities as necessary for students with disabilities. Followed lesson plans for instruction of English, mathematics, science and physical education for K-6 students. Used English/Spanish bilingual skills to communicate with parents regarding student progress. Managed a classroom of 25-30 students in the classroom and gym facility. Create lesson plans to achieve maximum student participation and engagement in physical activity.

CASA RAMONA ACADEMY SCHOOL OF TECHNOLOGY Dec 2010 - Jun 2011
San Bernardino, CA

After School Teacher

Tutored K-12 students with supplemental curricula and activities designed meet state standards for college preparatory students. Administered and proctored state and final examinations. Instructed students in various academic subjects after school. Created and maintained a positive and energetic learning environment. Facilitated physical education activities, including health and nutrition lectures, to promote lifelong habits and overall health and wellness.

WHITE HOUSE INITIATIVE ON EDUCATIONAL EXCELLENCE FOR HISPANICS Jan - Apr 2011
U.S. Department of Education 40 Hrs/Wk



Sample Résumé 1 (con't)



JOHN DOE RÉSUMÉ

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the office database/Listserv (Excel spreadsheets, Access database and Salesforce and govDelivery programs). Greeted and escorted visitors to meetings and events. Participated in strategic planning and staff meetings and other Department policy briefings and meetings relevant to the work of the WHI. Assisted senior staff in preparing interim and final reports and other materials for senior officials. Responded to constituent inquiries verbally or in writing in English and Spanish. Created and updated presentations, fact sheets, one-pagers and talking points. Assisted chief of staff with all planning and implementation needs for upcoming local and out-of-town events and meetings, including collecting/researching background materials, cold-calling Listserv members, cataloging attendees, and escorting senior Administration officials and members of the President's Advisory Commission. Maintained office media archives, which included searching for any media coverage related to WHI events and speaking engagements. Prepared shipments of materials to schools and school districts, national Latino organizations and community organizations. Liaised between the WHI and local and national Latino organizations and federal agencies. Provided Facebook and Twitter updates to the WHI's accounts as needed.

CALIFORNIA STATE UNIVERSITY SAN BERNARDINO
Data Center and Help Desk Services
San Bernardino, CA

Sept 2007 - Aug 2010

Clerk

Collected data and graded exams for all professors, answered phone calls, assisted the front desk, helped students with any computer related problems. Delivered important reports regarding the university to all departments. Assisted students, faculty and staff with resolving computer- and printer-related issues. Aided faculty members with exam grading.

HONORS & AWARDS

Delta Sigma Chi Fraternity - Spring 2009 Officer of the Quarter

ASSOCIATIONS/MEMBERSHIPS

Delta Sigma Chi – Vice President, 2009-10
Delta Sigma Chi – Philanthropy Committee-St. Jude's Children Research Hospital, 2006-11
Delta Sigma Chi – DSC Against Drunk Driving Committee, 2006-11
California State University San Bernardino Latino Business Student Association
Kinesiology Student Association

References available on request.



Sample Résumé 2



Jane Doe

1400 Clifton Rd. • Atlanta, GA 30333
(123) 456-7890 • janedoe@oulook.com

SUMMARY

More than 11 years' experience in management, communications and education and outreach, with an emphasis in workforce development, human capital management and planning, diversity and inclusion strategy implementation, and outreach to minority-serving schools and communities. Expert knowledge of federal legislation, initiatives and programs, including hiring opportunities that govern the hiring of underrepresented groups and promote the recruitment and upward mobility of minorities. Skilled in planning, organizing and directing projects for individuals and teams; accomplished in analyzing the effectiveness of programs and operations and advising senior management of recommended changes. An authority in process improvement and transforming complex language and ideas into a language easily understood by the public. Organized, efficient, dependable and flexible. Able to work well under deadline pressure. Quick learner and self-motivated. Expert knowledge of copyright and trademark laws and the processes for producing printed and online materials. Proficient in the use of social media platforms (Twitter, Facebook, Pinterest, Tumblr, Instagram, YouTube), all Microsoft programs, the Internet, and Google and Adobe applications. Fluent in Spanish.

