

ANALYSIS – Name of Author

Address and Contact Information

SUMMARY OF EXPERIENCE

Before: Over fifteen years of administrative and technical expertise with increasing responsibility. Excel in high-stress environment requiring management of multiple, high priority tasks with short deadlines. Repeatedly demonstrated versatility as a team player and readiness to assist others. Breadth of experience in support of federal government agencies [Note: removed from this example], Congress, and all services of the Department of Defense (DoD) to include ABC, DEF, and XXXX. [Note: organization replaced with XXXX was unintelligible to the reader]

After: More than 15 years of administrative and technical experience. Excels in completing multiple, high priority tasks with short deadlines. Supported all services of the Department of Defense (DoD), to include ABC and DEF agencies, and other federal agencies.

Analysis: Proper English is “More than” as opposed to “over.” Don’t waste space with “increasing responsibility” ... that will be apparent to the reader. Corrected “Excel” to “Excels”; delete the “high-stress environments” as useless words. Delete “Repeatedly demonstrated versatility as a team player and readiness to assist others” as Gibberish (unnecessary detail) because this is expected of an employee.

Company Name

Before: Contractor supporting Information Technology Agency/Office of the Chief Technology Officer (CTO), *Month/Year* – Current

After: Information Technology Agency (ITA)/Office of the Chief Technology Officer (CTO), Name of the Parent Organization, *Month/Year* – Current

Analysis: Delete “Contractor supporting” because it’s apparent that the individual is a contractor. Simply state the organization’s title here. Add “(ITA)” because author refers to it again in later bullets. This item be the header for this section, not a bullet.

Before: Responsible for writing and creating process maps and Standard Operating Procedures (SOPs)

After: Wrote six standard operating procedures reflecting key functions heretofore undocumented. Also depicted five additional processes in detailed flow charts.

Analysis: Add statistics and stated the “so what” of this accomplishment. Also, clarify the term, “process map.” Delete acronym, “(SOPs), since it is not used again. What is the difference here between “writing” and “creating?” Select one verb.

Before: Contributor in creating Executive Level one page overall briefing papers

After: Composed five executive-level, one-page briefing papers, part of a set of 18 similar products. Used to orient people newly assigned to the organization.

Analysis: Delete “contributor” because it begs the question, “How?” ... state the action, “Composed.” Now, state quantity, scope the accomplishment, and add the “so what” factor. Correct capitalization errors of “Executive Level” and hyphenate it. Delete “overall” as useless word.

Before: Responsible for all incoming briefing requests, coordination and execution for ITA

After: Tracked incoming requests for presentations, coordinated each with the supporting branch, ensured actions were completed on time.

Analysis: Again, start with a verb that better conveys the individual’s actions. Correct “request” to “requests,” and delete “ITA” because this item falls within the section dealing with ITA.

Before: Responsible for maintaining office’s web presence, SharePoint tracking system

After: Composed text and updated the office’s web sites to maintain currency.

Analysis: Begin with a verb besides “responsible.” What did the individual do? Delete “SharePoint tracking system” because the reader has no clue how those words relate the previous thought conveyed. Individual probably failed to include the word, “using the.”

Before:

Responsible for creating weekly status reports

Maintain office’s correspondence

Responsible for maintaining and coordinating multiple shared calendars for CTO briefings

Responsible for scheduling conference rooms and VTC

Maintain office’s Tracking system

After: Created weekly status reports, maintained and coordinated four shared calendars for ITA/CTO leaders, scheduled conference rooms and VTC meetings, and maintained the tracking system for incoming/outgoing tasks

Analysis: Group these five administrative items into a single bullet. More efficient, saves space, and easier for the reader. Begin each item with an action verb. Specify quantity instead of “multiple.” Correct error in capitalizing, “Tracking.”

**Information, Integration, Implementation and Engineering (I3E) Directorate, Agency
ABC, Month/Year – Month/Year**

Analysis: Standardize font, use proper capitalization

Before:

Provide direct support to senior SES-level government staff, consisting of daily briefings, tasking and tracking of all internal and external taskers assigned.

