

Federal Resume Guide

You can use the outline feature to jump to sections

General Resume Advice

- Use space effectively, do not have your content too close or too spread out
- Be consistent with your font size and style, layout, and formatting
- List appropriate contact information (e.g. professional email)
- Organize content most relevant towards the top to least relevant at the bottom
- Tailor subject headers when possible and relevant
- Education and experiences should be listed most recent to least recent in their sections
- If using Google Docs to format your resume, use our [Tips for Using Google Docs for Career Documents](#) to help get started

Federal Government Resume Advice

- Start resume by using builder in [USAJOBS](#) to ensure you include all fields required for federal government positions
- Read the ["what to include"](#) article to understand the required fields
- Once you have created a document using USAJOBS builder, copy to Word or a Google doc to make further edits
- Use keywords from the qualifications section of job announcement and customize your resume for every application
- Remember you can include unpaid, volunteer, organizational involvement, and course projects under experience, especially if the experience is relevant
- Once you've customized your resume for an application, save your resume as a PDF and apply to that specific job announcement
- Federal resumes for recent graduates can be 1-2 pages. Federal resumes at any experience level should not exceed 2 pages

Creating Meaningful Action Statements

Below is a general formula to use as a starting point for constructing meaningful bullet points for your experiences.

WHO – Who did you help in this role (the organization, clients, customers)? Whom were you working with?

WHAT – Describe in detail what you did. What were the results of your work? If you did research, was it published?

WHEN – When did this work happen (daily, weekly, or monthly)? Highlight the frequency you did something to show productivity.

WHERE – Where did your responsibilities occur? Did you interact with people outside of org? Was travel involved?

WHY & HOW – Why did you do the work? How did your job duties help or add to the organization? Be as specific as possible.

Skill + What YOU did + Results/Outcomes

(Action verb) + (Job responsibility) + (How/Why)

BEFORE

Random Fast-food Restaurant, Team Member Any Town, VA, May 20xx – Present

- Take customer orders and answered questions

AFTER

Random Fast-food Restaurant, Team Member, Any Town, VA, May 20xx – Present

- Take orders with a welcoming demeanor, scoring over 90% customer satisfaction on customer feedback surveys.

It is important to **QUANTIFY** – adding numbers – it demonstrates productivity. (Ex. Helped about 15 customers per hour during peak business hours.)

You can use the [Action Verb Resource](#) to help tailor the action verbs for your action statements.

APPOINTMENT HOURS

Monday - Friday, 8 A.M. - 5 P.M.
Schedule on Handshake.
Log in at careers.vcu.edu.

OFFICE LOCATION

University Student Commons,
1st Floor, Rm. 143

CONTACT INFORMATION

careers.vcu.edu
careers@vcu.edu
(804) 828-1645

Federal Government Resume

907 Floyd Avenue Richmond, VA 23284 | mobile: 804-123-4567 | ramcareer@vcu.edu

EDUCATION

Virginia Commonwealth University (VCU), Richmond, VA
Bachelor of Arts in Political Science with a concentration in politics and government
Minor in Sociology

Expected: May 20XX
Overall GPA: 3.7/4.0

EXPERIENCE

Virginia21 at VCU, 907 Floyd Avenue, Richmond, VA, 23284

March 20XX – Present
6 hours/week

Vice-President of Student Organization

Engage students in Virginia's democracy through a nonpartisan focus on higher education reform

Collaborate with group of 6 students in lobbying state delegates and senators for higher education reform, including tuition, student privacy, and preventing campus sexual assault

Virginia General Assembly, 900 E Main Street, Richmond, VA, 23219

January 20XX – March 20XX
20 hours/week

Intern

Answered constituent phone calls and emails, documented constituent requests and contact information in Google Suite, and reported concerns back to team

Organized team of 4 interns to create new process for tracking progress on proposed legislation using Excel

Greeted visitors and directed them to appropriate resources

Senior Seminar in Political Science, 827 West Franklin Street, Richmond, VA 23284

September 20XX – December 20XX
9 hours/week

Team Lead

Led team of 4 peers to analyze four subfields of political science and delegated responsibilities for writing 15 page paper

Wrote 5 page introduction to team paper and presented to group of 30 classmates

Virginia League of Conservation Voters, 100 W Franklin St #102, Richmond VA, 23220

September 20XX – December 20XX
2 hours/week

Volunteer

Phone banked and canvassed for 50 hours, encouraging citizens to vote in the gubernatorial election

Created templates for letter writing campaigns and tracking spreadsheet via Excel to conduct legislative research

LANGUAGE SKILLS

Spanish: Advanced Speaking and Reading; Intermediate Writing

TECHNICAL SKILLS

Proficient in Microsoft Word, Excel, PowerPoint

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Appointments

If you are interested in making an appointment with one of our Career Advisors to review your resume or discuss any other career-related topics/questions, [see which advisor advises your industry of interest](#).

We recommend that first appointments with our office are with a career advisor. In addition, we offer several different appointment mediums to better meet your needs. Choose the medium that best fits your needs.

You can [schedule an appointment](#) by logging into Handshake and selecting the time that works best for you.

Events and Career Fairs

To see our upcoming events and career fairs you can check our [website](#) or log into [Handshake](#).

Questions

If you have any questions you can come into the office, call our front desk at (804) 828-1645, or email us at careers@vcu.edu.

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