



HIRE HEROES

USA

Hire Heroes USA Transition Assistance Workbook

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*As a 501(c) (3) not-for-profit organization, HHUSA's services are provided at no cost to the Veteran

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MISSION:

Hire Heroes USA's mission (Hire Heroes) is dedicated to creating job opportunities for US military veterans and their spouses through personalized employment training and corporate engagement.

As a 501(c)(3) not-for-profit organization, Hire Heroes' services are provided at no cost to the veteran.

VISION:

"Maintain the Nation's most effective veteran transition and employment assistance program, modeling a process that will drastically decrease the unemployment rate of the men and women who served this country."

CREATING THE OPPORTUNITY:

The transition back into civilian life can be challenging for service men and women, especially those wounded or disabled. As they seek to establish new civilian careers, many young veterans find themselves behind their peers and counterparts in terms of employment experience and networking in the civilian sector.

The services HHUSA offers to our returning service members - our Heroes - help ease the transition into civilian life and ensure these selfless men and women have the opportunity to enjoy the freedoms they fought to preserve.

A personal approach facilitates matching of the career interests, qualifications and transferable skills of veterans with the needs of hiring companies partnering with Hire Heroes USA to fill job openings.



CLASS SCHEDULE

Day 1

0900 – 0950	Hire Heroes USA Introduction and Strategic Planning Class
0950 – 1000	Break
1000 – 1050	Resume Class
1050 – 1100	Break
1100 – 1200	Resume Writing
1200 – 1300	Lunch
1300 – 1530	Resume Writing
1530 – Open	End of Day Wrap Up / Resume Upload

Day 2

0900 – 0950	Interviewing Class / LinkedIn Class
0950 – 1000	Break
1000 – 1130	Resume Writing
1130 – 1230	Lunch / Mock Interview Sign-Up
1230 – 1530	Mock Interviews / Resume Upload / Surveys
1530 – Open	Final Thoughts



STRATEGIC PLANNING

Determine your work preferences – Circle one

(Source: TAP Workshop Manual)

1. **I enjoy working with:**
 - a. Data (information, ideas, words, numbers)
 - b. People
 - c. Things (machines, equipment)
2. **I prefer working:**
 - a. Indoors
 - b. Outdoors
 - c. Some inside and some outside
3. **I want to work for a company:**
 - a. With less than 100 employees
 - b. With 100 to 500 employees
 - c. With 500 or more employees
 - d. That I own
4. **I would like to work in a:**
 - a. Large city (Chicago, New York, Seattle)
 - b. Medium size city (Portland, Omaha)
 - c. Town or suburban area
 - d. Small town or rural area
5. **I prefer a job that involves:**
 - a. A lot of travel (2 or more times per month)
 - b. Some travel (once a month)
 - c. No travel
6. **I want a job that requires:**
 - a. Interacting with a lot of people
 - b. Some interaction with people
 - c. Very little interaction with people
 - d. No interaction with people
7. **I want to work:**
 - a. Full time
 - b. Part time
 - c. Plan to work and attend school
 - d. Temporary
8. **I would like work duties that:**
 - a. Frequently change
 - b. Vary from day to day
 - c. Are fairly routine
 - d. Never change
9. **I am willing to work overtime:**
 - a. As much as possible
 - b. Frequently
 - c. Occasionally
 - d. Never
10. **For the right job I am:**
 - a. Not willing to relocate
 - b. Not able to relocate
 - c. Willing to relocate
 - d. Eager to relocate

11. What are some things you like to do in your spare time?

12. Are you more comfortable as a team leader or team member?

13. What kind of job would you do if you could choose any job that you wanted?

Keep these ideas in mind during your job search. The type of environment you want to work in will be a key factor in determining what careers are right for you



STRATEGIC PLANNING

Determine your financial goals and needs
(Source: TAP Workshop Manual)

Monthly Transition Budget Worksheet

1. Housing

Rent or Mortgage _____
 Heating/Electricity _____
 Cable/Telephone _____
 Maintenance _____
Subtotal _____

2. Food

Groceries _____
 Restaurants _____
 Miscellaneous _____
Subtotal _____

3. Transportation

Car Payment _____
 Gas/Maintenance _____
 Public Transportation _____
Subtotal _____

4. Insurance

Medical/Dental _____
 Auto _____
 Personal/Life _____
 Renter's/Home _____
Subtotal _____

5. Medical

Doctor/Dentist _____
 Prescriptions _____
Subtotal _____

6. Debt

Credit Cards _____
 Loans _____
 Other _____
Subtotal _____

7. Clothing

Work/Job Search _____
 Family/Personal _____
Subtotal _____

8. Child Care

Daycare/babysitters _____
 School expenses/fees _____
 Allowances _____
Subtotal _____

9. Personal

Haircuts/Cosmetics _____
 Laundry/Dry Cleaning _____
Subtotal _____

10. Taxes

Property Tax _____
 Income Tax _____
 State/Local Tax _____
Subtotal _____

11. Miscellaneous

Education _____
 Savings _____
 Retirement _____
 Other _____
Subtotal _____

Monthly Expenses Total _____

Monthly Income _____

Current Savings _____

It's important to understand how much you spend monthly. This information will help you determine your financial needs



INTRODUCTION TO RESUME BUILDING

Creating a professional and effective resume:

A professional and polished resume is essential. The guidelines below will help you perfect your resume and ensure that it stands out from the crowd (for all the *right* reasons).

1. Show off your military background - if you were in active combat, leave out the details
2. Showcase your track record of accomplishments
3. Always assume the hiring manager knows nothing about the military – avoid military jargon and utilize Crosswalk for Military to Civilian translation assistance (<http://online.onecenter.org/crosswalk>)
4. Create a resume that speaks to an employers' needs / job description
5. Quantify your experiences. When creating bullet points, ask yourself: Who, What, Where, When, Why / For What Purpose, How, and How Much?
6. Use power words whenever possible: Involved with; Contributed to; Served on
7. Keep your resume to 2 pages or less; label the second page
8. Keep your e-mail address professional (ex: jsmith13@gmail.com or john.smith@gmail.com)
9. Ensure your contact information is up to date
10. Do not list your references on your resume – have them in a separate document, ready to send to an employer if asked
11. Be sure to get feedback on your resume before submitting it



BUILDING YOUR PROFESSIONAL RESUME

Step 1 – Contact Information

Format: Center your full name in all capitals (bolded), mailing address, phone number and e-mail address
Only include your mailing address if you are applying locally

EXAMPLE:

JOHN L. SMITH
1234 Main St.
Alpharetta, GA 12345
(999) 123 - 4567
john.smith@gmail.com

Step 2 – Summary of Qualifications

- The summary of qualifications highlights the skills that are reflected in your work experience and is the first thing hiring managers read
- Use paragraph format
- Be sure that the summary of qualifications reflects how you want to be viewed as a potential candidate and proves your value to the organization
- This section is where areas of expertise, such as leadership, strategic planning, or material handling, are listed. Providing supporting examples is imperative.

