

Veterans Résumé and Cover Letter Guide



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WRITING A RÉSUMÉ

This guide will assist you in writing a résumé that will get the employer's attention. It provides examples of résumés and cover letters and offers you information about:

- How to create an "attention-grabbing" résumé
- How to select the most appropriate format
- How to create information to "hook" the employer

Writing a great résumé does not necessarily mean you should follow the rules you hear through the grapevine. Résumés do not always have to be one page or follow a specific format. Every résumé is a one-of-a-kind marketing tool. It should be appropriate to your situation and do exactly what you want it to do. This guide will provide the basic principles of writing a highly effective résumé. For additional assistance, contact your local Department of Labor office.

WHY HAVE A RÉSUMÉ

A résumé is used to highlight your skills, knowledge, accomplishments and experiences. It demonstrates to an employer your ability to perform the job.

YOUR RÉSUMÉ

Your résumé is a representation of who you are on a piece of paper. It is the first impression a company, hiring manager, human resource personnel, recruiter or future boss will have of you. The sole purpose of the résumé is to get you an interview.

BUILDING YOUR RÉSUMÉ – HOW TO START

Your résumé should contain the following:

Header: Also known as the masthead, it goes at the top of your résumé and contains your name, address, phone number and email address.

Objective: This is the exact title of the job you are applying for.

Summary of Qualifications: This is a summary of your skills.

Work History / Professional Experience: It includes the positions you held, your dates of employment, the companies you worked for and the city and state where each company was located. Most importantly, start each statement with an action verb to describe what you did.

Education: A list of all your education and professional training or development seminars.

Above all, you must use keywords throughout the résumé and include any additional important information that will make it more personalized and powerful.

PRESENTATION MATTERS

While the content is always the most important part of your résumé, the presentation is a close second. Your résumé is your ticket to the next step in the hiring process. A recruiter or a hiring manager **spends an average of just six seconds** looking at your résumé so you must get their attention in that time.

How do you ensure you catch the attention of a hiring manager?

Decide which type of résumé will fit you best: chronological or functional (see samples).

Tailor your résumé specifically to the position you are applying for. Keep information relevant.

Keep your résumé organized and easy to read. Use clear headings and concise information.

Maintain an order of content – objective, summary of qualifications, work experience, education.

USING RÉSUMÉ TEMPLATES

A good résumé template may help you streamline your résumé and keep it organized and professional without taking up much of your time. It allows you to focus on the actual content and helps in searching for your next job. It helps you add personality, stay structured and consistent and present your experience in a chronological, easy-to-read manner. However, avoid making your résumé look generic or like a standard template. It will not make you stand out from all the other résumés the employer will be receiving.

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DO'S AND DON'TS FOR WRITING A RÉSUMÉ

Following these “do’s” and “don’ts” will increase your chances for being scheduled for an interview.

DO'S	DON'TS
Tailor your résumé to each job. Make it relevant	Don't use a “generic” résumé
Create a professional appearance	Don't send a poorly written résumé
Understand attention spans (6 to 15 seconds)	Don't use a résumé that takes too long to scan
Make it interesting to read	Don't include personal interests
Address all requirements in the job description	Don't create an “untargeted” work history
Highlight accomplishments, not functions	Don't focus on what you were supposed to do
Use action words	Don't use the word “responsibility” or “duties”
Demonstrate how you solved problems	Don't write in broad generalities
Identify results/accomplishments of your work	Don't describe what you did in general terms
Quantify results where possible	Don't speak in general terms
Use industry terminology when appropriate	Don't leave out any appropriate key language
Include volunteer experience	Don't include irrelevant volunteer information
Put education at the bottom of the page	Don't leave off your educational level
Proofread for errors	Don't send a résumé without a second opinion
Leave off “References Available Upon Request”	Don't provide references until requested
Keep references/salary history on a separate page	Don't include references/salary with a résumé

FORMATTING THE RÉSUMÉ

- Start with a list of everything you have done within the past 10 to 15 years that is relevant to your job search including your work history, education and accomplishments.
- Attempt to keep your résumé to one page. If you have extensive experience and accomplishments you cannot fit onto one page or the position has extensive requirements, it may require two pages.
- Be cautious when using preformatted résumé templates. Many are dated and some are preformatted using a format that makes it difficult to make adjustments and revisions.
- Don't get crazy with creative fonts. Stick to standard fonts that are easier to read and will scan well (Times New Roman, Arial, Courier or Calibri).
- Use white space between statements for ease of reading (3 point spacing suggested).
- Make margins (top, bottom, left and right) at least 0.7 inches but not more than 1 inch.
- Start with 11-point font. If you have more information to present than fits, decrease font size, but do not go smaller than 10 point. Make your name stand out. Use a slightly larger font (14 point) and make your name bold to stand out on the page.
- Align your name and contact information on left side of résumé. Contact information should include your name, city and state, phone number, email address and LinkedIn address if you have one.
- Organize information under category headings. These can include Objective, Professional Highlights, Education, Training, Skills, Professional Associations and Organizations and Honors and Awards.
- Use bulleted statements to present information. Statements do not need to be written in perfect sentence style. Never use the word “I” in your résumé, and limit it in the cover letter. Start each statement in your work history with a relevant accomplishment and begin with a past tense verb.
- Dates matter. Many employers prefer months and years, but listing only years can also be acceptable.

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CONTENT OF THE RÉSUMÉ

- Research the company. Know what information will impress the employer.
- Address minimum and preferred requirements. Focus specifically on what is in the job description.
- Use industry terminology when appropriate.
- Start each work-experience statement with an action verb.
- Quantify accomplishments when possible. Use numbers and percentages when appropriate.
- Include volunteer experience, languages, internships and other accomplishments, but only if they relate to your ability to perform the job.

FINALIZING THE RÉSUMÉ

- Maintain a neat and clean appearance.
- Proofread it for errors. Have someone else check your résumé for errors as well.
- Make sure you have addressed as much as you can about how your skills match the employer's needs.
- Ask yourself, "Would I interview me?"

