



# Before We Begin...

...we need to talk about resumes. Specifically, the federal resume. Crafting this correctly – and matching it to what is written in the “**Qualifications**” section of a job posting – is the key to getting an interview. But what goes in it and how is it different from a conventional resume? Let me break it down.

## Federal Resumes 101

- ✓ **They are longer than conventional resumes.** They should be between 4 and 6 pages in length.
- ✓ **They are detailed.** While conventional resumes tend to be succinct, you are free to expand on your accomplishments.
- ✓ **Paragraphs are okay.** But bullets are appreciated. My federal resume is a combination of both – long, detailed bullets.
- ✓ **They should be tailored.** Most people fail to escape the black hole because they submit the same resume 100x. You need to tailor it to the job posting.
- ✓ **They consist of these sections** at least. You can add more:
  - **Profile Statement**
  - **Key Skills/Areas of Expertise**
  - **Professional Summary**
  - **Work Experience**
  - **Education**
  - **Other: Volunteer Experience/Awards/Etc.**

# The First Page of My Federal Resume

## STEPHANIE DELORENZO

Washington, DC | XXXXXXXXXXXX@gmail.com | (843) XXX-XXXX

**PROFILE** – Experienced Emergency Response professional with 9+ years of expertise managing complex programs and disaster operations. Skilled in navigating organizational policy, managing multifaceted processes, fostering collaboration across teams, and driving organizational efficiency. Holds a Master’s degree in Urban Planning/Emergency Management and graduate the of Federal Emergency Management Agency Advanced Leadership Academy. Brings a nuanced understanding of policy, process improvement, and federal disaster response. Recognized for exceptional written and oral communication skills and passionate about public service and committed to cultivating cohesive, high-performing teams.

### SUMMARY OF EXPERIENCE

- ❖ **FEMA** (3.5 yrs) - Program management for federal contracts; Lead teams and personnel during disaster and in normal operations; Manage and lead disaster operation to complex incidents; Brief federal leaders through presentations and written reports; Suggest process improvements.
- ❖ **DC Government** (1.5 yrs) - Incident coordination to complex local disasters; Program management for team training and situational awareness; Manage Emergency Operations Center ops; Analyze situational awareness gaps and build programs to improve.
- ❖ **Consulting** (3.5 yrs) - Exercise designer for states and locals; identified programmatic gaps and suggested improvements; Authored after action reports.
- ❖ **American Red Cross** (1 yr) - Managed 50+ emergency volunteers; Built and maintained training curriculums; Analyzed and improved disaster response programs.

AREAS OF EXPERTISE		CERTS & TRAINING
✓ Disaster Response	✓ Process Improvement	- Contract Officer Rep (COR) I
✓ Project Management	✓ Program Management	- Incident Command System
✓ People Leadership	✓ Oral & Written Communication	- FEMA Advanced Academy
✓ Incident Coordination	✓ Team Building	- First Aid/CPR
✓ Organizational Awareness	✓ Federal Disaster Operations	
	✓ Stakeholder Engagement	

### WORK EXPERIENCE

<b>Federal Emergency Management Agency</b>	09/22/2024 – Present
500 C St SW, Washington, DC 20024	On Call - 50 hrs/week (when deployed)
<b>Operations Division Supervisor - Reservist</b>	

I am currently a reservist supervisor with the Operations Cadre of the Federal Emergency Management Agency (FEMA). This is an intermittent role where I am called to deploy nationally for natural and man-made disaster events to manage multiple subordinates and aspects of the federal operation.

- **MANAGEMENT & LEADERSHIP:** Responsible for the management and supervision of assigned resources within assigned geographical area and reporting on progress of operations and status of resources. Oversee federal operations cadre personnel and assigned resources or assets to properly respond to and mitigate the effects of disasters or incidents.
- **ANALYSIS & PLANNING:** Ensure the complete and successful operation execution of work assignments as delineated by the operation’s Incident Action Plan.
- **STAKEHOLDER ENGAGEMENT:** Coordinate with local officials to provide assistance and guidance and inform stakeholders on FEMA operations in the area. Brief federal, state, and local leadership on response and recovery activities and progress for the incident and provide recommendations to improve disaster operations.

# Nine Tips for Beating USAJOBS

- Tip #1** Your “Master” Resume
- Tip #2** The Hiring Path
- Tip #3** Requisite Experience
- Tip #4** Full Dates
- Tip #5** Reverse Chronology
- Tip #6** Volunteer Experience
- Tip #7** Expand Your Bullets
- Tip #8** Match to Requirements
- Tip #9** Rating Yourself

## Tip #1 Your “Master” Resume

*Create a master resume to tailor per job*

Start by creating a “**master**” resume—a detailed record of all your jobs and accomplishments/duties from previous roles. This document will serve as a foundation and allow you to easily tailor it to the federal jobs you find. It should include:

[Begin by downloading a template](#) 

## Tip #2 The Hiring Path

*Make sure you are eligible to apply for the role*

Each job posting on USAJobs lists who the role is open to. This is indicated by one or more colorful icons (below). Not everyone is eligible to apply for each job, unless the role is “Open to the Public”. Before applying, confirm you are eligible.