Structure of Summary of Qualifications:

Start the summary with a title you want to go to market with, and then support it with quantifiable evidence: the number of people you managed, size of the budget you managed, or value of machinery that you maintained; degrees or special certifications that set you apart; years of work or military experience; languages you speak other than English; a security clearance if you have it. This summary should be no more than 8 typed lines. Beneath it, include 6-9 bullet points that highlight your areas of expertise.

EXAMPLE:

SUMMARY OF QUALIFICATIONS

Executive Protection Manager with an active Top Secret clearance (TS/SCI) offering 11 years of protective services in the military and private sectors. Supervised and trained 80 personnel in small unit tactics, marksmanship and communications procedures. Managed risk along multiple lines to protect equipment valued at \$6M while meeting the vision of senior leadership. Possess a comprehensive background in leadership, risk management and threat identification derived from four years of experience in the **United States Army Special Forces**. Traveled extensively, domestically and internationally, to areas of high risk, including Afghanistan, Iraq and Pakistan. Experienced in conducting liaison with federal law enforcement agencies and training indigenous forces. Career is supported by Special Forces Communication Sergeant Qualification Course and First Aid / CPR certifications.

Areas of expertise:

- Risk Management
- Supervising/Leadership
- Training/Development
- Emergency Response
- Operations Management
- Physical Security

Step 3 – Work Experience: Chronological

Chronological resumes are the most popular. List your work experience for the last ten years, beginning with your current position/billet. Try to keep it to 4 – 5 bullet points per experience.

***Remember to use power words and to quantify your experiences. Ask yourself: Who, What, Where, When, Why / For What Purpose, How, and How Much?**

Impact of Power Words:

Before: “I gave work assignments to staff of entry-level account clerks.”

After: “Directed workflow, supervised and trained accounting staff of ten to perform postings to general ledger, accounts receivable and account payable.”

Before: “Maintained records for accounts receivable and payable.”

After: “Managed over 1K accounts receivable and accounts payable working directly with the Chief Financial Officer.”

EXAMPLE 1:

**United States Army, Fort Hood, TX
Cavalry Scout, Squad Leader:**

January 2006 – Present

- Maintained and accounted for over \$2M worth of vehicles and equipment; trained, supervised and directed the employment of four personnel during 15 months of complex operations in Iraq
- Provided close quarter security to high level government officials - including ranking military officers, congressmen, and international dignitaries - to ensure personal protection in hostile environments
- Ensured safe and successful convoy operations for 16 vehicles and 42 personnel while assigned as the Truck Commander during 14 unit missions
- Analyzed mission requirements, then coordinated and communicated with supporting units to ensure optimal support on security aspects during three major operations involving more than 25 vehicles and 200 personnel

EXAMPLE 2:

**United States Marine Corps, Camp Lejeune, NC
Squad Leader, 2nd Battalion 6th Marine Regiment**

December 2004 – April 2007

- Oversaw the accountability, training, and employment of fifteen personnel while deployed to Afghanistan for seven months in support of Operation Enduring Freedom
- Trained and evaluated fifteen personnel in small unit tactics, techniques and procedures in order to ensure compliance with company standard operating procedures and success in the overall mission
- Independently fostered outstanding professional relationships with local Afghan civic and government officials; resulted in the establishment of two schools, one water treatment facility, a health clinic, and a 75 percent reduction in attacks against coalition forces over a five month period
- Developed and implemented a training course to certify Filipino Marines in combat marksmanship; displayed the ability to clearly communicate and interact with persons from diverse backgrounds

Step 3 – Work Experience: Functional

Functional resumes are not as common, but that doesn't mean they're not effective. Evaluate your experiences and desired career to determine if a functional resume is the best choice for you. Consider creating a functional resume if you:

- Performed similar duties in each work experience
- Have gaps in your work history (where you were not a full time student)
- Have frequently changed jobs

Determine the abilities you want to highlight. Consider the skills listed in the job requirements. **Remember to use power words and to quantify your experiences. Ask yourself: Who, What, Where, When, Why / For What Purpose, How, and How Much?**

EXAMPLE:

Electronic Technologies

- Synchronized and reconfigured 50+ friendly radio frequencies resulting in completion of mission which resulted in improvement of protection for soldiers from Radio Controlled Improvised Explosive Devices
- Served as the Electromagnetic Spectrum Manager for 4K+ pieces of military radio frequency equipment
- Displayed knowledge of Base Defense Operations Cell (BDOC) connectivity and integration into the area defense framework and how it effects base defenses

Training / Leadership

- Led and mentored 44 personnel in the Infantry Operations Center by creating short and long-term tasks and goals in order to accomplish the mission of always being trained, fit, and ready to deploy
- Conducted and planned group / individual training and prepared training plans for 44 personnel by assessing where the group / individual is and using that to make a plan to meet the mission of the Army
- Provided training through classroom and hands on instruction to 3K+ Navy personnel in a formal school environment on rescue, firefighting, ship repair, and mechanical pumps to prepare for shipboard deployments

Operational Management

- Planned 12 missions, utilizing detailed enemy radio frequency data for airborne Electronic Attack (EA) missions in combat which resulted in no soldiers killed by Radio Controlled Improvised Explosive Devices
- Provided technical assistance to support units though troubleshooting, testing, and repairing of 2K+ Counter – IED systems
- Supervised inventory management functions of military gear, communication equipment, weapons, and vehicles for six companies valued at \$7M

If you decide to do a functional resume, remember to include your work experience below your skills

EXAMPLE:

WORK EXPERIENCE

US Army, Electronic Warfare Officer, Various locations, 2005 – 2012
US Army, Senior Leader, Platoon Sergeant, Various Locations, 2010 – 2011
US Navy, Formal Instructor, TX Reserve Station, 2002 – 2005

Step 4 – Education / Training

Education is an important part of your resume, but only include degrees that you have completed or that are pending. List your high school diploma only if you have not completed an Associates, Bachelors, Masters, or PhD.

Also include any training you have that would benefit the job you are applying to. Starting with your education, include the following in each line:

- College / Training Course Administrator
- Type of Degree / Course
- Location and Year Completed

EXAMPLE:

EDUCATION / TRAINING

University of Georgia, Bachelor of Science in Communications, Athens, GA, 2010
US Army, Primary Leadership Development Course, Ft. Benning, GA, 2008

Step 5 –Certifications

Include any certifications you have that would benefit the job you are applying to. Be sure to include the following in each line:

- Certification Administrator
- Type of Certification

EXAMPLE:

CERTIFICATIONS

ISSA (International Sports Sciences Associations), Certified Fitness Trainer (CFT)
CDL (Commercial Driver's License) Class A w/ all endorsements

Step 6 – Technical Skills

This section is helpful if you're applying to a position in the Radio, IT, Telecommunications, Aviation, or Maintenance sectors. List any technical skills you have that may be required or beneficial for the job you're applying for.