Experience

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES, CENTERS FOR DISEASE CONTROL AND PREVENTION December 2012 – Present
Strategic Programs Office, Human Capital and Resource Management Office 40 Hrs/Week
Office of the Chief Operating Officer
Atlanta, GA

Senior Advisor

Provide strategic direction on workforce planning, recruitment and outreach to multi-disciplined teams consisting of office managers, HR professionals, IT specialists, management and program analysts, scientists, and budget analysts. Provide expert guidance to the directors of the Strategic Programs Office and the Chief Human Capital Officer (Human Capital and Resource Management Office director) to plan, develop and implement nationwide community and professional information/education efforts directed toward Minority-Serving Institutions and the employment of students, veterans and underrepresented groups (Hispanics, persons with disabilities, etc.). Work in concert with the CDC's Office of the Assistant Director of Communications (OADC) to provide professional advice and expert guidance to the Chief Operating Officer, CHCO and other senior leaders in public affairs programming, media planning, and public awareness efforts that the OADC, HCMMO and SPO use to conduct sponsor activities or collaborate with government or nongovernment organizations. Draft talking points and reports for SPO directors, the CHCO and other senior level agency officials. Supervise planning and coordination of the clearance, preparation, design, production and distribution of print, online and other audiovisual materials that carry the Centers for Disease Control and Prevention/Agency for Toxic Substances and Disease Registry's (CDC/ASTDM) messages or other minority employment/recruitment information to candidates, new employees, the general public and professional audiences. Conceptualize and develop Web pages/mock-ups for internal customers and write copies needed to ensure information provided is accurate, timely and adheres to plain writing policies. Analyze current and proposed HR policies to determine the impact on the CDC/ASTDM workforce planning programs. Work collaboratively with senior staff to develop or revise HR policies and practices, ensuring consistency with agency mission and long-range recruitment, retention and succession planning goals. Develop the annual recruitment and outreach calendar in partnership with SPO staff and CDC-wide stakeholders, ensuring diversity and taking into account budgetary constraints and disseminate agency-wide. Foster and develop collaborative relationships with senior management and external officials, such as the Atlanta Human Resources Center (AHRC), executives and staff from within the Department of Health & Human Services and other federal agencies, including the Atlanta Federal Executive Board, state and local partners, and national and international organizations. Provide recommendations on workforce planning initiatives that assist senior agency officials in addressing the number and types of jobs that are needed to meet the mission of the organization; strategies for measuring competencies and addressing skill gaps; and how attrition has affected CDC's ability to accomplish its mission. Develop succession plans for senior leaders and technical positions with an emphasis on mission-critical occupations (MCOs). Develop presentation materials and conduct briefings to keep CDC/ASTDM centers, institutes and organizations (ICOs) informed of

Jane Doe

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agency-wide workforce planning and development plans and activities. Coordinate and draft routine and special reports for formal presentation to senior staff. Create current workforce profiles by reviewing trend data, projecting future workforce supply, and considering staffing levels, workforce skills, workforce demographics and employment trends. Develop complex strategies to address future gaps and surpluses. Make recommendations for adjustments in the workforce plan for the agency as a result of unanticipated customer, leadership or legislative changes. Work with senior planning and human resources management officials in other federal agencies and private organizations to identify potential "best practices" and coordinate and resolve workforce planning problems. Maintain effective working relationships with minority-serving K-12 schools and school districts, Minority-Serving Institutions, community and faith-based organizations, White House initiatives, and national and regional Hispanic-serving organizations. Represent the office and agency at federal and national events; participate in planning committees for agency-wide, federal-wide and national Latino conferences, recruitment fairs and Hispanic executive and special emphasis events. Gather data on Hispanic recruitment and outreach fiscal-year activities and proposed activities from CDC centers, offices and institutes and draft summaries for inclusion in the annual Federal Equal Opportunity Recruitment Program (FEROP) Report. Represent HCMMO and provide authoritative advice and expert guidance as the HR Critical Partner during all HHS Enterprise Performance Lifecycle (EPLC) stage gate reviews.

U.S. OFFICE OF PERSONNEL MANAGEMENT
Office of Diversity & Inclusion
Washington, D.C.