Responsible for scheduling staff meetings for Senior Government Staff via Lotus Notes

Responsible for coordinating multiple Senior Government Calendars via Lotus Notes

After: Directly supported three SES-level government staff by scheduling daily briefings and staff meetings, coordinating the three daily calendars, and tracking assigned incoming/outgoing tasks

Analysis: Combine three bullets into one. Start with verb – not “provide” and specify the number of staff supported. Eliminate the redundant use of “tasking ... and taskers.” Clarify, how the individual “provided direct support ... consisting of daily briefings” ... What did the individual do relative to the “daily briefings?” Correct errors – “Senior Government Staff” and “Senior Government Calendars” should not be capitalized. Delete “Lotus Notes” as Gibberish here. If necessary, add that detail at end of resume in section addressing IT skills.

Before: Primary liaison between staff and senior government officials in several government agencies

After: Primary liaison between XXX/Office and executive assistants at offices of senior government officials in six federal agencies

Analysis: As originally written, the line opens the Garden Gate by forcing the reader to wonder, “Liaison – in what capacity? This is an administrative function; therefore, how can this individual be the primary liaison with senior government officials?”

Before: Responsible for maintaining I3E’s web presence, SharePoint tracking system and the CIO database

After: Maintained currency of content on the office’s web pages: composed text and updated the sites

Analysis: Begin with a verb besides “responsible.” What did the individual do? Delete “SharePoint tracking system” because the reader has no clue how those words relate the previous thought conveyed As originally written, this bullet introduced “I3E” without having explained to the reader what that is, opening another Garden Gate. The original contained a redundancy, mentioning again the fact that the individual was responsible for “maintaining ... SharePoint tracking system.” Reference to SharePoint is deleted; proficiency can be included in an IT section at the resume’s conclusion. Delete reference to “data base” because, lacking specificity,

this also opens the Garden Gate. What did the individual do to “maintain the database” and “database for what?”

Before: Contributor of official CIO documents for I3E, including white papers and correspondence

After: None

Analysis: This bullet is impossible to fix without discussion with the author. Moreover, it suffers from the Garden Gate syndrome. Questions it prompts: How did you contribute? What were the documents and correspondence, their purpose, the intended recipients, and subsequent impact? Finally, might documents and correspondence be joined in a single word? Necessary to specify both?

Before: Contributor in creating and editing various policy documents, Memorandum of Agreement (MOA) and Memorandum of Understanding (MOU)

After: Helped draft seven corporate-level policy documents and three Memorandums of Agreement with other federal agencies addressing reciprocal IT services; expected to save \$250K in resources

Analysis: As originally written, this bullet conveyed virtually nothing of significance and was filled with wasted words. Instead of “Contributor,” clarify with “Helped draft.” Delete “editing” as subordinate to “drafting.” Specify “seven” instead of “various.” Don’t waste space mentioning both “Memorandum of Agreement (MOA) and Memorandum of Understanding (MOU)” because that distinction will not help the individual get hired; instead, it wastes space and the reader’s time.

Before:

Ensuring all staff packages are prepared for the Director of Information, Integration, Implementation and Engineering (I3E)

Ensuring all official documents meet the quality standards (grammar, completeness, timeliness, technical accuracy) necessary to best represent I3E to federal agencies and Congress through superior research, writing, and analytic skills.

Serves as the “voice” of I3E to supported government agencies, providing control of and consistency in incoming and outgoing I3E requests, correspondence and actions

After: Ensured consistency in quality control and timeliness of all outgoing staff packages prepared for the Director of Information, Integration, Infrastructure, and Engineering (I3E) to best represent the organization to other federal agencies and Congress.

Analysis: This blends three bullets from the original. Transform the opening word from “Ensuring” to “Ensured.” Note the many redundancies in content, which we eliminate in the revision. The first bullet contains a redundancy of the “No-duh” variety; it is unnecessary to specify the quality standards -- the reader knows what those are. Similarly, unnecessary to

delineate “superior research, writing, and analytic skills” – This should be evidenced by accomplishments, not personal opinion.

The second bullet opens again with, “Ensuring.” It also spells out “I3E” despite the fact that this is located well into the resume, the author has used “I3E” several times, but only now conveys to the reader what it is. I also added the adverb “correctly” to modify “prepared.”

Finally, the third bullet opens a huge Garden Gate with the strange wording, “Serves as the ‘voice’ of I3E.” Anything that causes the reader to wonder, “Huh?” detracts from the author’s objective.

Before: Ensures internal and external tasking received by I3E are assigned to most appropriate element of subject matter expert

After: Tracked incoming requests and other actions. Assigned them to appropriate offices and ensured they were completed on time.