EXAMPLE:

TECHNICAL SKILLS

Motorola XTS-5000 handhelds, Advanced Encryption Standards (AES), Digital Voice Recorder Systems (DVRs), Tactical Satellite (TACSAT), Runway Approach Control (RAPCON)

Step 7 – Awards

This section is optional. If you choose to include your awards, list 4-5 medals, commendations, or achievements.

EXAMPLE:

AWARDS

Navy / Marine Corps Achievement Medals (3)
Iraqi Campaign Medal
Afghanistan Campaign Medal
Presidential Unit Citation



DO'S AND DON'TS OF RESUME WRITING

DO

- Focus on your strengths and accomplishments
- Quantify your results
- Eliminate unnecessary details
- Use power words
- Spell out abbreviations
- Use bullet points – not paragraphs

DON'T

- Use pronouns such as: “I”, “me”, “my”, “our”, or “we”
- Use fancy fonts or embellishments
- Include photographs or personal information
- Lie or exaggerate
- Include combat details
- Use military jargon



IMPORTANCE OF A COVER LETTER

A cover letter is an introduction to an employer that highlights your key accomplishments and level of responsibility in line with the position you are applying to.

In today's job market, few employers seriously consider a resume that is not accompanied by a cover letter. Therefore, a cover letter plays a pivotal role in your job search strategy. Every cover letter must be specifically targeted to each job and to each employer. This is your opportunity to demonstrate how your background and experiences will allow you excel at the job you're applying for.

The cover letter serves as a complement to the resume and can be utilized to explain matters that your resume does not address. For example, if you (a) have large gaps in your employment history; (b) are re-entering the job market; (c) changing career focus, or (d) relocating and conducting a long-distance job search. A cover letter can explain these circumstances in a positive way.

Here are important tips when writing a cover letter:

- Keep cover letters brief and interesting - limit to one page
- Whenever possible, address your cover letter to a named individual
- Identify the position you are applying to and mention how you discovered the vacancy (i.e. as advertised on the company's website)
- Focus on tailoring your qualifications to the job requirements
- Never include any negative information
- Request follow-up feedback; keep it positive
- Avoid all types of grammatical mistakes by having a few trusted business professionals read it over

It is imperative for a job seeker to target the specific type of work desired. There are two types of Cover Letters. Choose the one that will benefit you most:

Conventional Letter

Paragraph 1: Address the position you are applying for, how you discovered the vacancy

Paragraph 2: Reference your attached resume, years of experience, and type of background you offer

Paragraph 3: Address the key skills you can bring to the position – focus on fitting these to the job requirements

Paragraph 4: Provide your contact information and express interest in a meeting

List of Qualifications Letter

Paragraph 1: Address the position you are applying for and years of experience/type of background you offer

Qualifications: In Column 1, list the requirements from the job description. In Column 2, list your qualifications that support these requirements

Paragraph 2: Address your interest in the company and refer them to your attached resume

Paragraph 3: Provide your contact information and express interest in a meeting

Examples of both Cover Letter types can be found on the following pages



SAMPLE COVER LETTER

JOHN DOE
(555) 555 - 5555
Email address

May 25, 2012

Golden Technologies, Inc.
162 W. Lincoln Way,
Valparaiso, IN 46383

Dear Hiring Manger:

I am responding to your advertisement for the position of Helpdesk Technician you have posted on Monster.com. After reviewing the job description, I am confident that my skills and experience are a perfect fit for this position and I am very eager to submit my credentials for your review.

As you will see from my attached resume, I have four years of experience working as an IT Help Desk/ Customer Support Specialist for the United States Marine Corps, providing Tier 1 level support for workstations, and servers and providing outstanding customer service to resolve issues quickly and effectively. In addition, I was responsible for overseeing the operation of computer hardware systems and integrated equipment.

While I take pride in my technical abilities, I am equally proud of my ability to develop positive working relationships with my users and manage their service expectations. Customers need to know that you understand what they are going through and being able to empathize with them is an invaluable skill and something that I have been recognized for by senior leadership in the Marine Corps. I manage my time well and know how to prioritize my tasks to result in optimal performance and service delivery. My high level of professionalism and solid communication skills support my work both individually and in a team setting.

I am confident that my skills and previous experience will be an asset to your organization and I look forward to hearing from you to further discuss my qualifications. I can be reached at (555) 555-5555 or email address. Thank you for your time and consideration of my application and I look forward to hearing from you soon.

Sincerely,

John Doe



SAMPLE COVER LETTER

CHRIS DOE
(555) 365 - 4905
chris.doe@gmail.com

April 13, 2012

Golden Technologies, Inc.
162 W. Lincoln Way,
Valparaiso, IN 46383

Dear Hiring Manager,

Your organization's posting for the position of Operations Manager, is a perfect fit for my background and experience. My seven years of experience in the United States Army, where I progressed through the rank of Staff Sergeant, has refined my interpersonal skills and provided me with the ability to thrive in challenging environments. Please see my qualifications versus your requirements listed in the ABC job description:

Your Requirements

- Demonstrate leadership, project execution, problem solving and communication skills
- Prepare written documentation in support of terminal operations
- Work collaboratively with other departments in support of intermodal operations

My Qualifications

- Supervised 40 personnel while managing competing priorities and multiple projects at one time. Led over 300 complex operations in support of Operation Iraqi Freedom.
- Prepared written reports for senior leadership during deployment; communication and articulation of ideas were paramount to success.
- Conducted joint operations with foreign forces and displayed ability to interact with diverse populations. Collaborated with senior leadership to successfully complete assigned missions.

Please see the accompanying resume for additional details of my experience and education. I am confident that I possess the skills you are seeking. In addition, I admire your company's military friendly employment philosophy. I can assure you that I will approach my career with ABC with the same level of commitment that I displayed as a leader in the US Army.

If you feel there is a mutual interest, I would welcome the opportunity to meet with you to learn more about joining your team at ABC. In the meantime, please do not hesitate to contact me at (555) 365 - 4905 with any preliminary questions you may have. Thank you for your time - I look forward to learning more about this opportunity.

Best Regards,

Mr. Chris Doe



INTERVIEWING

Think of your resume and cover letter as a ticket to your interview. By the time you've been selected for an interview, a hiring manager has reviewed your skills and experiences from your resume and decided that you meet the qualifications for the position. If you submitted a cover letter, the employer also has an idea of your written communication skills. The interview is your chance to show them why you are the best fit for their company.

There are three (3) types of interviews:

- Phone
- One – On – One
- Panel

Each type of interview is slightly different, each one aiming to gauge different information from you. When the recruiter sets up your interview, ask which type of interview you will have and prepare accordingly. The following pages will help guide you through the interview process.



TYPES OF INTERVIEWS

Phone

Phone interviews are often used to screen candidates and narrow down the pool of applicants. Think of your phone interview as an audition - Performing well will often result in an in-person interview.