WAYS TO MAKE YOUR RÉSUMÉ EASY TO SKIM

1. **Don't center any of your text.** Headings should be aligned to the left. This improves readability because the eye naturally returns to the left margin once it is ready to move onto the next line of the text.
2. **Align your dates and location.** Only so much information can fit on one line. To help separate your information, you can place the job title and dates on one line and the name of the company, city and state on a line below.
 - Job Title, month-year to month-year
 - Company name, city, state
3. **Don't justify, or align, both the left and right margins.** Avoid using fully justified setting for bulleted statements. This leaves uneven gaps between words that can make text harder to read. For your statements and résumé overall, stick with left alignment.
4. **Keep everything the same size font.** Aside from your name and individual headings, which can be larger, the text throughout your résumé should be the same size to ensure readability.
5. **Bold your job titles.** Bolding of selected words or phrases helps with visual scanning. Having job titles bolded makes it easier for the reader to see the jobs you have held and the upward movement in your career.
6. **Maximize the first five words of your bulleted statements.** An employer is likely to read only the first few words of the bulleted statement. This means the first five words of your bulleted statements are much more important than the rest.
7. **Keep bulleted statements to two lines or less.** Even if your first few words are the most interesting thing the employer has ever read going over two lines per bulleted statements is pushing it.
8. **Use digits when writing numbers.** Using numbers in bulleted statements to quantify results helps the employer better understand the scope of your work. Use digits such as 30% rather than thirty percent. It improves readability.
9. **Consider using a separate "Summary of Skills" section.** Listing all of your relevant skills in one section can ensure the employer sees them. However, it is still important to highlight your skills in the body of the résumé.
10. **Try to have white space left over.** Having some breathing room on your résumé helps the employer more easily skim it.

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RÉSUMÉ FORMAT STYLES

Résumés can be created using different formats, different styles and with different focuses depending on your needs. However, no matter what format is selected, every résumé needs to be targeted to the position you apply for. This means it must show how you meet the needs of the employer.

There are primarily two résumé formats – chronological and functional. Both are equally effective although the chronological format is the most common. A third, the combination, utilizes aspects from both the chronological, and the functional. Finally, the master résumé format is a document that covers your entire work history.

FORMAT	ADVANTAGES	DISADVANTAGES	BEST USED FOR
MASTER	Comprehensive history of employment, skills, training, education and accomplishments	N/A	For your eyes only (but is never sent out). Used to copy and paste into targeted résumé
CHRONOLOGICAL (EMPLOYMENT-BASED)	Most widely used format. Targets accomplishments to employer's needs. Logical flow, easy to-read. Showcases growth in skills and responsibility. Shows promotions and impressive titles. Shows loyalty.	Emphasizes gaps in employment. Highlights frequent job changes. Emphasizes employment but not skill development. Emphasizes lack of related experience and career changes. Points out demotions/ career setbacks	Individuals with steady work record. Individuals with experience that relates directly to the position applied for. Individuals pursuing the same or similar work as they have had in the past.
FUNCTIONAL (SKILLS-BASED)	Highlights relevant skills and accomplishments. De-emphasizes work history in less relevant jobs. Combines skills from a variety of jobs. Minimizes drawbacks in employment gaps and absence of directly related experiences. Emphasizes skills not employment. Organizes variety of experience (paid and unpaid, other activities). Disguises gaps in work record or series of short term jobs	Confusing if not well organized. Requires more effort and creativity to prepare. De-emphasizes growth/job titles.	Career changers or those in transition. Individuals re-entering the job market after some absence. Individuals who have grown in skills and responsibility. Individuals with gaps in employment. Frequent job changes. Individuals who have developed skills from other than employment.
COMBINATION	Highlights most relevant skills and accomplishments De-emphasizes employment history in less relevant jobs Combines skills developed in a variety of jobs or other activities Minimizes drawbacks, employment gaps and absence of directly related experience	Confusing if not well organized Requires more effort and creativity to prepare	Career changes or those in transition Individuals re-entering the job market after some absence Individuals who have grown in skills and responsibility Individuals pursuing the same or similar work as they've had in the past

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ACTION VERBS FOR RÉSUMÉS

An effective résumé must be action/achievement oriented. This means all statements describing what you have done need to start with an action verb. Below is list of action verbs.

Achieved	Directed	Initiated	Prepared
Acquired	Discovered	Innovated	Presided
Adjusted	Displayed	Inspected	Procured
Administrated	Doubled	Inspired	Produced
Advised	Earned	Installed	Programmed
Analyzed	Educated	Instructed	Promoted
Applied	Effected	Insured	Prompted
Arranged	Employed	Integrated	Proposed
Assembled	Enacted	Intensified	Proved
Assisted	Encouraged	Interpreted	Provided
Attained	Engineered	Interviewed	Recommended
Budgeted	Established	Invented	Reduced
Built	Estimated	Justified	Regulated
Chaired	Evaluated	Keynoted	Related
Clarified	Executed	Led	Reorganized
Commanded	Exhibited	Licensed	Reported
Compared	Expanded	Located	Researched
Composed	Expedited	Maintained	Reviewed
Conceived	Facilitated	Managed	Revised
Conducted	Financed	Manufactured	Satisfied
Constructed	Forecasted	Mastered	Scheduled
Consulted	Formalized	Mediated	Secured
Contributed	Formed	Motivated	Served
Controlled	Formulated	Negotiated	Serviced
Converted	Founded	Nominated	Solved
Coordinated	Functioned	Obtained	Stimulated
Correlated	Generated	Officiated	Structured
Counseled	Governed	Operated	Supervised
Created	Graduated	Ordered	Succeeded
Decided	Halved	Organized	Summarized
Defined	Handled	Originated	Trained
Delegated	Headed	Participated	Transferred
Demonstrated	Identified	Perfected	Transformed
Designed	Implemented	Performed	Unified
Detained	Improvised	Persuaded	Updated
Determined	Increased	Pioneered	Verified
Developed	Induced	Placed	Won

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ADVERBS/ADJECTIVES FOR RÉSUMÉS

