

Sample Federal Style Resume

Pat A. Candidate

Address

City, State Zip code

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SSN: 123-45-6789

U.S. Citizenship: Yes

Highest Federal Grade Level: GS-11

Veterans Preference: N/A

OBJECTIVE:

Information Technology Specialist (Customer Support) NB-2210-VI/VI, # DEU-HQ-07-019

SUMMARY of QUALIFICATIONS:

Information Technology Specialist with 19+ years experience analyzing technology, developing IT solutions, and performing help desk functions and customer support services. Independently solve complex and challenging customer support issues, achieve goals, and facilitate the effective functioning of the organization. Managed high-visibility projects and contracts demonstrating leadership and management skills. Serve as an authority and subject matter expert for advanced system administration and networking efforts using industry best practices. Provide expert advice and consultation on equipment configuration and system interrelationships. Unsurpassed creativity, resourcefulness, and leadership implementing projects from start to finish. Provide excellent communications skills, including proficiency in written reports and superior ability to communicate with individuals at all levels of technical expertise. Maintain knowledge of emerging technologies by continuing professional education and subscribing to various IT trade magazines.

Competencies: Network Operations; Customer Support; Systems Administration; Systems Analysis; Contract Administration; Hardware/ Software Desktop Installation, Configuration, and Troubleshooting; File Server Administration; Telecommunications; Asset Management; Enterprise Infrastructure; Technical Monitor; Active Directory; Problem Solver

Certifications:

- 2004 – Contracting Officer's Technical Representative (COTR)
- 1998 – Microsoft Certified Systems Engineer (MCSE);
- 1998 – Microsoft Certified Professional (MCP)
- 1992 – Certified Novell Administrator (CNA)

WORK EXPERIENCE:

Information Technology Specialist (GS-2210-13)

USDA, National Agricultural Statistics Service (NASS)

1400 Independence Ave., SW, Washington DC

Supervisor: John Doe (555) 555-5555

06/2006-Present

Salary: \$83,000 per year

Hours: 48 per week

Contact: Yes

Provide Tier 1 and Tier II technical support for 1500 internal and external employees operating under a Server 2003 network, using Microsoft Office 2003 and Lotus Notes applications through phone, web and email. Support includes voice and data troubles through dial-up, broadband, and wireless connections; e-mail and Internet access; software and hardware; and general questions regarding support resources.

Sample Federal Style Resume

Major Duties:

- Install, configure and troubleshoot computer hardware, software applications and messaging systems. Resolve routine user requests, perform account maintenance, reset user passwords on network and messaging systems, restore user mail boxes, and other tasks, including creating user and group accounts for database access requests.
- Create service tickets for customer service requests that track requests from beginning to solution using Somix WebNM. Diagnose the level of service needed and begin the appropriate response in coordination with other support divisions. Contact customer to arrange a site visit as needed in order to fix problems.

Key Accomplishments:

- Anticipate customer needs by building a database of vital IT support statistics: what kinds of problems occur, what kind of service is needed, how much time and effort is required. As the database grows, we can see trends develop that help us improve service, product selection, and overall system enhancements. We can also work with the agencies to fine-tune the levels and types of service they require.

Information Technology Specialist (GS-2210-13)

USDA, Food & Nutrition Services (FNS)
Alexandria, VA
Supervisor: John Doe (555) 555-5555

09/2003-06/2006

Salary: \$82,259 per year
Hours: 48 per week
Contact: Yes

Provide technical review and management of the agency's network infrastructure and information technology contracts. Provide technical approval of hardware and software, research new technology, and plan and monitor the agency's networking infrastructure. This environment consists of file servers, routers, switches, and Wide Area Network (WAN) peripherals and devices. Perform assessments, benchmarks and specification planning for the implementation of hardware and software for new network systems, file servers and workstation rollouts.