Preparing for a Phone Interview

- Have a copy of your resume on hand to review with the interviewer
- If using your cell phone, be sure you have cell service – otherwise consider using a landline
- Find a quiet place to speak – background noise appears unprofessional
- Be prepared to take notes

One – on – One

Most often you will be interviewed by one individual at a time. You will be asked a series of questions that gauge your interest, skills, and fit with the company. There are two types of questions you may be asked: traditional and behavioral. Review the list of common interview questions in Appendix C to view examples of both. Practice answering these before your interview.

Traditional

During a traditional interview, you will be asked a series of questions with straightforward answers. They are also looking for you to explain your past experiences.

Example 1: “What are your strengths and weaknesses?”

Example 2: “What major challenges and problems did you face in your previous position?”

Behavioral

Behavioral questions are slightly different. Instead, employers are looking for examples of how you handled situations in the past.

Example 1: “Give an example of when you showed initiative and took the lead.”

Example 2: “What do you do if you disagree with someone at work?”

Panel

Panel interviews are not as common. If the recruiter setting up your interview tells you it will be a panel, try to find out how many individuals you will be interviewing with. The questions will be similar to those in a one-on-one interview, but you will have to direct your answers to multiple people. Keep the following things in mind:

- Speak clearly and look directly at the person who asked the question
- Scan the panel so that all participants are engaged
- Be aware of who is on the panel – HR, Accounting, and the Hiring Manager are all looking for different traits



PREPARING FOR THE INTERVIEW

Securing an interview is not the end of the process. How you prepare greatly contributes to your odds at scoring the job. Consider the suggestions below when preparing for your interview.

Research the Company

Your knowledge about the company enforces your interest and excitement at becoming a part of it. Be able to answer the following questions:

- What is the company's mission statement?
- What accounts or projects they are currently involved in?
- What impact are they having on the community or industry?

Prepare Your Portfolio

Always be prepared with a hard copy of your resume, cover letter, references, and letters of recommendation. It's also handy to have a copy of the job description with you – highlight key requirements to reference in your responses.

Rehearse Potential Interview Questions

Review the list of common interview questions in Appendix C. Be able to answer them, relating your strengths and relevant experiences to the position you are interviewing for.

Know Your Value Proposition

A Value Proposition is a short, descriptive statement about yourself that contains the key messages you want to convey to prospective employers. Think of it as a way of communicating your resume's Professional Summary in a more personal and conversational way. The Value Proposition is your best effort to market who you are, what you are good at, and why you will add value to the organization.

***Your Value Proposition is your answer to: "Tell me a little about yourself."**

Dress for Success

Always present yourself in a professional manner when interviewing. Your appearance affects how hiring managers evaluate you and reflects your perceived level of interest in the position.

Men:

- Business suit or dark slacks with a button down shirt. No khakis.
- Cover tattoos / Remove piercings

Women:

- Suit or slacks / skirt and a neutral button down or blouse
- Conservative jewelry
- Neutral shoes
- Cover tattoos / Remove piercings



DURING THE INTERVIEW

“Tell us a little bit about yourself.”

You will be asked this question in almost every interview you attend. In fact, it is often the first piece of information interviewers will want to know. This is when you will want to use your Value Proposition:

My name is John Doe and I offer four years of leadership, training, and equipment maintenance support in the military and private sectors. My service in the US Marine Corps allowed me to supervise and train more than 300 personnel in diesel engine maintenance and troubleshooting techniques, increasing maintenance readiness to 98% and electrical efficiency to 100%. In addition, I oversaw the maintenance and accountability of equipment valued over \$25M, supporting over 3500 personnel during deployment. My career is supported by an Associate’s Degree in Diesel Mechanics. I am passionate about product integrity and am looking forward to assisting an organization reach and exceed their goals.

Convey Professionalism

Your behavior, attitude, and the way you communicate speak volumes about your potential to fit within the organization. Keep the following in mind as you speak with your interviewer:

- Greet your interviewer(s) politely and thank them for taking the time to meet with you
- Maintain eye contact
- Try not to fidget with your hands or body – this gives off a feeling of nervousness
- If you don’t understand the question, ask them to repeat or rephrase it
- Speak slowly and enunciate. Try to avoid using phrases such as “um,” “like,” or “whatever”

Communicate with Impact

When answering questions, provide examples of specific experiences to enhance your answers. You decide which answer is better:

“Tell me about your ability to work under pressure.”

Answer 1: I tend to thrive under pressure. It keeps me energized.

Answer 2: I tend to thrive under pressure. As an example, a deadline for a large project was moved up one week, and my team had two days to complete it. Few team members had finished their assigned part of the project. I focused hard and finished my part earlier, allowing me time to dedicate my efforts towards helping my team finish ahead of schedule.

Ask Questions

The interviewer will typically provide an opportunity for you to ask questions at or near the end of the interview. **Always prepare questions to ask.** Not having questions prepared sends the message that you are not interested. Keep the following in mind when asking questions:

- Stick to questions that cannot be answered with a “yes” or “no”
- Some questions may be answered during the interview – if this is case, state that you were interested in knowing about ... but that it was addressed during the interview
- Show you’ve done your homework – “I read on the website that you host an annual conference and that some employees often present their current projects. Is this an opportunity in the job I’m interviewing for?”
- Never ask about salary or benefits – unless those are raised by the interviewer
- Be sure to ask your interviewer about a selection time frame for filling the position



AFTER THE INTERVIEW

Following up with the hiring manager is an important part of the interview process. It is a professional courtesy and reiterates your interest in the position.

Thank You Letters

- **Be timely**
A good rule of thumb is to follow up within 24 hours of your interview
- **Be brief**
This communication should be short and succinct

Dear (Interviewer's Name),

Thank you so much for taking the time to meet with me to discuss my application. It was a pleasure meeting you, and I'm excited about the opportunity and possibility of joining (Company's Name). I look forward to hearing back from you regarding your decisions.

*Sincerely,
(Your Name)
(555) 555 – 5555*

- **Follow proper communication etiquette**
Although your interview is over, this is still a professional email. Be sure to proofread and avoid any negative language (*See the section on Professional Communication for more details*)

Follow-up

Hiring managers are often quite busy and may not get back to you immediately. During your interview, you should have asked for a selection process time frame. If you do not hear anything from the employer within the specified time frame, follow up once again.

Dear (Interviewer's Name),

I wanted to follow up with you regarding (the position you applied for). I am still very interested in being considered and would like to know the status of the selection process and/or when you expect to make a decision. Any information would be appreciated.

*Sincerely,
(Your Name)
(555) 555 – 5555*



PROFESSIONAL COMMUNICATION

Communicating with Employers

When looking for a job or internship, it is wise to follow professional guidelines for communicating with employers. Communicating with a potential employer calls for a more formal communication style than talking with friends and family. Review these standards to ensure that employers will view your message favorably.

Email Etiquette

Email messages can be cover letters, thank-you notes, or other types of formal correspondence. Compose the email as a business letter in a well-organized fashion, using proper grammar, capitalization, punctuation, and spelling.