Words to Describe Who You Are and How You Do Things

Accurate	Driving	Instrumental	Respected
Acuity	Dynamic	Leading	Responsible
Adept	Easily	Lifelong	Sensitive
Artful	Effectively	Mastery	Significant
Aware	Exceptional	Natural	Sophisticated
Broad	Expert	New	Strongly
Calm	Experienced	Objective	Successful
Challenging	Extensively	Open-Minded	Tactful
Competent	Firm	Original	Talented
Concerned	Foresight	Outgoing	Trained
Contagious	Greatly	Outstanding	Uncommon
Creative	Highly	Penetrating	Unique
Dedicated	High-Level	Perceptive	Unusual
Dependable	Honest	Pioneering	Versatile
Diplomatic	Humanizing	Quick	Vigorous
Discrete	Imaginative	Readily	
Diverse	Innovative	Reliable	

Other Appropriate Words to Use

Approaches	Events	Objectives	Relationships
Art	Facts	Operations	Reports
Assignment	Findings	Output	Requirements
Attachment	Fixtures	Performance	Research
Capabilities	Framework	Plan	Resolutions
Catalog	Goals	Policies	Resources
Change	Groups	Precision	Response
Charts	Growth	Presentation	Responsibilities
Communications	Handbook	Principle	Service
Competition	Human Resources	Priorities	Solutions
Conclusions	Ideas	Problem	Sources
Controls	Individuals	Process	Specifications
Cost	Information	Procedures	Standards
Criteria	Innovation	Product	Strategy
Data	Input	Program	Structure
Designs	Investigations	Project	Survey
Duties	Machines	Recommendation	System
Equipment	Manufacturing	Records	Technique
Energy	Materials	Records Management	Variables
Enthusiastic	Methods	Relations	Variety

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SAMPLE CHRONOLOGICAL RÉSUMÉ

ERIC CLAPTON

Middleville, Idaho 83700

208-555-1640

oldrocker@yahoo.com

OBJECTIVE

Sales/Marketing Director for XYZ Corp.

SUMMARY OF QUALIFICATIONS

- Proven experience as sales and marketing professional with extensive and progressively Responsible experience with multi-outlet retailers
- Demonstrated ability to motivate sales force and increase annual sales
- Expertise in building strong and lasting business relationships
- Skilled in the development of advertising and sales campaigns and promotions

PROFESSIONAL EXPERIENCE

Assistant to the Marketing Director (2005 to Present)

Colonial Kitchens Inc. Boise, Idaho

- Covering operations in three states by managing a staff of 10
- Implemented new marketing techniques by establishing training programs for key staff
- Spearheaded promotional campaign that included yearly contest to name new products
- Used TV/print media to launch successful advertising campaign
- Increased annual sales 30% in all market territories

Sales Director (2002 to 2005)

Pots and Pans Inc. Meridian, Idaho

- Supervised sales staff in 15 outlets statewide
- Increased sales 22% and profits 9%
- Presented motivational sales training programs to statewide sales team
- Developed and was held accountable for yearly goals for outlet managers
- Staffed trade shows and promotional events

Sales Manager (2001 to 2002)

Nickel and Dime's Department Store Meridian, Idaho

- Managed hardware and kitchenware departments including supervision of 13 sales personnel
- Ensured suitable display of merchandise on selling floor
- Analyzed marketing trends and ensured availability of best-selling items
- Controlled inventory for two departments
- Directed changeover from manual to computer billing and inventory control

EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor of Arts in Marketing

Idaho State University Idaho Falls, Idaho

Marketing Internship

Acme Inc. Boise, Idaho

- Increased annual sales and decreased advertising expenditures by developing strategic sales and marketing plan for company

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SAMPLE FUNCTIONAL RÉSUMÉ

Bill Gates
10 Emerson Drive
Norfolk, Virginia 33333
(101) 555-1234
Email: makemoney@yahoo.com

OBJECTIVE: Service Representative for Accounting Software International, specializing in conversions.

HIGHLIGHTS OF QUALIFICATIONS:

- Excellent teacher/trainer; patient and effective when working with a wide range of personalities
- Successful in identifying and solving computer related problems
- Project oriented, sticking to a task until completed
- Successful in learning and comprehending new systems and methods

RELEVANT EXPERIENCE:

Bookkeeping

- Reconciled loan payment records between servicing company and 150 lending institutions
- Reconciled cash records to computer records for over 200 accounts on a monthly basis
- Prepared monthly payroll, paid bills and processed tuition payments for private preschool

Teaching/ Supervising

- Trained nine people in investor accounting, most of who, had no previous experience
- Wrote an Investor Reports Instruction Manual minimizing training time for new employees
- Maintained cordial working relations, while explaining and clarifying others' errors
- Interviewed and hired four staff members

Computer Usage

- Worked with computer analyst in development of computerized specialty reports
- Assisted in implementation of new program on a PC, for accounts payable
- Input monthly account records on a PC and generated trail balance

Problem Solving

- Balanced seven months of critical reports for a large Federal agency involving \$350,000 of equipment for six major divisions which had been neglected for five months
- Designed an account coding system to eliminate dual coding and time wasted correlating recommendations to supervisors

EMPLOYMENT HISTORY:

1999-01	Treasurer/Bookkeeper	Little Tikes Preschool, Cole, VA
1995-99	Investor Accountant Supervisor	First Bank Corp, Pleasanttown, VA
1991-95	Account Reconciliation	Donzall & Associates, Monton, CA

EDUCATION:

B.A. in Accounting & Business- Norwest College, Santa Rosa, VA

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SAMPLE COMBINATION RÉSUMÉ

BUSTER KEATON

Alameda, California 94536

818-555-6984

keystone@yahoo.com

OBJECTIVE

Sales/Marketing Director for ABC Corporation

HIGHLIGHTS OF QUALIFICATIONS

- Extensive sales and marketing experience with people from all cultures and economic levels
- Consistently surpassed sales quotas in retail clothing and housewares departments
- Demonstrated strong interpersonal and presentation skills
- Proven ability to solve customer issues
- Self-motivated and confident in making independent decisions

