



2011 Sample Federal Resume in the Resume Place Format for USAJOBS

The Resume Place format for USAJOBS is a highly successful format that is very well received by federal human resources specialists and taught by RP Federal Career Trainers in federal resume writing classes throughout the U.S. government! This Outline Format was created by Kathryn Troutman and is published in all of the Resume Place federal resume books. This sample is up-to-date for 2011 USAJOBS resume submission requirements.

Review this sample and begin writing your federal resume using our FREE FedRes Builder or contact us to get a professionally-written resume by our certified and highly-experienced federal resume writers.

Important Features:

- Small paragraphs – easy to read!
- 3,000 characters for each Work Experience section
- ALL CAP HEADINGS ARE KEYWORDS that match the announcement
- KSA Accomplishments included in the resume (see the bullets) – NEW 2011 Feature

Successful USAJOBS Federal Resume Sample with KSA Accomplishments in the Resume:

Charice Bellafont

655 West Lake Road

Harper's Ferry, WV 25425

Day Phone: 907-333-3333

Email: cbella4827@gmail.com

WORK EXPERIENCE

Thompson Associates
Blacksburg, VA US

5/2004 – Present
Salary: \$158,000 USD Per Year
Hours per week: 40

Senior Human Resources Manager

SENIOR HUMAN RESOURCES (HR) MANAGER FOR PROGRAM IMPACTING 10,000 EMPLOYEES: Selected to lead HR operations team in North America for this global management and consulting firm. Oversaw planning, design, coordination and implementation of the full range of HR programs, policies and services within the organization. Accountable for organizational structure planning, employee on-boarding and off-boarding, domestic relocation, international transfers, customer service and HR vendor management. Managed a \$3.5M operating budget and five direct reports.

HUMAN CAPITAL (HC) PLANNING & ACCOUNTABILITY: Analyzed and assessed the impact of new programs, legislative changes and organizational issues impacting the strategic movement of HC and the impact of change on existing HR programs and resources. Designed and implemented process improvements, aligned with organizational goals, which positively impacted the full employee lifecycle.

- **IMPLEMENTED CHANGE** that positively impacted design of the employee Call Center, employee on-boarding/off-boarding processes and background check review. Analyzed and updated domestic and international relocation processes.



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- INTRODUCED SIX SIGMA GREEN BELT LEAN TRAINING program for the HR Operations Team.

DEVELOPED AND IMPLEMENTED COMPREHENSIVE HUMAN CAPITAL MANAGEMENT (HCM) STRATEGY to accurately measure and improve human productivity at the macro and micro levels. Provided HCM planning leadership that enabled the organization to build and shape what it wanted to become and how it would effectively deliver services in a global economy.

FOSTERED COLLABORATION ACROSS DEPARTMENTAL LINES TO DEVELOP strategic HR and HC program plans to optimize utilization of resources and productivity, improve efficiency and leverage technology. Resolved program problems and tracked compliance.

DEVELOPED AND MONITORED THE EXECUTION AND REPORTING OF PERFORMANCE DATA for strategic HC and HR projects and initiatives. Applied knowledge of analytical tools and techniques to analyze and evaluate effectiveness; recommended improvements.

- U.S. I-9 COMPLIANCE AND AUDIT: Spearheaded automation of I-9 Employment Verification form through E-Verify, which streamlined the process and ensured compliance with federal regulations and contract requirements.

+++MORE DUTIES AND ACCOMPLISHMENTS IN ADDITIONAL INFORMATION...

(Contact Supervisor: Yes, Supervisor's Name: James Thompson, Chief Human Resources Officer, Supervisor's Phone: (410) 999-9999)

Thompson Associates
Blacksburg, VA US

7/2001 - 5/2004
Salary: 158,000 USD Per Year
Hours per week: 40

Director, Human Resources Administration

PLANNED, MANAGED AND DIRECTED HR ADMINISTRATION: Recruited to provide strategic planning and HR leadership to support company growth and ensure HR programs and procedures were aligned with the company's mission, vision and goals. Created, directed and oversaw complex HR projects and project teams for high profile initiatives to strengthen, streamline and improve HR programs, processes and resources.

- HR TRANSFORMATION: Advisor on Transformation Team that led company's separation from JPGG. Identified best practices and processes for ensuring a smooth, efficient and positive employee transition. Led review of current workflow processes. Identified and documented country-specific, global HR policy and procedure.

- HRST INTEGRATION: Directed HR Service Team (HRST) during a successful PeopleSoft System migration. Transitioned all international HR data to the HRST. Redesigned key reporting tools, improving data consistency and reporting of workforce analytics. Through centralization, reduced headcount while increasing volume output. Initiated a cross-training program for team members that increased flexibility in addressing future human capital planning needs.

MANAGED THREE STAFF: Oversaw the expansion of the HR staff. Created job descriptions and outlined areas of responsibility. Approving authority on final staff selection. Mentored and motivated staff, conducted performance reviews, recommended promotions and salary, and counseled and advised staff on developmental training opportunities.

ANALYZED ORGANIZATIONAL NEEDS AND PLANNED AND IMPLEMENTED HR POLICY AND PROGRAMS: Spearheaded HR policy administration. Designed, implemented and monitored a wide range of HR programs and oversaw the rollout of policy. Provided expert advice to staff at all levels of the organization on HR issues, regulations, policy and procedures.