Divide the email into two to four brief paragraphs, and be succinct. Ideally, the entire message should fit on a single screen (not require the reader to scroll down). When sending a resume to an employer, always include an email message. Your message will act as the "cover letter".

Email Structure

Subject: Always include a subject, and be very specific
Application for position as Sales Manager at XYZ Industries

Salutation: Begin your message with a respectful salutation and a comma. For example:

Dear Mr. Rodriguez, Dear Ms. Thompson, Dear Dr. Simon,

Attempt to identify the person you are emailing. If this is impossible, begin with:

Dear Recruitment Coordinator, Dear Internship Coordinator, Dear Hiring Manager,

Closing:

End the message with "Sincerely" or "Regards," followed by a "signature" that you create on your email program. This signature should contain the same contact information that appears at the top of your resume. For example:

*Sincerely,
John Smith
(555) 555-5555
john.smith@gmail.com*

*Note: Attachments:

If you are sending an attachment, name it appropriately.

John SmithResume.doc



PROFESSIONAL COMMUNICATION

Email Do's and Don'ts

- **Select a professional email address for career correspondence**
First and last name are always safe. Avoid hyphens, periods, underscores and letters and numbers that can be confused. Avoid cute titles, sexual innuendos, and references to personal interests.
- **Do not send emails that contain anger or sarcasm**
Emails are never anonymous.
- **Read your message aloud before sending it to ensure that it carries a positive tone**
You want to come across as respectful and approachable - not demanding, impatient, or disrespectful. Humor can also be easily misinterpreted in emails.
- **Send it to yourself to determine that it appears professional and well organized**
Before emailing your message to an employer, send a test email to yourself. It seems tedious, but it helps you see how a potential employer will view it.
- **Avoid slang, obscure abbreviations, and overly informal language**
- **Do not use all capital letters in your sentences**
- **Do not send your emails from your phone or tablet**
Autocorrect may be handy, but it could easily change the tone or meaning of your email. If you must use your phone or tablet, be sure to proofread multiple times.



NETWORKING AND SOCIAL MEDIA

Networking is an important part of your job search. For most, it is the easiest way to discover information about companies and to get referrals to hiring managers. Whether you are trying to figure out what it is you want to do or know exactly what company you want to work for, networking is one of the greatest tools you can have.

Common Misconceptions

- Networking is difficult
- No one can help me
- People won't want to talk to me

Try to rid your mind of these misconceptions. Networking is easy, and more often than not people will want to help you. Start with your friends and family.

Personal Networking

Friends and family can be a great asset in your job search. Start off basic by using your personal relationships to gain information about companies they know and advice on what they think you might be good at.

LinkedIn

LinkedIn is like the Facebook of the professional world. It allows you to connect with people you know both professionally and personally. Use it to explore companies and open positions.

*** With the introduction of social media sites like Facebook and LinkedIn, it's important to consider what message you are putting out into the world while you're involved in an active job search. Don't post damaging photos or make inappropriate comments if your privacy settings allow anyone to view your profiles.**



APPENDIX A – SAMPLE CHRONOLOGICAL RESUME

JAMES SMITH
jsmith@gmail.com
(555) 555 - 5555

SUMMARY OF QUALIFICATIONS

Gunsmithing Professional and Military Veteran offering five years of experience in the United States Marine Corps. Possess a comprehensive background in weapons repair / maintenance, risk management, and training. Managed risk along multiple lines to protect assets valued at approximately \$4M while conducting operations in support of Operation Enduring Freedom (OEF). Career is supported by diverse military schooling and current pursuit of certification in **Computer Numerical Control (CNC) Plasma Cutting, Oxy-Acetylene Cutting and Routing.**

- Supervising
- Operational Risk Management
- Personnel / Project Management
- Training
- Quality Assurance
- Problem Solving
- Leadership
- Technical/Electrical Maintenance
- Oral/Written Communication

PROFESSIONAL EXPERIENCE

United States Marine Corps

2007 – 2012

Assistant Patrol Leader

Served as an assistant patrol leader in an Infantry Rifle squad. Supervised and trained three to 11 Marines conducting combat operations in support of OEF.

- Mentored and maintained accountability of up to 11 Marines within the squad, providing positive guidance for their personal and professional development
- Directly responsible for the security and maintenance of living quarters for 40 Marines living in a 20-room barracks section; ensured all Marines' quality of life needs were sufficiently met
- Planned, coordinated, and directed 40+ logistical movements of four vehicles with over 20 personnel during combat operations; successfully accomplished all tasks with zero deficiencies
- Selected for leadership to serve as the tactical site exploitation subject matter expert; displayed technical proficiency by quickly learning the biometrics system in order to secure vital personally identifiable information of most wanted individuals

Team Leader

Served as team leader in an Infantry Rifle squad.

- Ensured the maintenance and functionality of M4s, M16s, M203s, .50Cal, MK32s, Beretta M9s, multiple optics, and tactical vehicles valued at \$4M
- Trained the Afghan Police and Afghan Army in military tactics, techniques, and procedures; displayed ability to effectively communicate ideas and recommendations to diverse backgrounds
- Played pivotal role in 120+ missions during OEF, including cordon and searches, mounted / dismounted patrols, casualty evacuations and setting up landing zones

Rifleman

Served as member of a 40 Marine platoon operating under adverse weather conditions and irregular hours.

- Conducted advanced training in marksmanship, weapons, land navigation, combat conditioning, communications, scouting / patrolling, and military operations
- Maintained various weapons for marksmanship training and daily use; resulted in 100 % accountability of assigned weapons with zero functionality defects due to proper maintenance
- Performed, trained, and supervised various duties including inspection, maintenance, and repair of all small arms

EDUCATION / TRAINING

Pikes Peak Community College, Associates Degree in Business, Pueblo, CO (pending)

U.S. Marine Corps, Infantry Rifleman Course, Camp Lejeune, NC 2006

U.S. Marine Corps, Scouting and Patrolling Course, Camp Lejeune, NC 2006

US Welding Association, CNC Plasma Cutting, San Diego, CA 2013

US Welding Association, CNC Oxy-Acetylene Cutting, San Diego, CA 2013

CERTIFICATIONS

U.S. Marine Corps, Military Armored Tactical License, 2012

AWARDS

Purple Heart

Navy / Marine Corps Achievement Medal

Afghanistan Campaign Medal

NATO Medal – ISAF Afghanistan

Global War on Terrorism Service Medal



APPENDIX B – SAMPLE FUNCTIONAL RESUME

JOSEPH DOE

Phone number

Email address

SUMMARY OF QUALIFICATIONS

Electronic Warfare Officer with active **Top Secret / SCI clearance** offering 16 years of military experience. Supervised and trained 3K+ personnel in supported equipment, troubleshooting techniques and proper inspection / protocol of equipment. Managed organizational readiness along multiple lines to ensure proper accountability of company equipment valued at \$15M while meeting the vision of senior leadership. Possess a comprehensive background in leadership, technical procedures / operations, and problem - solving of radio frequency electronics derived from 16 years of experience in the **United States Army**. Proven ability to be a corporate steward through active engagement with executive management and multi - cultural peer group to drive the vision of senior leadership. Passionate about product integrity and assisting an organization meet and exceed goals. Career is supported by an **Associate of Applied Science in Information Technology Degree**.