July – October 2012
40 Hrs/Week
90-Day Detail

Hispanic Program Manager

Provided authoritative advice and consultation about Latino outreach methods applicable to federal workforce diversity. Represented the office and agency at federal and national events; participated in planning committees for agency-wide, federal-wide and national Latino conferences, recruitment fairs and Hispanic and other diversity program events. Developed and implemented webinar series for OPM YouTube page to disseminate information on finding and applying to jobs in the federal government, writing an effective résumé, and applying to Student Pathways programs to the national Latino, disability and veterans communities, including students, faculty, and career counselors. Worked collaboratively with OPM's Employee Services, Veterans Services and the Office of the Director to plan and implement Find and Apply National Workshops and roundtable discussions for Directoratory. Drafted invitations, agendas and other printed and online documents for dissemination to the public, and create press releases, one-pagers and talking points for senior staff. Maintained effective working relationships with other OPM offices, federal agencies, schools and school districts, Minority-Serving Institutions, community and faith-based organizations, White House initiatives, and national and regional Hispanic-serving organizations. Edited central correspondence on behalf of the CDD Director. Assisted deputy director in the drafting and implementation of Hispanic Employment Program Manager (HEPM) training program for webinars and inclusion in national Latino conferences and local events. Assisted OPM policy counsel and chief of staff in setting up national Latino stakeholder conference calls and implementing meetings of the Hispanic Council on Federal Employment.

U.S. DEPARTMENT OF EDUCATION
WASHINGTON, D.C.

OCTOBER 2004 – NOVEMBER 2012
40+ Hrs/Week

White House Initiative on Educational Excellence for Hispanic Americans

April 2007 – November 2012

Chief of Staff

Oversee the daily operations of the office, assigning and tracking all tasks, from conceptualization to completion. Developed, modified and directed plans for individual, team and special projects. Analyzed and evaluated programs, processes and constituent needs to advise senior staff of approaches to take to meet agency and office mission and goals and improve efficiency. Recruited, selected/hired, supervised and evaluated more than 35 staff members, including career employees, interns and fellows. Provided authoritative advice and consultation about the laws, regulations, principles and methods applicable to federal workforce diversity. Implemented a substantive year-round internship and detail program, to include recruitment of talented minorities from Hispanic-serving institutions or other partner postsecondary institutions and federal agencies, and placement of surplus human resources in other Departmental offices. Wrote articles for publication in EEO Matters quarterly newsletter. Collaborated with White House Office of Public Engagement, Office of the Secretary, Office of the General Counsel, Office of Management and Budget, and WHI senior staff to draft executive orders, charters, reports and proclamations for the president's signature. Set and reconciled annual and continuing resolution budgets for the office and



Sample Résumé 2 (con't)



Jana Doe Page 7

WAYL 91.9 FM January 1996 – April 1996
 St. Augustine, FL St. Augustine, FL

Intern/Copy Writer

Wrote and proofread all copy, including public service announcements, press releases, correspondence, advertisements and scripts for DJs and station managers. ~~Specialized correspondence written in English and Spanish. Worked closely with DJs and producers to determine song choices, lyrics, volume and length of songs for public appearances. Performed as a guest DJ and utilized the soundboard, PC and other studio equipment for an hour-long broadcast. Assisted in the management, planning, implementation and execution of all radio events and the volunteer recruitment process. Performed weekly interviews of guests and event sponsors. Conducted radio and social events, including weekly shows, radio shows, special appearances, contests, radio and social events. Collected revenue from the sale of event tickets and organized volunteers to assist in event set-up and breakdown. Disseminated information materials—brochures, office and program overviews, flyers and booklets—to concert attendees, potential sponsors and volunteers, students, guests and visitors.~~

Education S.A. Cup, Florida, April 1996 – English, History, Psychology
 Major College, St. Augustine, FL

Memberships

Alpha Chi, National College Honor Scholarship Society
 Federal Hispanic Advancement Career Summit Planning Committee
 Sigma Tau Delta, International English Honor Society
 International Association of Latino Public Administration Executives (IALPE) Conference Planning Committee
 League of United Latin American Citizens (LULAC) Federal Training Institute Working Group
 National Association of Hispanic Federal Executives
 National Council of Hispanic Employment Program Managers
 HCMRO Priority Placement Program Working Group
 HCMRO Improve Communication Team

Awards & Honors

2011 – Outstanding Work Performance
 2010 – Outstanding Work Performance
 2009 – Outstanding Work Performance
 2008 – Outstanding Work Performance
 2006 – Outstanding Work Performance
 2007-09, 12 – Chair, U.S. Department of Education Hispanic Employees Council (ED-HEC)
 2008, 06 – Secretary, U.S. Department of Education Hispanic Employees Council (ED-HEC)
 2004 – Miller's Choice Award for Outstanding Achievement in Poetry
 1998 – Major College Departmental Award for Superior Academic Achievement in English
 1991-98 – Dean's List