- VENDOR/CONTRACT MANAGEMENT: Named HR Relationship Manager to oversee external vendor selection for transition plan implementation. Developed and refined major processes. Teamed with Legal Dept. to develop contract language.
- GLOBAL MOBILITY OUTSOURCING: On team that interviewed and selected vendors, successfully negotiated revised fee structures, and resolved all unpaid invoices owed to JPGG. Hired new manager with strong immigration and taxation background.



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- **PROCESS IMPROVEMENT:** Improved efficiency of the employee orientation program and reduced cost by \$1.6M annually by implementing webcasting. (Contact Supervisor: Yes, Supervisor's Name: James Thompson, Chief Human Resources Officer , Supervisor's Phone: (410) 999-9999)

JPGG LLP
Lima, Ohio US

2/1998 - 7/2001
Hours per week: 40

Director, HR Administration

HR ADMINISTRATOR/MANAGER: Promoted to HR Director in 1998 and transferred from Pennsylvania to Ohio to provide HR leadership for performance optimization, Human Capital analysis and management, career development, and formulation of HR policy and strategy. Engaged in proactive communications and led weekly meetings with HR Director to resolve programmatic issues and problems.

RESEARCHED AND ANALYZED HR PROGRAMS AND PROCESSES. Developed and executed complex studies to assess HR programs. Gathered and compiled data, identified issues, and recommended techniques and approaches to support company goals and objectives.

- **ADMINISTERED NEW HIRE ASSIMILATION PROGRAM:** Partnered with internal team to roll out on-boarding orientation program in three major US cities.
- **PROGRAM ANALYST:** Successfully championed advancement of a centralized HR service center. Researched and presented metrics on outsourcing versus providing HR services in house. Provided data to senior management essential to forming an independent organization.

DESIGNED, IMPLEMENTED AND MANAGED CAREER DEVELOPMENT, PERFORMANCE MANAGEMENT AND PROCESS IMPROVEMENT PROGRAMS that positively impacted HR operations organization-wide. Developed benchmarking studies and researched best practices and industry trends for HR services. Developed reports, metrics, quarterly activity and quality analysis reports for the HR Managing Director and leadership team.

- **SALARY REVIEW PROCESS IMPROVEMENT TEAM LEAD:** Project Manager/cross-functional team lead for the design and implementation of a web-based salary review tool in U.S. and overseas.

JPGG LLP
Lima, OH US

2/1974 - 9/1998
Hours per week: 40

Various, Human Resources

Advanced through human resources positions of increasing responsibility: Personnel Assistant, Supervisor of Personnel Services, and HR Sr. Business Consultant. Directed new hire orientation and on-boarding, oversight of benefits administration, performance management, salary administration/review, career counseling, and employee relations. Contributed to the evolution of the HR function from stand alone teams to a regional centralized program.

EDUCATION

Albany State College
Albany, NY US
Bachelor's Degree - 6/1995
Major: Liberal Arts

JOB RELATED TRAINING

COURSES, LICENSES AND CERTIFICATIONS
Six Sigma Green/Lean Belt, Certification, 2006

PROFESSIONAL TRAINING
Executive Leadership Program, Harvard University, 2008
Leadership Skills II Workshop & Project Management Skills, AMA; 2009



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MEMBERSHIPS & AFFILIATIONS

Society of Human Resources Management (SHRM),
HRA-NCA SHRM Chapter member

ADDITIONAL INFORMATION

WORK EXPERIENCE CONTINUED ...

DIRECTOR, HUMAN RESOURCES ADMINISTRATION, Oct. 2007 to present
Thompson Associates

HR REPRESENTATIVE AT HIGH LEVEL MEETINGS WITH A VARIETY OF INTERNAL AND EXTERNAL STAKEHOLDERS in order to provide information, champion new approaches, and respond to a range of questions. Prepared and presented briefings, training, presentations and reports to a variety of audiences.

ACTING CONTRACT REPRESENTATIVE (COR) FOR HR AND HCM INITIATIVES. Reviewed and selected vendors; managed outsourced relationships. Reviewed language in Service Level Agreements (SLAs) and ensured deliverables exceeded expectations. Managed change throughout the contract lifecycle.

- RENEGOTIATED VENDOR CONTRACTS. Restructured scope that resulted in a cost reduction of \$500K.

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PROFESSIONAL PROFILE

- Highly motivated, results-oriented and decisive Human Resources Administrator and Human Capital leader with a focused approach to developing and integrating strategies to steer and achieve organizational objectives.
- Verifiable record of success defining and driving process improvements in all areas of HR operations to include human capital planning, HR policy and procedures.
- Expertise in HR vendor and contract management, program analysis and reporting, project management, organizational design and development, and policy analysis.
- Experienced in leading functional teams and managing change to achieve quantifiable results. Skilled trainer, mentor, coach and staff supervisor.
- Outstanding oral and written communication skills. Able to build trust and rapport quickly with both management and associates.
- Recognized throughout career for integrity, honesty, flexibility, resilience, decisiveness and outstanding problem-solving competencies.

SUMMARY OF HR EXPERTISE:

HR Operations, Human Capital Planning & Accountability, Vendor Management & Outsourcing, Core Employee Process Design, Project Management, Human Resource Information Systems (HRIS), Performance Management Systems, Quality & Performance Improvement, New Hire Orientation, Recruitment & Selection, Negotiation & Mediation, Six Sigma Green Belt Certified

COMPUTER SKILLS:

Microsoft Office (Excel, PowerPoint, Outlook, Word)
Human Resource Systems: PeopleSoft