AREAS OF EXPERTISE

- Supervising
- Operational Risk Management
- Personnel / Project Management
- Training
- Quality Assurance
- Technical/Electrical Maintenance
- Leadership
- Problem Solving
- Oral/Written Communication

TECHNICAL SKILLS

AutoCAD, CompTIA A+, CompTIA Network+, CompTIA Security+, Alternating Current (AC), Direct Current (DC), National Electrical Code 2008, SATCOM, Radio Frequency (RF), BDOC Audio Visual Emergency System (WAVES), Signals Intelligence (SIGINT), Electronics Intelligence (ELINT) Intelligence Electronic Warfare (IEW) Electromagnetic Spectrum (EMS), Crew Duke Systems, CVRJ Systems, JukeBox Systems, Forward Area Air Defense (FAAD) System

Electronic Technologies

- Synchronized and reconfigured 50+ friendly radio frequencies resulting in completion of mission which resulted in improvement of protection for soldiers from Radio Controlled Improvised Explosive Devices
- Served as the Electromagnetic Spectrum Manager for 4K+ pieces of military radio frequency equipment
- Displayed knowledge of Base Defense Operations Cell (BDOC) connectivity and integration into the area defense framework and how it effects base defenses

Training / Leadership

- Led and mentored 44 personnel in the Infantry Operations Center by creating short and long-term tasks and goals in order to accomplish the mission of always being trained, fit, and ready to deploy

- Conducted and planned group / individual training and prepared training plans for 44 personnel by assessing where the group / individual is and using that to make a plan to meet the mission of the Army
- Provided training through classroom and hands on instruction to 3K+ Navy personnel in a formal school environment on rescue, firefighting, ship repair, and mechanical pumps to prepare for shipboard deployments

Operational Management

- Planned 12 missions, utilizing detailed enemy radio frequency data for airborne Electronic Attack (EA) missions in combat which resulted in no soldiers killed by Radio Controlled Improvised Explosive Devices
- Provided technical assistance to support units through troubleshooting, testing, and repairing of 2K+ Counter – IED systems
- Supervised inventory management functions of military gear, communication equipment, weapons, and vehicles for six companies valued at \$7M

WORK EXPERIENCE

US Army, Electronic Warfare Officer, Various locations, 2005 - 2012

US Army, Senior Leader, Platoon Sergeant, Various Locations, 2010 - 2011

US Navy, Formal Instructor, TX Reserve Station, 2002 - 2005

US Navy, Surface Warfare Non-Commissioned Officer (NCO) for US Navy Destroyer, 1997 - 2002

EDUCATION / TRAINING

University of Phoenix, Associate of Applied Science in Information Technology, 2012

US Army, CompTIA Security +, 2012

US Army, CompTIA Network+, 2012

US Army, CompTIA A+, 2011

US Army, Electronic Warfare Specialist Training, 2009

US Army, FBCB2 Training, 2007

US Army, Electronic Warfare Officer Training, 2007

US Army, CREW Specialist Training, 2006

US Army, CREW System Operator and Repairer, 2005

CERTIFICATIONS

Electrician Apprentice, Texas

Navy Formal school instructor Naval Enlisted Code 9502

Firefighter (Structural) Journeyman

AWARDS

Bronze Star Medal

Army Achievement Medal (2)

Armed Forces Expeditionary Medal (2)

Iraq Campaign Medal (4)



APPENDIX C – COMMON INTERVIEW QUESTIONS

Review these typical interview questions and think about how you would answer them. You will find some strategy suggestions with each.

1. Tell me about yourself: The most often asked question in interviews. This is where you will use your Value Proposition. Prepare a statement in your mind that summarizes your accomplishments and experiences. Be careful that it does not sound rehearsed. Talk about things you have done and jobs you have held that relate to the position you are interviewing for. Start with the item farthest back and work up to the present.

2. What do you know about this organization? This question is one reason to do some research on the organization before the interview. Find out where they have been and where they are going. What are the current issues and who are the major players?

3. Why do you want to work here? This may take some thought and certainly, should be based on the research you have done on the organization. Sincerity is extremely important here and will easily be sensed. Relate it to your long-term career goals.

4. Why did you leave your last job? Stay positive regardless of the circumstances. Never refer to a major problem with management and never speak ill of supervisors, co-workers or the organization. If you do, you will be the one looking bad. Keep smiling and talk about leaving for a positive reason such as an opportunity, a chance to do something special or other forward-looking reasons.

5. What experience do you have in this field? Speak about specifics that relate to the position you are applying for. If you do not have specific experience, get as close as you can.

6. Are you applying for other jobs? Be honest but do not spend a lot of time in this area. Keep the focus on this job and what you can do for this organization. Anything else is a distraction.

7. What kind of salary do you need? If you dodge the question, it can be taken negatively by the interviewer. Provide a broad range based on homework and financial need, and ask the range for the vacant position.

8. What do co-workers say about you? Be prepared with a quote or two from co-workers. Either a specific statement or a paraphrase will work. Jill Clark, a co-worker at Smith Company, always said I was the hardest workers she had ever known. It is as powerful as Jill having said it at the interview herself.

9. What is your greatest weakness? This one is tricky. Many will tell you to choose a weakness that you are working on, but that still makes your interviewer focus on your negative traits. Instead, choose a skill that you don't have or haven't mastered that could enhance your performance. For example: "One of the areas in which I would round out my skill set is learning more Microsoft Excel." Be sure to choose something that will actually benefit the company and position you are interviewing for.

10. What are your 3 greatest strengths? Be sure to choose strengths, not attributes, and be sure you have evidence to support them. Compassion is not a skill, counseling and mentoring is. Choose 3 strengths that you highlight in your value proposition and give examples to support it.

11. What is your greatest accomplishment? Reference an accomplishment you are genuinely proud of. For example, "I consider my greatest accomplishment to be completing Ranger School – the most difficult leadership

course in the US Army. It was a physically, mentally, and emotionally challenging experience which lasted 60+ days. Earning the coveted Ranger tab felt great, but the best feeling was standing alongside those who earned it with me – only 30% of our original class successfully completed the course.”

12. Tell me about your dream job. Stay away from a specific job. If you say the job you are contending for is it, you strain credibility. If you say another job is it, you plant the suspicion that you will be dissatisfied with this position if hired. The best is to stay generic and say something like: A job where I love the work, like the people, can contribute, and can't wait to get to work.

13. Give an example of when you showed initiative and took the lead. This is a behavioral question – they are looking to see how you handle a situation you may experience in the new job. Have examples in your mind that show your ability to lead. If you can, think of an experience that relates to the job you're applying for. Note: For all the behavioral based questions listed, be sure to describe your examples in detail as well as the impact your actions had.