Major Duties:

- Coordinate contract administration activities for the organization. Manage proposal efforts, lead negotiation teams and chair status meetings with all disciplines involved in complex, high-dollar-value systems and agency-wide hardware and software deployments.
- Monitor and supervise the functions of Contractors and Federal personnel. These individuals include Helpdesk Technicians, LAN Administrators, Network Engineers, funds officers, Contracting Officer's Technical Representatives (COTRs) and telecommunication employees.
- As a Senior COTR, work with technical and network engineering staff, end-users, senior executives within the agency, and contract managers to ensure timely development of existing projects in compliance terms of the contract and the Federal Acquisition Regulations (FAR).
- Establish priorities and modify plans to ensure efficient and focused operations. Track labor, material and equipment costs by utilizing spreadsheets to document and monitor charges. Conduct and analyze customer surveys to ensure services provided by contractors are being met and are in compliance with contract terms.
- Present financial projections to management with detailed documentation to justify costs. Deliver to management all modifications and change orders resulting in increased costs, along with recommendations to stay within stated financial budgets.
- Examine event logs, backup operation logs, monitor the installation and configuration of servers, verify with telecommunication personnel the status of WAN circuits, telephony systems, and overall performance of network operations; make recommendations and conduct meetings with contractors and vendors to evaluate their performance.

Sample Federal Style Resume

- Assemble project teams for proposal efforts, gather specialists from throughout the organization, and supervise activities of contractors, network engineers, and help desk personnel. Lead teams of contractors and federal staff in the design, testing and validation of a new backup hardware system during various stages of its implementation.

Key Accomplishments:

- Saved the agency \$200,000 in 2004 by successfully negotiating and completing the acquisition of a multimillion-dollar end-of-year purchase of file servers, workstations, and printers by using a Blanket Purchase Agreement (BPA).
- Directed and completed the contracting efforts for a four-year multimillion-dollar software site licensing agreement.
- Completed a 5-year, \$7 million sole source contract renewal for an SBA 8a, Native American contractor to provide database administration and support. Prepared a sole source justification and revised the entire statement of work (SOW), ensuring the delivery of a technically and financially competitive proposal.

IT Specialist (Acting Branch Chief Detail) (GS-2210-14)

USDA, Food & Nutrition Services (FNS)

Alexandria, VA

Supervisor: John Doe (555) 555-5555

02/2005-06/2005

Salary: \$88,369 per year

Hours: 48 per week

Contact: Yes

Served as Acting Branch Chief on a 4-month detail. Managed a multimillion-dollar information technology budget, various projects and contracts. Managed and supervised 6 Federal and 18 Contractor staff, addressing day-to-day functions and activities such as help desk, file server and infrastructure issues of the Technical Service Branch (TSB).

Major Duties:

- Planned, assigned, monitored, and reviewed work. Provided technical guidance and direction as needed. Established performance standards and monitored and evaluated performance in relation to established standard. Ensured that successful performance was properly recognized. Assessed training needs and provided or arranged for needed training, which encouraged the continuing professional growth and development of the staff.
- Developed specifications and requirements for Statement of Work (SOW) for the current government contract. Coordinated all phases of the contract implementation from initial proposal development, planning and negotiations, to completion of the contract SOW.
- Worked with contractors throughout major upgrades and implementation projects, facilitating planning and supporting operations through punch-list and identifying deliverables while following best practices.

Key Accomplishment:

- Devised a business case to upgrade the FNS network from megabit to gigabit circuitry. This included proposing routers, switches, and circuit upgrades.

Network Administrator/Consultant

University of the District of Columbia

Washington, DC

Supervisor: John Doe (555) 555-5555

07/2001-09/2003

Salary: \$73,000 per year

Hours: 50 per week

Contact: Yes

As an independent contractor, served as Project Manager on file server and workstation installations and deployments.

Sample Federal Style Resume

Cabling Installation & Network Infrastructure Upgrade: Worked together with faculty and staff, and assisted senior executives in the planning and implementation of a multi-million-dollar cabling installation to upgrade the backbone and network infrastructure. Worked with University representatives to develop specifications and requirements, and devised a detailed work plan to ensure all ADP system design needs were met.