Analysis: Skip “Ensures” ... and state what the individual did ... “Tracked ... Assigned.” Unnecessary to Hog Space by specifying “to the most appropriate element of subject matter expert” – simply state, “to the appropriate office.” Also, unnecessary to specify “internal and external” – the reader won’t care.

Before: Maintain version control of all documentation through multiple layers of review and revision requiring quick decision-making and sound judgment, flexibility, and creative problem solving skills

After: Maintained version control of six major documents as they evolved during many iterations of review/modification. Required attention to detail and sound organizational skills. Ensured documents were completed on schedule.

Analysis: Place verb, “Maintained,” in past tense for consistency. Specify the number of documents involved to scope the accomplishment. Add “major” to scope it, as well. Replace “multiple layers” with “iterations” ... shorter and one word beats two. Skills required were not “quick decision-making and sound judgment, flexibility, and creative problem solving skills.” Replaced as seen above. Finally, add a “so what” to complete the bullet

Before: Contributor in organizing and coordinating various conference for CIO seniors

After: Organized logistics and administrative details for three major conferences – each 3 days in length -- attended by 80+ participants. Scheduled the auditorium and breakout rooms, tables/microphones, and DV parking. Sent conference details, agenda, and other read-ahead material. The division director (SES-3) commended her for her initiative and flawless planning.

Analysis: The original bullet conveys virtually nothing. Note the difference details make.

Before: Responsible for all incoming vendor requests to I3E.

After: None possible

Analysis: Impossible to fix without discussing with author. No clue what this means. Potential employer will also be stumped!

Knowledge Management/Records Management Representative for I3E

Before:

Representative responsible to meet with the Information Management Office during audits/reviews

Responsible for ensuring electronic and hard copy records are maintained and tracked for over 100 employees

After: Ensured organization's records were maintained according to federal regulations and other policy standards. Served as primary interface with the Information Management Office during the annual inspection. Advised I3E's 100 members on how to maintain records throughout the lifecycle.

Analysis: Replace "Responsible for ensuring" with "Ensured." Replace "Representative responsible to meet with the" with "Served as primary interface with the" for a more direct and clear action. In category of Gibberish (extraneous information), reduce "electronic and hard copy records" to simply state, "records" and delete "tracked" as it is a sub-function of "maintained." Author included the number of employees ... excellent!

Before:

Personally maintain Director's calendar, travel, and travel cables, meeting invitations, and coordinated all other business obligations, demonstrating outstanding organizational and interpersonal teamwork skills.

After: Maintained the director's calendar, travel-related documents, and meeting invitations; coordinated all other business obligations.

Analysis: Delete "Personally" since this is a resume that reflects the author's accomplishments. Correct the mistake, "Maintain" to "Maintained." Don't capitalize "Director." This bullet contains a broken tether. "Maintained the director's calendar" works but "Maintained the director's travel" does not. How does one "maintain travel?" Amend to "travel-related documents" and, thereby eliminate "cables." Break the two slightly disparate thoughts with a semicolon. Delete "teamwork" as this is addressed in "interpersonal." Overall, this bullet was fairly well written, contrasted with the rest of the resume.

Before: Provide quality control and technical editing of various documents

After: Proofed and tech edited approximately 450 documents. Many of these documents were sent to Congress or to heads of other federal agencies.

Analysis: The original bullet says little and fails to scope the accomplishment. Also, I always find awkward, “provide quality control” and prefer a more direct verb. I add one more sentence to provide the missing “so what” to this item.

Before: Create file plans to help all personnel maintain records for the appointed Branch/Division level personnel

After: Created file plan supporting 50 people in 3 branches. Enhanced their ability to quickly locate records, improving office efficiency. Recent inspection highlighted it for accuracy and completeness.

Analysis: Delete useless words, “to help all personnel” – this is also a redundancy of the “No-duh” type. Of course, a file plan “helps all personnel.” Note unnecessary duplicate mention of “personnel.” Add to the story if possible, scope the task, add the “so what” factor, and add accolades, if applicable.

Before: [The following 4 bullets were separated by other items, unrelated to training. Consequently, the reader is afflicted by mental whip-lash ... training, not ... training, not ... etc. Group like items in a single bullet ... or at least group them!]

