**Veteran A. America**  Email@email.com

123.456.7890C 1234 Liberty Lane

Citizenship: US Federal, TX 12456

 Veterans Preference: 30% SCD, VRA, or Schedule A

(DO NOT include full SSN unless requested in the announcement)

 **Objective:** Announcement Number, Job Title, and grade(s) of the position (Direct Hire positions will not have an announcement number – VRA, 30% or more, etc.)

**Work Experience**

**Senior Operations Manager 01/14 – 10/21**

United States Army S: First Last Name

123 Eagle Parkway P: 123-456-7890 May contact

Fort Hood, TX 76544 65 hrs/wk, $60,000/yr

Duties: WARTAC program intern from January 2020- April 2020. Senior Operations Manager responsible for the fuel planning analysis in support of homeland defense and disaster assistance; works as a Senior Logistics Staff NCO on supply and services issues; assists in the development and implementation of logistics policies and sustainment efforts regarding bulk petroleum, water, and lab operations in support of four divisions and 14 separate commands supporting over 15,000 Soldiers

* Successfully completed the Veterans Service Representative Course through WARTAC program with a 95% GPA.
* Fully analyzed, developed information, and made the proper request for evidence to help adjudicate claims.
* Easily navigated the multiple electronic data processing systems utilized throughout the Veterans Affairs network.
* Gathered federal and private medicals records through the appropriate systems according to regulations and guidelines.
* Innovative leader who understands regulatory compliance, legal and administration processes.
* Implemented intervention strategies aimed towards accomplishing production goals.
* Subject matter expert in medical terminology, ordering examinations and generating letters.

Applied controlling laws and protocols utilizing federal regulations to determine eligibility for benefits. Took responsibility for the development and support of all subordinates to include rounding, coaching, and mentoring. Completed a thorough assessment, develops, and implements a case management plan including goals based on the assessment to her subordinates. Fostered an environment of unbiased treatment, cultural awareness, and resiliency. Innovative leader who works well under pressure and prioritizes the workload: Extensive aptitude for writing, research and investigating to enhance mission requirements. Highly organized, self- motivated and proficient at multitasking. Advocated for veterans by providing unparallel customer service for each claim. Completed live claims with zero errors under instructor supervision. Served as class leader helping peers to fully understand the Veteran Service Representative duties and responsibilities.

(You may provide detailed information regarding those duties which may not be closely aligned with the position but may show transferrable skills and the scope of your abilities)

**Senior Advisor 08/10– 01/14**

United States Army S: First Last name

123 Aviation Way P: 123-456-7890 May contact

Fort Hood, TX 76544 up to 75 hrs/wk, $60,000/yr

Duties: Senior Advisor for a Logistics company comprised of 250 personnel and principal advisor to the Executive Officer on all matter pertaining to training, operations, and professional development of the personnel. Possess extensive knowledge in mentoring, counseling, risk assessment and mitigation, strategic planning, quality control, and process improvement. Career supported by a vast operational leadership experience and a master’s degree in Counseling. Knowledgeable in MOS Crosswalk, Individual Transition Plans (ITP), and Gap Analysis Worksheets, as well as other Army Programs.

* Selected to serve in this position which required the utmost trust and confidence while handling critical, sensitive and PPI information from higher leadership.
* Conducted and assisted in Financial Liability Investigation of Property Loss (FLIPL) and Military 15-6 Procedures for Administrative Investigations in the organization.
* Provided a working environment that mandated Equal opportunity and Equal Employment Opportunity.
* Conducted multiple assessments to establish baseline physical and behavioral health functioning and determine member improvement.
* Evaluated and assessed members to be referred to on post agencies for further evaluation. Identifies worker problems based on analysis of assessments data and provide resources.
* Clearly documented and tracked efforts and outcomes.
* Certified all personnel within the organization on required training; increased unit proficiency to 98% on mission essential tasks.
* Placed unwavering interest in higher education of all personnel assigned to promote and enhance self-development; 70% of personnel were enrolled in college courses and technical certifications.

Mentored, coached, and trained 12 personnel to be selected to senior promotions during her tenure. Coordinated with Army Community Service to provide extensive training to family members. Trained, briefed, and counseled over 300 Service members and 30 family members on all aspects of transitioning from military service. Provided pivotal human resources for her subordinates to excel during under her leadership. Delivered sound judgement, positive influence, decision making and flexibility when dealing with complex issues. Planned operations procedures and managed 4 supporting organizations consisting of Maintenance, Supply Support Activities (SSA), Water, Field Service and Petroleum Supply while accounting for unit equipment valued over $45M. Improved the company administrative systems and processes rate over 95%; increased deployable readiness from 60% to 94%.

**Education** (Need start and stop date for all education levels that have been completed)

mm/yy - mm/yy Master of Arts in Organizational Management, GPA 3.85

Name of University

Address

City, State Zip Code

Phone #

mm/yy - mm/yy Bachelor of Science in Human Resources Management, GPA 3.76

Name of University

Address

City, State Zip Code

Phone #

mm/yy - mm/yy Diploma/GED

Name of your High School/GED

Address

City, State Zip Code

Phone #

**Job Related Training**

mm/yr Veterans Service Representative Course, School Name

mm/yr Workers Compensation, School Name

mm/yr Processing Personnel Actions, School Name

**Honors, Awards**

mm/yy Veterans Preference Awards (Expeditionary Medals, Campaign Badge, Purple Heart)

**Other Information**

I currently hold a position of trust since 05/2019 and have never had an investigation. I currently hold Secret Security Clearance 12/2024. I certify that I can type 65 words per minute and the information within this resume is true and accurate.

**References** (3-Persons, please do not list previous Supervisors)

Name Job Title Company Contact Type

Joe Smith SFC US Army phone # or email Professional

Joe Smith SFC US Army phone # or email Professional

Jane Smith Admin Assistant ABC Co. phone # or email Personal

Jane Smith Admin Assistant ABC Co. phone # or email Personal