RELEVANT ACCOMPLISHMENTS

Sales and Marketing

- Marketed Christmas ornaments and gift items imported from the Philippines by making presentations to over 20 retail storeowners and buyers
- Co-hosted monthly sales seminars for potential real estate partnership investors
- Answered up to 100 customer questions daily regarding project details
- Followed up by phone to verify client's commitment to invest in the partnership
- Raised funds for a nonprofit organization by cold calling local businesses
- Co-led voter drive and personally persuaded 2,000 citizens to sign petition in support of placing community improvement initiative on the ballot

Customer Service

- Gathered information about products, complaints, policies and accounts by phone and in person
- Examined customer claims. Made any corrections or changes to customers' accounts
- Determined charges for services requested. Followed up with customers to ensure satisfaction.
- Provided information on products. Kept records of all transactions
- Referred unresolved complaints to other departments or supervisors
- Applied diplomacy and assertiveness to delivery delays, resolved budget problems
- Interacted with those with cultural and communication barriers

RELEVANT WORK EXPERIENCE

<i>Sales Director</i>	PacBell	San Francisco, CA	2006 to Present
<i>Customer Service Manager</i>	Grothe & Associates	San Francisco, CA	2004 to 2006
<i>Marketing Director</i>	Beneficial Finance	Bay Area, CA	2001 to 2004
<i>New Sales Developer</i>	Microsoft	Bay Area, CA	2000 to 2001
<i>Regional Director</i>	Heald Business School	Oakland, CA	1998 to 2000

EDUCATION

Bachelor of Arts in Accounting and Business

Norwest College

Santa Rosa, California

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SCANNABLE RÉSUMÉ

A scannable résumé is to be sent to the employer either electronically or in paper format. This enables employers in large companies to quickly scan your résumé into their résumé database to be screened for specific jobs and key words that match their criteria.

Scannable Résumé: Presentation Tips & Guidelines

"Plain" résumé scanned by the company for key words and qualifications

Everything that you would do to make your paper or traditional résumé attractive, you would not do on a scannable résumé.

DO NOT use highlights such as bold, italics, underlining, graphics, etc.

Use fonts such as Arial or Times New Roman

Minimum 11 point font size.

No columns or tables.

Spell out symbols like % and &.

Place your name and page number on the top of all subsequent pages of your résumé.

Print out résumé on clean white paper and mail or hand deliver to the employer. It will scan better.

Electronic Résumé: Résumés Sent as Email Attachments

Use "Printed" résumé type.

Professionally done, visually appealing.

Microsoft Word most common - save as Rich Text Format (RTF) unless posting suggests otherwise.

Résumés Sent in the Body of an Email Message

Copy and paste résumé into email.

Very Important: Check formatting before submitting your résumé.

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SAMPLE SCANNABLE RÉSUMÉ

Ben Turner
2345 Brook Ave.
Englewood, CO 12345
(123) 465-7890
Email: ben.turner@email.com

OBJECTIVE: Seeking a position as an armed security guard for Pinkerton Services

SUMMARY OF QUALIFICATIONS

Active U.S. government security clearance
Bilingual- fluent in both English and Spanish
Superior performance award for past four years in security management
Able to make difficult decisions in stressful situations

EXPERIENCE

Security

Supervised \$100 million of highly sensitive equipment- efforts led to zero loss in a 3-year period
Implemented new system security plan that led to increased lockdown protection for brig personnel
Monitored restricted personnel in a correctional facility ensuring they remained in detention
Helped develop and implement an effective security system- efforts led to \$24K savings annually by reducing pilferage and damage

Investigation

Investigated security and safety violations and wrote detailed incident reports- led to Mayfield Mall being recognized as the "Safest Shopping Facility in the Mountain States"
Expertly managed investigative reports- recognized as NCO of the Quarter for efficiency and accuracy
- of written instructions and documents

Communication

Proven ability to communicate effectively in diverse environments- efficiently managed a diverse workforce and inmate population resulting in a 10 percent decrease in inmate violence
Helped diffuse conflicts in a public environment with regard to everyone's safety- consistently recognized through customer feedback for excellent customer relations
Proficient at using Windows Vista, Microsoft Office and PeopleSoft Databases

Supervision

Provided leadership, instruction and supervision of 25 personnel- efforts resulted in 30 percent decrease in staff turnover and a 10 percent increase in promotions
Supervised a crew of 15 in daily operations, including evacuation and discipline- efforts led to a company- record promotion rate for staff and a 10 percent decrease in staff turnover

EMPLOYMENT HISTORY

19XX-20XX Security Specialist U.S Marine Corps
19XX-19XX Warehouse Supervisor Micro Chemical, Inc., Denver, CO
19XX-19XX Security Guard Mayfield Malls, Denver, CO

EDUCATION

U.S. Marine Corps Specialized Training: Explosives, Firearms, Leadership, Diversity, Communication

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OUTLINE FOR A COVER LETTER

NAME

City, State Zip

Phone

Email Address

Date

Name of Contact (if known)

Title

Name of Company

Mailing Address

City, State Zip

Dear Mr. / Mrs. / Ms.:

PARAGRAPH 1 – The Opening/ Your Introduction

1. Give your reason for writing the letter.
2. Tell the employer the position you are interested in.
3. Tell the employer where you found out about the job opening.
4. Tell the employer why you are interested in the company.

PARAGRAPH 2 – The Body/ Your Hook

1. This is one or two paragraphs that tell the employer why you are qualified.
2. Identify specific qualifications from job posting to address (usually the first three qualifications).
3. Match what you have accomplished to three key qualifications/requirements listed in the job posting.

PARAGRAPH 3 – The Closing

1. Tell the employer you are interested in interviewing for the available position.
2. Thank the employer for considering you for the position.

Sincerely,

Signature

Name

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SAMPLE COVER LETTER

(General)

ERIC CLAPTON

Middleville, Idaho 83700

208-555-1640

oldrocker@yahoo.com

Sept. 1, 2014

Mr. Phillip Morework
Production Manager
XYZ Corp.
21 Industry Lane
Anytown, Idaho 83700

Dear Mr. Morework:

Thank you for the opportunity to submit my qualifications for **Sales and Marketing Manager** as listed with the Idaho Department of Labor. It was interesting to see you are looking for someone with a high-tech background, worked with a Fortune 100 company and who has had extensive experience in production management.