14. What you do you do if you disagree with someone at work? Interviewers want to be confident that the person being interviewed can effectively work through disagreements in a mature, professional manner. Prepare an example of how you did this in the past, or talk about the need to collaborate for the good of the business, and not letting personal challenges get in the way.

15. Tell me about a time when you helped resolve a dispute between others. Pick a specific incident. Concentrate on your problem solving technique and not the dispute you settled.

16. Describe a decision you made that wasn't popular and how you handled implementing it. If you're applying for a management position, you may be asked a question similar to this. You won't always be everyone's friend as a manager, and the interviewer wants to make sure you can handle that. Stay positive when answering this question. You want to provide an example that shows you didn't take any negativity too personally.

17. Have you ever made a mistake? How did you handle it? Everybody has made a mistake, so be honest. However, choose an example of a mistake that you caught and that you were able to correct. Using an example of a mistake that got you fired from your last position won't help you get this new job. Note: A good “angle” to use in answering this question is describing a lesson learned from an after action report for some activity the person had been in charge of. This shows the ability to learn from one's own errors, and also the ability to be self-critical and improve performance.

18. How would you motivate an employee that was under-performing? State that you would first refer to company guidelines as to what the performance standards / expectations are of each employee in order to verify the employee indeed was under-performing. If so, follow company policy regarding corrective actions. If autonomy is allowed, provide a verbal counseling in order to find the root of the problem. If the problem continues after the verbal counseling, begin documenting the employee's lack of performance. Note: Motivating is about inspiring someone. In addition to the answer about managing performance, also be prepared to talk about motivational techniques you have used successfully in the past – i.e., incentives, setting goals in manageable “chunks”, providing timely feedback and recognition, etc.

19. Tell me about a goal you set for yourself and how accomplished it. Identify a goal you set during your military service and accomplished. For example, “I set a goal to earn my Associate's Degree in Business Administration while in the Army. Each weekday morning I woke up at 5:00AM, conducted physical training at 6:00AM, worked from 8:00AM - 5:00PM, and attended evening classes for a period of two years. It was definitely a challenge, but I managed to effectively balance my schedule and earn a degree.”

20. What questions do you have for me? Always have some questions prepared. Questions prepared where you will be an asset to the organization are good. How soon will I be able to be productive? And what type of projects will I be able to assist on?



APPENDIX D – SUMMARY OF QUALIFICATION EXAMPLES

Example 1:

Operations Manager offering seven years of experience in the United States Army. Accomplished measurable results while leading teams from four to 40 soldiers in a fast paced, dynamic work environment. Possess a comprehensive background in leadership, strategic planning, risk management and critical thinking derived from conducting global operations in support of Operations Iraqi Freedom and Enduring Freedom. Managed risk along multiple lines to protect equipment valued at \$2M while meeting the vision of senior leadership. Career supported by successful completion of **US Army Ranger School** and a **Bachelor of Science in Business Management**.

Example 2:

Intelligence Analyst offering ten years of physical security and surveillance services in the military and public sector. Career is supported with a **Bachelor of Arts in Homeland Security and Emergency Preparedness**. Trained and supported 26K personnel on risk management techniques, threat identification and operational procedures. Managed risk along multiple lines to oversee and assist projects / equipment valued at \$11.6M while meeting the vision of senior leadership. Possess a comprehensive background in leadership, training and strategic planning derived from five years of service in the **United States Marine Corps**. Proven ability to be a corporate steward interacting and collaborating with multiple levels of management, government agencies and diverse cultural audiences in visibly high - tempo environments. Passionate about personnel protection and physical security of an organization while assisting in the meeting and exceeding of current standards.

Example 3:

Engineer with active **Department of Defense Secret Security Clearance** offering six years of engineering and leadership services in the military and private sector. Supervised and trained seven personnel in problem – solving techniques, core competencies and project development. Managed risk along multiple lines to provide engineering solutions / cost reduction initiatives of \$45B projects while meeting the vision of executive management. Possess a comprehensive background in leadership, risk assessment and project management derived from five years of experience in the **United States Air Force National Guard**. Proven ability to be a corporate steward, collaborating with varying levels of management and diverse peer groups to work on aircraft valued on average of \$70M. Passionate about providing dependable service, quality assurance and innovative solutions while meeting and exceeding an organization's goals.

Example 4:

Warehouse / Shipping and Receiving offering over 20 years of experience and leadership within the military and private sector. Operated, organized and maintained facilities valuing 250K in equipment and 750K in company products. Supervised four personnel on facility safety procedures, stocking and unloading, product data entry and equipment maintenance while utilizing an active **Forklift Certification**. Possess a comprehensive background in leadership, supply management and warehouse operations derived from three years of experience in the **United States Navy**. Experienced in conducting entry / mid - level supply functions in a high tempo environment. Passionate about helping and assisting a company meet and exceed projected goals.



APPENDIX E – CHRONOLOGICAL WORK EXPERIENCE EXAMPLES

Physical Security Officer

Ensure safety and security on a large college campus through efficient monitoring and logging of security incidents via security operations center and surveillance cameras.

- Manage and monitor 800+ security cameras covering 35+ buildings delivering campus - wide security during late evening and early morning hours in support of 15K students
- Report suspicious incidents to police dispatch while providing visual coverage of assessed target areas during police response; constant communication and information is relayed through police dispatch regarding incident assistance
- Secured area of responsibility and held physical watch outside armory for varied hours / shifts; secured and protected equipment / weaponry valued at \$11.6M+

Administrative Assistant

Provided clerical assistance in support of office staff and senior leadership directives.

- Assisted and provided data processing and file maintenance entries regarding point of contact information for state services; assisted seven office staff members ranging from junior manager to Director of Veteran Services
- Administered clerical support to office staff and assisted on two projects; generated multiple copies and filed completed paperwork for intra - office assignments
- Critiqued and observed lines of communication, chain of command and standard operating procedures relating to emergency response among FEMA, Department of Energy, DOT, Department of Health and state police
- Assisted and documented daily and weekly agency meetings concerning emergency preparedness and inspection plans for critical infrastructure of government buildings, private sector buildings, nuclear plants and attractions within the state of Virginia

Financial Analyst / Property Accountant

Analyzed and managed financial budgets, expenditures and financial systems for a Marine Logistics Division; provided security and guard services for the headquarters area of Camp Pendleton, the headquarters area armory and other locations.

- Assessed up to five daily expenditure / error reports for all units under Marine Logistics Group command; analyzed reports for accuracy and determined necessary corrective actions for errors on assigned accounts
- Managed records and database information for assigned units with budgets totaling \$2.5M total on average
- Manages accountability for combat vehicles, weapon systems and associated equipment of fixed assets and facilities located over multiple sites valued at \$500M+

Instructor / Controller

Urban Warfare Training instructor / controller within Tactical Training and Exercise Control Group aboard a Marine Corps Base for Marine role players responsible for providing realistic training for deploying Marine infantry units.