Ensures all employees have full working knowledge of applicable regulations such as A117, location and process for storing records by using the standard naming convention and creating Personal Storage Table (PST) files

Conducts classroom/desk-side Records Management training

Update training materials, as required

Trains personnel in Records Management process and procedures

After: Trained 88 personnel in records management process and procedures in 7 months, through 24 classroom and in-office venues. Ensured attendees were knowledgeable with applicable regulations, processes, and standardized naming conventions for file systems. Updated training material, as needed.

Analysis: Blend four bullets into one. Replace “have full working knowledge of” with “were knowledgeable with” to save space. Avoid Gibberish of “A117” and “Personal Storage Table (PST).” Don’t capitalize “Records Management” as it is not a proper noun. “Conducts training” equates to “Trains.” Since these are past accomplishments and not a job description, I use past tense for the verbs.

Before: Supports and participate in the Records Management System working group implementation

After: Chosen as a member of an 8-person working group to implement the pilot Records Management System, which will affect the 150-person division. Per the chairman, “Her keen recommendations focused the development of mission requirements, ensuring the system met users’ needs.”

Analysis: Note the inconsistency in verb tenses. The potential employer will. Open with a more powerful verb, “Chosen” sets the individual apart from others, effective in a resume. Scope the size of the task and the outcome. Avoid sloppy language, “participate in working group implementation.” What did the individual actually do? Have a snazzy, complimentary quote? Add it!

Before: Supports and participate in the records management system working group implementation

After: Actively contributed to the working group chartered to implement the branch’s new records management system. Made great progress in only one month organizing files to meet required standards. Inspectors lauded the improvement.

Analysis: Select a more compelling opening verb. Tell the complete story. Avoid Gibberish -- Don’t use a string of nouns as adjectives, “records management system working group implementation.”

Secretariat for Data Tracking Steering Committee, Month/Year – Month/Year

Before: Responsible for committee sessions for supported government agency CIO which included briefing packages for all Agency CIOs across the federal government, create and distribute meeting notes and actions. Engage with DoD and other federal agencies for upcoming Committee topics and agendas

After: Arranged eight quarterly meetings attended by 30 members comprised of representatives of federal agency CIOs: assembled and provided to all members read-ahead material, created and disseminated meeting notes. Solicited topics for upcoming meetings.

Analysis: Delete “Responsible for” and state what the individual did, “arranged meetings” followed up by specifics. Scope the accomplishment by stating how many meetings and participants. State “read ahead material” instead of “briefing packages.” Replace “Engaged with members for ...” with “Solicited.” Correct mistakes: “Agency” should not be capitalized. Standardize verb tenses.

Division Quality Assurance Manager, Month/Year – Month/Year

Before: Performed receipt compliance of Divisional Quality Assurance Standards for ISO requirements

After: None

Analysis: Gibberish and impossible to fix without a conversation with author. Moreover, it is poorly written. How does one “perform compliance?” Note also, that the only correct capital letters are “ISO.” The author, however, forgot to explain to the reader what that means.

Before:

Responsible for Division Quality Management Database maintenance

Responsible for writing and IMPLEMENTING quality policies

After: Maintains the division's database for quality management; writes and implements policies for the quality management program

Analysis: Blended two bullets into one. However, the After version still lacks sufficient detail. The author should explain more about the program and its impact on the mission. Note the improper capitalization of "IMPLEMENTING" ... completely inappropriate for a resume

Medical Organization, Month/Year – Month/Year

Before: Responsible for processing referrals, appointments, benefits and insurance claims for patients to specialist and hospitals. Arranged travel for medical conferences and area public speaking events.

After: Processed referrals to specialists and hospitals, made appointments, submitted benefits and insurance claims. Arranged travel to medical conferences and public speaking events for the five doctors on staff. Supported 75 patients who regularly used this clinic.

Analysis: Delete "for patients" as this falls in the "No-duh" category of redundancy. Make "specialist" plural. Correct spelling of "hopsital" and "arraigned" Rearrange words ... "process ... benefits and insurance claims for patients to specialist and hospitals" makes no sense. The individual processed "referrals" sending patients to these places. Clarify actions by adding verbs to each item. Deleted the word "area" as it is both unnecessary and confusing. Scope the accomplishment by stating the number of staff and patients she supported.

Before: Ensured medical records were updated and prepared for surgery and specialist appointments.

After: Updated medical records; ensured they were available prior to patients' scheduled surgeries and appointments with specialists

Analysis: This opened a Garden Gate and distracts the reader in that, as originally written, the records seem to be prepared for their *own* surgery and appointments with specialists.