### “Hiring Path” Icons



USAJobs.gov explains each one in depth [on their website](#).

*Pro tip: You can filter these icons by clicking “Hiring Path +” to the right after searching for an agency or location.*

## Tip #3 Requisite Experience

*Make sure you have the applicable experience*

Once you determine you are eligible to apply for the role, scroll down in the job posting until you see the word **“Qualifications”** in bold. The section will look something like this:

### Qualifications

**All qualifications and eligibility requirements must be met by the closing date of the announcement.**

To qualify for this Management & Program Analyst position at the IC-11 level, you must possess one full year of specialized experience equivalent to at least the IC-09 level in the Federal government, which has equipped you with the skills needed to successfully perform the duties of the position. Experience may be obtained in the federal government, a state or local government, or private sector, and must demonstrate the following:

1. Evaluating programs and procedures to improve organizational efficiency; AND
2. Solving substantive problems and challenges to achieve agency goals and objectives; AND
3. Intermediate/advanced Excel skills.

Read the bullets under this section and critically self evaluate. Ask yourself **“Do I have this experience and can I articulate it in my resume?”** If the answer is **“NO”**, find another role.

## Tip #4 Full Dates

*Include full dates for all previous roles*

When crafting your resume, be sure to include **full dates (MM/DD/YYYY)** for every job or experience. This is because, when proving to HR you are qualified, you need to show at least 1 full year of experience in the competencies listed. Example:

**Acme Group**  
4321 Palm Blvd, Columbia, DC 00121  
**Emergency Management Consultant**

08/22/2016 – 03/20/2018  
Full time - 40 hrs/week

*Pro tip: If you can't remember specific dates, pick something close*

## Tip #5 Reverse Chronology

*List previous jobs in reverse order*

When listing out your work history, ensure it is in reverse chronological order, meaning your current or most recent position should be at the top.

## Tip #6 Volunteer Experience

*Emphasize your volunteer experience, if applicable*

If you have performed the requisite experience (Tip #3) in a volunteer capacity, that is valuable and should be emphasized in your resume.

**However**, you must have performed that function over the course of a year or more. Short stints in a volunteer capacity (e.g. one 3-month mission trip) will not count.

## Tip #7 Expand Your Bullets

*Add context and detail to your job bullets*

Federal resumes require extensive detail, and their longer format provides allows you to do this. Expand on your job duties and accomplishments. Consider this example:

### **Weak bullet**

- *Assisted in emergency response operations for the department.*

### **Expanded bullet**

- ✓ *Coordinated emergency response operations for the department by managing logistics, staffing, and resource allocation during multiple incidents, including severe weather events and infrastructure failures.*

## Tip #8 Match to Requirements

*Tailor all aspects of the resume to match the “Qualifications” section*

Refer back to the Qualifications section from Tip #3 – You need to show you have experience doing these things throughout your resume. For example, here is one bullet pulled from an actual USAJobs position posting:

1. Evaluating programs and procedures to improve organizational efficiency; AND

Therefore, nearly all parts of your resume need to explicitly show, with examples, where you have done that. Do this for all bullets.

**Pro tip: Pull out key words and phrases.** For this example, I would pull out “**Program evaluation**” and “**improve efficiency**”

Next, pepper these words and examples in every section of your resume, namely:

- **Profile Statement**
- **Areas of Expertise**
- **Work Experience accomplishments**

***\*\*\*This is the key to beating USAJobs. Tailor your resume to exactly what they want as written in the Qualifications section\*\*\****

## Tip #9 Rating Yourself

*If asked to rate yourself, rate yourself high*

Some postings will ask you to rate yourself when you go to apply for the role. If this is the case, rate yourself as high as possible, so long as you can make an argument if they were to ask you in the interview.

# Federal Resume Checklist

Use this checklist for each position you apply for on USAJobs.

- You are **eligible** to apply for the role.

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- You have the correct **requisite experience**.

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- The resume is **tailored** to the job per the “Qualifications”.

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- You put **key words** from the ad throughout your resume.

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- Most relevant accomplishments are **at the top** of each job.

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- You tweaked your **profile summary & key skills** sections.

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- Your bullets are **detailed** and **relevant** to the job.

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- Each role shows **full dates** (mm/dd/yyyy) of employment.

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- All past roles are in **reverse chronological** order.

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- Outside work experience** is highlighted, if applicable.

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- If asked, you **rated yourself highly** upon submission.

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- Everything is **spelled correctly**. It was **proofread**.

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- Your resume is saved in **.PDF format** to maintain formatting.

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