It would be exciting to work with XYZ Corp. because my current company has been using the quality products you produce for over five years. There is no doubt that my having become accustomed to a fast-paced environment, where deadlines are a priority and handling multiple projects simultaneously is the norm, my production management successes will be an asset to you.

My extensive experience includes:

- Hiring and managing up to 75 personnel.
- Making decisions quickly and effectively.
- Facilitating negotiations with all levels of management and employees.

Please consider my qualifications for this position. I would welcome the opportunity to discuss them with you in the near future. I can be reached at 208-555-1640.

Thank you very much for your time and consideration.

Sincerely,

Eric Clapton

Eric Clapton

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SAMPLE COVER LETTER

(General)

John Smith

Silver City, ID 83850

208-555-1234

username@goldmine.com

www.linkedin.com/in/username

May 10, 2011

Crystal Gold Mine

51931 Silver Valley Road

Kellogg, ID 83837-0519

Dear Hiring Manager,

Thank you for the opportunity to apply for the marketing manager position at Crystal Gold Mine. With the combination of my master's of business administration degree and over 15 years marketing and branding experience in the mining industry, I am a strong match for this position. Please consider the brief summary below, and my more-detailed résumé enclosed.

Your Requirements:

Minimum of Bachelor of Arts/Bachelor of Science degree, Master of Arts/Master of Science degree preferred, with corporate and client experience.

Strong analytical and communication skills

Must be self-motivated, flexible and adaptable to client and organizational changes. Ability to work independently with minimal supervision. Detail orientated

Works well under pressure. Excellent time/deadline management skills.

Team player

I look forward to meeting with you, as I am confident I have much to contribute to this position.

Sincerely,

John Smith

John Smith

My Qualifications:

Master of Business Administration degree from Boise State University, a Bachelor of Science Cum Laude degree and a successful track record of working directly with corporate clients.

Proven ability to solve problems with strong written and oral communication skills through more than 15 years working in teams, presenting to groups, and reporting to management.

As an independent marketing consultant for 8 years, I applied self-discipline and strong organizational skills to stay flexible, driven and adaptable to clients' changing needs.

Demonstrated success managing and delivering Marketing projects on time and within budget in intensive, fast-paced work environments.

Worked collaboratively in teams and have Partnered with multiple departments to execute Complex, long-term projects.

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SAMPLE COVER LETTER

(Ex-Offender)

BUSTER KEATON

Alameda, California 98615

818-555-6984

keystone@yahoo.com

Sept. 1, 2014

Bill H. Hiring
General Manager
Best Jobs, Inc.
1234 Great Location Ave.
Anywhere, Idaho 80000

Dear Mr. Hiring:

I am excited to apply for your opening for a Customer Service Representative as posted with the Idaho Department of Labor.

I was particularly interested that you were looking for someone who had customer service experience along with the ability to multitask. With extensive experience working in an office environment that focused strongly on customer service, it was my responsibility to multitask, remain flexible to change and address the various needs of customers. Additional responsibilities included tracking sales data and understanding the importance of maintaining accurate sales records. My overall work experience demonstrates my loyalty and commitment to a team and will translate into a committed relationship with your organization.

It is also important that you know I am an ex-offender. My felony conviction occurred in _____. However, due to the confidentiality of this information, and my embarrassment over past mistakes, I would like the opportunity to explain this to you in person.

While you may have reservations about hiring an ex-offender, and rightfully so, I am committed to being an excellent employee. It is my hope to explain the specifics of my conviction, how I regret the choices made and how I have taken responsibility for my past actions. I am turning my life around, and it is my firm belief you will find me to be an outstanding employee for your company.

To provide more assurance of my commitment to being employed, the U.S. Department of Labor is willing to post a \$5,000 fidelity bond on my behalf at no cost to you. Additionally, the Internal Revenue Service offers a one-time tax credit of \$2,400 to employers who hire eligible ex-offenders.

Whatever your decision, I thank you for your time and consideration.

Sincerely,

Buster Keaton

Buster Keaton

Veterans Résumé and Cover Letter Guide

SAMPLE REFERENCE SHEET

ERIC CLAPTON

Middleville, Idaho 83700
208-555-1640
oldrocker@yahoo.com

REFERENCES

PROFESSIONAL

Julia Silvers

Administrative Manager

Colonial Kitchens
123 W. 32nd St.
Boise, Idaho 83703
208-111-2222

Robert Williams

Department Manager

Pots and Pans Inc.
1234 Jefferson Ave.
Meridian, Idaho 83707
208-456-7899

Joseph Mitchell

Director of Marketing

Nickel and Dimes Department Store
12 Wheeling Circle
Meridian, Idaho 83707
208-539-7622

PERSONAL

Joy Smith

1234 East Park
San Francisco, CA 12345
415-456-7899

Jason McMurphey

11 Market St.
Stockton, CA 94546
209-456-7899

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SAMPLE SALARY HISTORY SHEET

ERIC CLAPTON

Middleville, Idaho 83700

208-555-1640

oldrocker@yahoo.com

SALARY HISTORY

Colonial Kitchens

123 W. 32nd St.

Boise, Idaho 83703

208-111-2222

Position Range: \$28,500 to \$30,000 plus benefits

Pots and Pans Inc.