Training

2015 – Basic Employee Relations 2015 – Records Management
 2015 – Supervisor Development Challenge 2012 – Safety Survival Skills, Part 1: General Responsibilities
 2015 – Exceptional Customer Service Made Simple 2012 – Introduction to the Senior Executive Service
 2015 – Doing More with Less: Effective Process Improvement and Change Management 2012 – Diversity & Productivity: The Ideal Partnership
 2015 – The Face in the Mirror Self-Awareness—A Leadership Imperative 2012 – Conflict Resolution
 2015 – Succession Planning and You 2012 – Navigating a Federal Career
 2015 – Generational Truths Every Leader Needs to Know 2011 – Introduction to Self-defense
 2015 – The Introverted Leader 2010 – Privacy Safeguards
 2015 – Crisis Emergency Risk Communication: Basic 2009 – Why Diversity Matters
2008, 2015 – OSA ~~Special~~ Travel Card

Jana Doe Page 8

2007 – Technical Writing 2004 – Effective Communication
 2006, 2015 – The No Fear Act 2004 – New Supervisors Training
 2006, 2015 – Tolowork.gov: Tolowork Fundamentals 2000 – Project Management
 2005 – FOIA Awariness 1997 – Command Financial Specialist
 2005 – Clear Writing (Suppl.) Critical Thinking 1997 – Emergency Assistance to Families
 2004-15 – Information Technology Security Awareness 1997 – HIV/AIDS in the Workplace
 2004-15 – Ethics Orientation/Annual Refresher 1997 – Leadership and Management for Women
 2004-15 – Internal Control
 2004-15 – Records Management

Public Speaking

2015 – “Managing Up: How to Positively Influence Supervisors and Senior Staff to Achieve Positive Results” LULAC National Convention Federal Training Institute
 2015 – “Managing Up: How to Positively Influence Supervisors and Senior Staff to Achieve Positive Results” LULAC-HMS Federal Training Institute Partnership
 2015 – “Hiring & Applying to Jobs at the CDC and in the Federal Government” CDC-University of Miami Workshop
 2015 – “Hiring & Applying to Jobs at the CDC and in the Federal Government” CDC-Florida International University Workshop
 2012 – “Making the Most of Your Liberal Arts/ Communications/Journalism Major” OPM-OSU Find & Apply National Workshop
 2012 – NOMAR 2012 Annual Conference and Business Meeting
 2012 – “Upward Mobility in the Federal Government” ED-OPM Summer School Roundtable Webinar Series
 2012 – Opening/introductory remarks for ED-OPM Summer School Roundtable Webinar Series
 2012 – LULAC National Convention’s Youth-Colleagatc Federal Career and Recruitment Forum
 2012 – LULAC National Convention’s Hispanic Employment Program Summit
 2012 – Panelist, “What is Diversity?” Roundtable Discussion
 2011 – EEO Forum: “Empowering Women in the Workplace” Panel
 2011 – LULAC National Convention’s Youth-Colleagatc Federal Career and Recruitment Forum
 2011 – LULAC National Convention’s Hispanic Employment Program Summit: Agents for Change
 2010 – Panelist, “Don. Mary told’s The Latino Summit: Improving the Lives of Novedades”
 2007-09 – Opening/introductory/closing remarks for ED-HEC events
 2004 – Closing remarks for Hispanic Heritage Month forum
 2004 – “The ABCs of Getting Your Manuscript Published”
 2004 – Intellectual Property Law/Media Law
 2004 – “Investigative Journalism: Methods of Research”
 2004 – Conducting and Writing Interviews
 2003 – Publishing 101
 2002 – Hispanic Culture Sensitivity Training
 1996-97 – American Red Cross Basic indoctrinations (NAS Cool Field and NAS Jacksonville, FL)

~~Writing portfolio and references available on request.~~



Glorimar Maldonado

Senior Advisor and Hispanic Employment Program Manager

Strategic Programs Office

Human Resources Office

Centers for Disease Control and Prevention

Tel: 770-488-1896

E-mail: gmaldonado@cdc.gov

For general inquiries:

Recruiter@cdc.gov

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