- Coordinated, supervised and supplied upwards of 150 role players with weapons, radio, cultural adornments, equipment, food and water during daily exercises / events averaging 15 hours a day

- Coordinated and arranged 35+ daily kinetic combat scenarios simulating violent confrontations with role player aggressor leaders to establish efficient and realistic ways of solving aggressive scenarios with the most proficient role player aggressors for accurate combat training
- Implemented up to 175 daily training scenarios based on newly collected, analyzed and disseminated intelligence gathered from forward operating forces in Iraq, Afghanistan and other hotspots around the world
- Monitored, arranged and coordinated upwards of 150 training scenarios on a daily basis; developed and implemented large, multi - faceted complex scenarios such as IED, RPG and ambush attacks supporting 26K combat personnel

Transportation Specialist

- Supervises and trains eight personnel in fast - paced, high - volume technical / administrative environments while directing site operations and training 150+ international employees
- Team Leader of eight person Mobile Redistribution Team in support of Operation Iraqi Freedom accounting for \$14M in savings of equipment; resulting in a lower percentage of fraud, waste and abuse
- Assisted in the supervision of Operation Clean Sweep; provided unit oversight and guidance in identifying, isolating, controlling and processing excess and / or repairable military supplies and property valued at \$250M

Platoon Sergeant

Served as a squad leader for a 13 man squad and subsequently as a platoon sergeant of 40 personnel.

- Supervised inventory management functions for communications, medical and specialty equipment valued at approximately \$2M; conducted a monthly inventory with a 100 percent accuracy rate during a four year period
- Led over 300 missions during Operation Enduring Freedom; forged relationships with local leaders and trained Afghan forces to improve security and services in region
- Planned and supervised 120 logistical movements of ten vehicles traveling over 50 miles; completed movements with no delay time and finished ahead of schedule
- Played pivotal role in organizational movement of 500 personnel to and from Afghanistan; coordinated with supporting agencies to ensure all material resources were packaged in accordance with US Customs policy
- Oversaw all aspects of platoon's fitness program; platoon averaged 240 points on the physical fitness test, far exceeding the US Army standard score of 180
- Assisted Quick Reactionary Force, as an active member, for headquarters area of Fort Carson supporting up to 10K personnel; responded to emergency situations and provided security services in support of military police



APPENDIX F – FUNCTIONAL WORK EXPERIENCE EXAMPLES

Personnel / Project Management

- Assisted in collaboration with 45 technical designers on wiring and equipment installation teams to maintain electrical configuration of circuit breaker panels, power distribution panels and wiring integration assemblies
- Proposed \$23M trade study to overhaul integrated wiring system to improve cost, weight, performance and reliability; resulted in estimated potential savings of 346 pounds and \$227K per aircraft
- Managed and coordinated wiring and equipment design changes for most recent VHF/UHF/SATCOM configuration change
- Trained and supervised six new engineers within wiring design team and regularly volunteered as a mentor for new-hires and interns

Quality Assurance

- Incorporated wiring and switching equipment changes in coordination with reconfiguration of Environmental Conditioning System fans
- Directed Wiring Integration Assembly redesign, removal of guard wires from ribbonized harnesses, use of composite adapters, and avionics rack redesign resulting in improved performance and reliability
- Supervised approval for a tri - band SATCOM antenna to be used for emergency Survivor Line - of - Sight UHF communications when an aircraft is in fallback status and the primary line - of - sight antenna is obstructed by the ground
- Collaborated with IT specialists to reduce process time in final reviews and mitigate errors as part of a Lean+ 10X quality initiative

Warehouse Operations

- Managed all aspects of the warehouse valuing \$250K in equipment and product, including strong working knowledge of computer programs and tracking systems necessary to operate the warehouse
- Ensured a high –level of work productivity through active engagement of employees and adherence to safety standards
- Performed multiple functions within warehouse such as repacking, replenishment, shipping and receiving, non – conveyable merchandise, full – case pick, inventory control and quality control of merchandise
- Operated and drove 8K – 15K lb. forklifts to load and unload explosives from flatbed trucks into storage facilities

Supply Chain Management

- Supervised a team of eight personnel in the renovation of material from Operation Desert Storm consisting of banding, strapping, loading / unloading of railcars and commercial trucks, and scanned explosives and inert material to and from conveyance
- Delivered to customers working in the Fairfield Branch pulling orders, driving forklifts, shipping and receiving and operating the customer service counter
- Operated within the Napa Branch; helping with receiving, customer service phone calls and filling out various reports: Non-Conformity Reports, Return Material Authorization, shipping for FedEx Freight and Inter Branch Transfers

Inventory Control

- Scanned material to and from conveyance, recorded information and transferred records from scanner to database to enable proper records of transactions of materials
- Pulled material from overhead compartments to fill empty positions and locations per empty shelf space while ensuring resets of new material per bay consisting of eight bays
- Reviewed installation orders while gathering equipment, supplies and tools to coordinate the successful completion of orders
- Received merchandise from Bridgeport, Electriflex, Jefferson, shipped all Republican pipe orders and Alcan electrical wire orders while repacking merchandise for future orders



APPENDIX G – RESOURCES

Salary Inquiries:

Salary.com

<http://www.salary.com>

- Salary information and job descriptions, complete job searches and searches for degree programs

Job Search Engines:

Simply Hired

<http://www.simplyhired.com>

- Search for jobs by types and location

Monster

<http://www.monster.com>

- Post your resume, search for jobs by location and type, read helpful articles on the job search

Indeed

<http://www.indeed.com>

- Search jobs, salaries, post your resume

Career Builder

<http://www.careerbuilder.com>

- Search for jobs, locations or careers, post your resume, get it reviewed, and follow links to other helpful resources

USA Jobs

<http://www.usajobs.gov/>

- Search for and apply to federal government jobs

Miscellaneous:

LinkedIn

<http://www.linkedin.com>

- Social networking site devoted to professionals; link up with old jobs, find information about companies and future employers, increase your visibility in the job market

O*Net Online

<http://www.onetonline.org/crosswalk/>

- Translate your military job into language that civilians understand. After entering your MOC, scroll to the bottom of the page for further wage information divided by state



APPENDIX H – POWER WORDS

Accomplished	Evaluated	Negotiated
Achieved	Facilitated	Organized
Administered	Finalized	Oversaw
Analyzed	Founded	Planned
Assessed	Gathered	Prepared
Budgeted	Generated	Prevented
Coached	Identified	Provided
Collaborated	Implemented	Reduced
Commanded	Improved	Reorganized
Coordinated	Increased	Repaired
Created	Initiated	Resolved
Decreased	Installed	Scheduled
Determined	Instructed	Selected
Developed	Interpreted	Strengthened
Directed	Investigated	Tracked
Distributed	Led	Trained
Documented	Logged	Translated
Eliminated	Maintained	Utilized
Enforced	Managed	Verified
Estimated	Monitored	Wrote

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