1234 Jefferson Ave.

Meridian, Idaho 83707

208-456-7899

Position Range: \$24,750 to \$26,000 no benefits

Nickel and Dimes Department Store

12 Wheeling Circle

Meridian, Idaho 83707

208-539-7622

Position Range: \$22,750 to \$24,000 plus benefits

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FEDERAL RÉSUMÉ EXAMPLE

(Name) _____
Announcement # XB-14-1061196-DJR
(Name) _____ (email address) _____
(Phone number) _____ (Street address) _____
Citizenship: US _____ (City, State, Zip) _____
LinkedIn if available _____ Veterans Pref.:10 points / VRA eligible

Objective: XB-14-1061196-DJR, Human Resources Specialist (Employee Benefits), GS-0201-07/09

Work Experience

Disabled Veterans Outreach Program specialist

Idaho Department of Labor
4514 Thomas Jefferson St.
Caldwell, ID 83605-5100

01/06/2006 - Present

S: (Supervisor Name)
P: (208) 364-7781 May contact
Full Time

Eligibility Specialist: Answering applicants' questions about benefits and claim procedures. Interviewing benefits recipients at specified intervals to certify their eligibility for continuing benefits. Interpreting and explaining information such as eligibility requirements, application details, payment methods and applicants' legal rights. Initiating procedures to grant, modify, deny or terminate assistance, or refer applicants to other agencies for assistance. Compiling, recording and evaluating personal and financial data to verify completeness and accuracy, and to determine eligibility status. Interviewing applicants for public assistance to gather information pertinent to their applications. Keeping records of assigned cases, and prepare required reports. Scheduling benefits claimants for adjudication interviews to address questions of eligibility. Referring applicants to job openings or to interviews with other staff, in accordance with administrative guidelines or office procedures. Providing applicants with assistance in completing application forms such as those for job referrals.

Training Facilitator: Analyzing training needs to develop new training programs or modifying and improving existing programs. Confering results with management and discussed implementing training needs based on projected production processes, changes and other factors. Developing instructional materials to be used by staff and other veteran employment representatives, created a veterans orientation that was accepted for use statewide and was approved by the National Veterans Training Institute for dissemination. Presenting informational briefings to various target groups. Conducting or arranging for ongoing training classes for staff members. Reserve Transition Assistance Program Facilitator for Mountain Home Air Force Base, Mountain Home, Idaho.

Employment Consultant: Preparing and maintaining records and case files, including documenting client personal and eligibility information, services provided, narratives of client contacts and relevant correspondence. Monitoring and recording clients' progress in order to ensure that goals and objectives are met. Managing a customer caseload and performing customer follow-up. Drafting business letters and correspondence. Preparing and maintaining daily, monthly and quarterly reports for several different programs. Informing and explaining to veterans about various programs available to them, such as veterans' preference 5 & 10 points, VEOA, and VRA. Operating a personal computer with knowledge of Outlook, Word, Excel, and PowerPoint.

Case Management: Conducting initial assessment interviews, including sensitive fact finding relating to financial & personal information. Analyzing information from interviews, consultation with other professionals to assess clients' abilities, needs and eligibility for services. Answering applicants' questions about benefits and claim procedures. Identifying barriers to client employment and working with clients to develop strategies for overcoming these barriers. Guiding customers in forming and meeting employability development plans. Assisting emotional, difficult or confrontational people and individuals from varying socio/economic/cultural backgrounds. Counseling individuals to assist them in understanding and overcoming personal, social or behavioral problems affecting their educational or vocational situations.

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Assistant Manager

Wal-Mart
5108 Cleveland Blvd.
Caldwell, ID 83605

11/2000 – 08/2004

S: (Supervisor Name)
P: (208) 455-0066 May contact
Salaried

Human Resources: Identified staff vacancies and recruited, interviewed and selected applicants. Performed difficult staffing duties, staffing levels, refereeing disputes, terminating employees, and administering disciplinary procedures. Reviewed records and reports pertaining to activities such as production, payroll, and shipping in order to verify details, monitor work activities, and evaluate performance. Conducted sensitive fact finding interviews when investigating EEO & sexual harassment complaints.

Risk Management: Ordered suspension of activities that pose threats to workers' health and safety. Recommend measures to help protect workers from potentially hazardous work methods, processes, or materials. Investigated accidents to identify causes and to determine how such accidents might be prevented in the future. Investigated the adequacy of ventilation, exhaust equipment, lighting, and other conditions that could affect employee health, comfort, or performance. Inspected and evaluated workplace environments, equipment, and practices, in order to ensure compliance with safety standards and government regulations. Conducted safety training and education programs, and demonstrate the use of safety equipment. Provided new-employee health and safety orientations, and developed materials for these presentations. Maintained and updated emergency response plans and procedures. Inspected specified areas to ensure the presence of fire prevention equipment, safety equipment, and first-aid supplies.

Education

Winter 97 - Fall 00 - Utah State University, Logan, UT. 84322
Spring 96 – Central Texas College, Killeen, TX. 76549
05/88 - Diploma - Herington High School, Herington, KS. 67449

Job Related Training

02/12 - Veteran & Disability Hiring under New OFCCP, - Local Job Network Webinar
07/10 - Bridges Out of Poverty - Community Action Partnership / University of Idaho
05/10 - Demystifying TBIs & PTSD in the Workplace - The Sierra Group, Inc.
11/09 - Advanced Case Management - National Veterans Training Institute / University of Colorado at Denver
10/08 - Global Career Development Facilitator (GCDF) training.....Idaho Dept. of Labor
08/07 - Veterans Service Officer Training - Idaho Division Of Veterans Services
03/07 - Case Management - National Veterans Training Institute / University of Colorado at Denver
03/07 - USERRA 101 (On Line Course) - National Veterans Training Institute / University of Colorado at Denver
01/07 - Basic Veterans Benefits (On Line Course) - National Veterans Training Institute / University of Colorado at Denver
01/07 - Transition Assistance Program - National Veterans Training Institute / University of Colorado at Denver
05/06 - Labor & Employment Specialist - National Veterans Training Institute / University of Colorado at Denver

Honors, Awards

05/11 - Nation's Outstanding Disabled Veterans' Outreach Programs specialist (DVOP) 2010 - Disabled American Veterans Award
05/10 - Disabled Veterans Outreach Program Specialist for Idaho – Annual National Employment Service Award - 2009 - American Legion's Award
07/10 - Volunteer of the Year – 2009 - Carrie L. French, Chapter 1 Caldwell Disabled American Veterans

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VETERANS' PREFERENCE

<http://www.fedshirevets.gov/job/shav/index.aspx>

USAJOBS FAQs - As veteran of the U.S. military, should I click "yes" in the "Applicant Eligibility" box even though I am not a current or former Federal employee?