- Defined system requirements and parameters while incorporating financial and technological restrictions and documented these in standard operating procedure (SOP) manuals. Designed backbone and network infrastructure to anticipate increased user load; ensured the network had the capacity for upgrades, and made certain the network was flexible for changes in technology.
- Supervised the activities of the cabling systems engineers, field supervisors, and installation teams. Created comprehensive plans for all of these activities prior to contract award and modified plans throughout the implementation process.
- Coordinated with architects, engineers, representatives of the local utilities companies and local governmental officials to create project plans. These included street grids and landscaping/drainage features, water and sewage systems and utilities access, blueprints and schematics, architectural drawings and a scale model.
- Established priorities and modified plans to ensure efficient and focused operations. Conducted cost analyses and reviewed pricing and labor charts to create an accurate line-item budget for the project which included labor, material and equipment requirements. Presented financial projections to the client with detailed documentation to justify costs.
- Documented all modifications and change-orders resulting in increased costs, and delivered to the client organization with recommendations to stay within stated financial budgets.

EDUCATION:

- **University of District of Columbia**, Washington, DC; 12/1990
Degree: B.A.
Major: Computer Information Systems
- **Thomas Nelson Community College**, Hampton, VA; 06/1976
Degree: A.A.S.
Major: Business Management
- **Pembroke High School**, Hampton, VA; 05/1969

TRAINING & CERTIFICATION:

- 2005 – Project Management Course – Certificate, Herndon, VA, 24 hours
- 2005 – Identifying/Confirming User Requirements Course – Certificate, Herndon, VA, 24 hours
- 2004 – COTR Course – Certificate, Management Concepts, Washington, DC, 40 hours
- 2004 – Microsoft 2003 Server Course - Certificate, Washington, DC, 24 hours
- 2003 – Microsoft Windows XP Professional Course - Certificate, Washington, DC, 16 hours
- 2001 – Microsoft Windows 2000 Server Course - Certificate, Washington, DC, 24 hours
- 2001 – Microsoft Windows 2000 Professional Course - Certificate, Washington, DC, 16 hours
- 2001 – Microsoft Windows Active Directory Course - Certificate, Washington, DC, 24 hours
- 2000 – Cisco Certified Network Associate Course – Certificate, Alexandria, VA, 40 hours
- 1998 – Microsoft Certified Systems Engineer (MCSE)
- 1998 – Microsoft Certified Professional (MCP)

Sample Federal Style Resume

HONORS & AWARDS:

- 2003-2005 – Superior Performance Appraisal
- 2005 – Cash Award

MEMBERSHIPS:

- 2000-Present – Meals on Wheels (Volunteer)
- 1995-Present – Member of Capital PC Users Group

COMPUTER SKILLS:

- Applications: Microsoft Office Suite (97, 2000, XP & 2003) – Outlook, Word, Excel, Access, and PowerPoint; Microsoft Publisher; Infopath; Windows Media Player; Microsoft Project; Visio; Lotus 123; RealPlayer; WordPerfect; Adobe; Winzip; Trouble Ticket Systems (TrackIt & WebNM)
- Operating Systems: Microsoft Windows (DOS, Win9x NT, 2000, XP, 2003 & Vista); Linux; Novell
- Security: Strong authentication services; personal firewalls; Anti-Virus McAfee; Symantec;
- Protocols: TCP/IP; FTP; NWLink, IPX/SPX NetBeui;
- Services: DNS; DHCP; Telnet; SNA Server
- Hardware: HP, Compaq and Dell servers; memory/video cards; motherboards; soundcards; modems; CD ROM/RW and DVD/RW drives; wireless cards/access points; local/network printers; Cisco and Linksys wireless routers
- Internet: Internet Explorer; Netscape; Firefox
- Backup: Arcserve; Veritas Backup Exec; Some exposure to Syncsort
- Utilities: Remote Installation Server (RIS); Windows Update Server; Symantec's Ghost; Remote Desktop; Some exposure to Microsoft Operations Manager (MOMs); SMS,
- Email Servers: GroupWise; Exchange; Lotus Notes; Outlook
- Programming Languages: COBOL; Fortran; Basic; dBASEIII; File Management Techniques

SELF-CERTIFICATION:

I certify that, to the best of my knowledge and belief, all of the information on and attached to this resume is true, correct, complete and made in good faith. I understand that false or fraudulent information on or attached to this resume may be grounds for not hiring me or for firing me after I begin work, and may be punishable by fine or imprisonment. I understand that any information I give may be investigated.

Signature: _____ Date signed: _____