Yes. In general, if you are preference eligible or have served at least 3 years of continuous active duty in the Armed Forces, you should click "yes" in the "Applicant Eligibility" box. You may apply for jobs that are open to U.S. citizens as well as jobs that are open to current and former Federal employees.

Veterans' Preference gives eligible veterans preference in appointment over many other applicants. Veterans' preference applies, to virtually all new appointments in both the competitive and excepted service. Veterans' preference does not guarantee veterans a job and it does not apply to internal agency actions such as promotions, transfers, reassignments and reinstatements.

Veterans' preference can be confusing. In accordance with title 5, United States Code, Section 2108 (5 USC 2108) , Veterans' preference eligibility is based on dates of active duty service, receipt of a campaign badge, Purple Heart, or a service-connected disability. Please know that not all active duty service may qualify for veterans' preference.

Only veterans discharged or released from active duty in the armed forces under honorable conditions are eligible for veterans' preference. This means you must have been discharged under an honorable or general discharge.

If you are a "retired member of the armed forces" you are not included in the definition of preference eligible unless you are a disabled veteran OR you retired below the rank of major or its equivalent.

There are basically two types of preference eligible, disabled (10 point preference eligible) and non-disabled (5 point preference eligible).

You are a 5 point preference eligible if your active duty service meets any of the following:

1. For more than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001 and ending on a future date prescribed by Presidential proclamation or law as the last date of Operation Iraqi Freedom, OR
2. Between August 2, 1990 and January 2, 1992, OR
3. For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955 and before October 15, 1976.
4. In a war, campaign or expedition for which a campaign badge has been authorized or between April 28, 1952 and July 1, 1955.

You are a 10 point preference eligible if you served at any time, and you:

1. have a service connected disability, OR
2. received a Purple Heart.

If you are not sure of your preference eligibility, visit the Department of Labor's Veterans' Preference Advisor.

Now that we have discussed your preference eligibility and the associated points, let's discuss preference groups. Preference eligible are divided into four basic groups as follows:

- CPS - Disability rating of 30% or more (10 points)
- CP - Disability rating of at least 10% but less than 30% (10 points)
- XP - Disability rating less than 10% (10 points)
- TP - Preference eligible with no disability rating (5 points)

NOTE: Disabled veterans receive 10 points regardless of their disability rating.

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When agencies use a numerical rating and ranking system to determine the best qualified applicants for a position, an additional 5 or 10 points are added to the numerical score of qualified preference eligible veterans

When an agency does not use a numerical rating system, preference eligible who have a compensable service-connected disability of 10 percent or more (CPS, CP) are placed at the top of the highest category on the referral list (except for scientific or professional positions at the GS-9 level or higher). XP and TP preference eligible are placed above non-preference eligible within their assigned category.

You must provide acceptable documentation of your preference or appointment eligibility. Acceptable documentation may be:

A copy of your DD-214, "Certificate of Release or Discharge from Active Duty," which shows dates of service and discharge under honorable conditions

A "certification" that is a written document from the armed forces that certifies the service member is expected to be discharged or released from active duty service in the armed forces under honorable conditions not later than 120 days after the date the certification is signed.

NOTE: Prior to appointment, an agency will require the service member to provide a copy of the DD-214.

SPECIAL HIRING AUTHORITIES FOR VETERANS

Special Hiring Authorities for Veterans are just that...designed for veterans. Knowing about these authorities and identifying your eligibility will enhance your job search. These special authorities represent a few of many appointing authorities that agencies can use entirely at their discretion. Veterans are not entitled to appointment under any of these authorities. Check the vacancy announcements, which should clearly state "Who May Apply."

Veterans' Recruitment Appointment (VRA)

Veterans' Recruitment Appointment (VRA) is an excepted authority that allows agencies, to appoint eligible veterans without competition. If you:

are in receipt of a campaign badge for service during a war or in a campaign or expedition; **OR**

are a disabled veteran, **OR**

are in receipt of an Armed forces Service Medal for participation in a military operation, **OR**

are a recently separated veteran (within the last 3 years), **AND**

separated under honorable conditions (this means an honorable or general discharge), you are VRA eligible.

You can be appointed under this authority at any grade level up to and including a GS-11 or equivalent. This is an excepted service appointment. After successfully completing 2 years, you will be converted to the competitive service. Veterans' preference applies when using the VRA authority.

Agencies can also use VRA to fill temporary (not to exceed 1 year) or term (more than 1 year but not to exceed 4 years) positions. If you are employed in a temporary or term position under VRA, you will not be converted to the competitive service after 2 years.

There is no limit to the number of times you can apply under VRA.

You must provide acceptable documentation of your preference or appointment eligibility. The member 4 copy of your DD214, "Certificate of Release or Discharge from Active Duty," is preferable. If claiming 10 point preference, you will need to submit a Standard Form (SF-15 [152 KB]), "Application for 10-point Veterans' Preference."

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Veterans Employment Opportunity Act of 1998, as Amended (VEOA)

Veterans Employment Opportunity Act of 1998, as amended (VEOA) is a competitive service appointing authority that can only be used when filling permanent, competitive service positions. It can not be used to fill excepted service positions. It allows veterans to apply to announcements that are only open to so called "status" candidates, which means "current competitive service employees."

To be eligible for a VEOA appointment, your latest discharge must be issued under honorable conditions (this means an honorable or general discharge), AND you must be either:

- a preference eligible (defined in title 5 U.S.C. 2108(3)), **OR**
- a veteran who substantially completed 3 or more years of active service.

When agencies recruit from outside their own workforce under merit promotion (internal) procedures, announcements must state VEOA is applicable. As a VEOA eligible you are not subject to geographic area of consideration limitations. When applying under VEOA, you must rate and rank among the best qualified when compared to current employee applicants in order to be considered for appointment. Your veterans' preference does not apply to internal agency actions such as promotions, transfers, reassignments and reinstatements.

Current or former Federal employees meeting VEOA eligibility can apply. However, current employees applying under VEOA are subject to time-in-grade restrictions like any other General Schedule employee.

"Active Service" under VEOA means active duty in a uniformed service and includes full-time training duty, annual training duty, full-time National Guard duty, and attendance, while in the active service, at a school designated as a service school by law or by the Secretary concerned.

"Preference eligible" under VEOA includes those family members entitled to derived preference.

You must provide acceptable documentation of your preference or appointment eligibility. The member 4 copy of your DD214, "Certificate of Release or Discharge from Active Duty," is preferable. If claiming 10 point preference, you will need to submit a Standard Form (SF-15 [152 KB]), "Application for 10-point Veterans' Preference."

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TRANSLATE YOUR MILITARY EXPERIENCE INTO CIVILIAN TERMS

Employers may overlook a military member because their résumé is filled with military job titles and military skills, which may not be understood. The résumé may be written using military jargon, acronyms, and awards. Also, the résumé may not be targeted to the specific position. It doesn't matter how qualified you are if the employer can't understand your résumé.

As you create your résumé, avoid military jargon and terms. Most civilian employers will not understand military jargon, abbreviations and acronyms. Therefore, use the following guidelines to prevent this problem:

- Write out terms. Explain what they mean when necessary.
- For specialized military training, list names and number of hours of professional and technical training you have received. Only include training that relates to the job.
- Briefly explain any course that may be pertinent to the job. For example, write "Management and Supervision" as a course title. Then add course content: equal opportunity law, giving and receiving positive and negative feedback; and giving directions.
- Use civilian equivalent phrases and titles. Civilian recruiters will not take the time to translate your résumé into civilian terms, and therefore may not see you as qualified for the position. Below are some military terms with recommended civilian equivalents.

Military Terms	Civilian Equivalent
NCOIC	Supervisor, Manager, Coordinator
TDY/TAD	Business Related Travel
PCS	Relocation
NCO Academy	Leadership or Management Training
War College	Executive Military Leadership School
Command and Staff College	Senior Military Leadership School
Basic Officers Course	Entry Level Officer Leadership Course
Basic Training/Boot Camp	Introductory Military Training
O7 and Above	President, Senior Director, Chairman of the Board, Managing Director
O5 and O6	Chief Executive Officer, Chief Operating Officer, Program Director
O4	Senior Administrator, Department Head, Program Manager
O1 - O3	Executive, Administrator, Manager, Project Officer
WO1 - WO5	Director, Specialist, Facilitator, Technical Manager, Technical Specialist
E7 - E9	Director, Supervisor, Department Manager, Operations Manager, Senior Advisor
E4 - E6	Assistant Manager, Line Supervisor, Section Leader, Task Leader, Supervisor, Foreman
E1 - E3	Production Worker, Assembler, Technician, Assistant, Apprentice, Team Member

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RESOURCES TO HELP YOU TRANSLATE YOUR MILITARY SKILLS INTO CIVILIAN TERMS:

O*NET online provides an excellent military skills translator, under their CROSSWALKS section: Go to <http://www.onetonline.org/> and click on “Crosswalks. Once there, Enter your branch and MOS, AFSC, or Rating under Military, and click “GO”. You can also enter Civilian job titles under DOT, and click “GO”.

Website address:
<http://www.onetonline.org/>

Click here to translate military skills into civilian terms.

Crosswalks

DOT

Search codes or titles from the Dictionary of Occupational Titles (DOT).
Examples: 865.131-010, tree pruner

Military

Search codes or titles from the Military Occupational Classification (MOC).
Select a branch: [dropdown]
Examples: 0963, radio chief

Apprenticeship

Search codes or titles from the Registered Apprenticeship Partners Information Data System (RAPIDS).
Examples: 0235, glass blower

Education

Search codes or titles from the 2010 Classification of Instructional Programs (CIP).
Examples: 50.0402, advertising

Occupation Handbook

Search titles from the 2014-15 Occupational Outlook Handbook (OOH).
Examples: education administrators

SOC

Search codes or titles from the 2010 Standard Occupational Classification (SOC).
Examples: 39-6011, physician assistant

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ADDITIONAL MILITARY TO CIVILIAN SKILL TRANSLATOR RESOURCES AND WEBSITES:

Army COOL:

COOL (Credentialing Opportunities On-Line) helps Army Soldiers find information on certifications and licenses related to their Military Occupational Specialties (MOSs). COOL explains how Soldiers can meet civilian certification and license requirements and provides links to numerous resources to help get them started.

<https://www.cool.army.mil/>

Navy COOL:

The Department of Navy Credentialing Opportunities On-Line (DON COOL) website represents the joint effort, close coordination and shared resources that support the Marine Corps and Navy COOL programs. Credentialing is becoming ever more important in the military context, adding value for the Marine and Sailor while they serve and as they transition to civilian life. DON COOL reflects the Department of the Navy's ongoing commitment to Marines and Sailors in providing world class training, experience, and opportunities that will serve them well on active duty and as future veterans pursuing civilian careers

<https://www.cool.navy.mil/index.html>

Transition Goals, Planning and Success (TGPS):

The DoD Transition Assistance Program (DoDTAP) for Service Members and Veterans web site is designed to provide separating Service members and Veterans access to Transition Assistance documents which will assist them during their transition process from the military.

<https://www.dmdc.osd.mil/tgps/>

America's Career InfoNet:

America's Career InfoNet helps people make better, more informed career decisions. Check education, knowledge, skills and abilities, and licensing against job types that use those skills.

<http://www.careerinfonet.org/>

Military.com Translate your Skills:

It's one of the proud legacies of service in the US armed forces: Your military occupational specialty (MOS). But what does a soldier designated a tank turret mechanic or nuclear munitions specialist do when he sheds his uniform for civilian duds?

<http://www.military.com/veteran-jobs/career-advice/military-transition/resume-translate-military-skills-civilian.html>

Military.com Skill Translator:

Military Skills Translator - Apply for jobs that match your skills, identify civilian terminology for your résumé, hot career options for your specialty.

<http://www.military.com/veteran-jobs/skillstranslator/>

Mil-Skills Translator:

MOS Code to Civilian Occupations Translator. Use the translator tool below to convert your MOS code to a civilian occupation.

<http://www.taonline.com/mosdot/>