



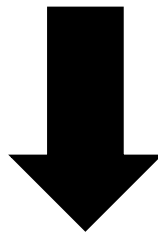
Solution

Veteran Community: The Anatomy of a Great Military-to Civilian Résumé

By Dylan Raymond, Veteran and Author of [Rucksack to Briefcase](#)

It's often said that the best way to learn something is to teach it to someone else. Similarly, the best way for you to learn how to create an effective résumé is to teach someone how to do it for him/herself.

The goal of this section is for you to pretend you are teaching someone how to write a better résumé. Review and list all the things you believe may be wrong or that could be improved about these two résumés. Then compare your findings and suggestions with mine!





Solution

Page 1 of original résumé (make suggestions on next page):

Johnny Service Member
10225 Mockingbird Lane, Ready, AZ
54321
Cell: 987-654-3210
Email: hardcharging@gmail.com

Profile:

Dedicated professional with 20 years of outstanding performance in the U.S. Army earning the rank of Sergeant First Class and have excelled as a leader. Accountable and ambitious, able to remain focused and productive in challenging situations. Trained and mentored countless soldiers through difficult situations. Vast knowledge in electrical theory, troubleshooting procedures, soldering techniques, electrical system maintenance, and ability to read and follow electrical schematics.

Military Experience:

September 2007–August 2013 (6 years 0 months) CSJFTC

Responsible for enforcing all safety and operations procedures for Ranges, Training Areas, and Training Facilities for all branches of the military that are deploying and attending regular training events. Organized schedule for 20 soldiers, successfully enhancing time efficiency.

2001-Current 18th TASMG Ft. Jackson, SC

Key positions include Platoon Sergeant, Squad Leader and Technical Inspector on AH64-D Apache Helicopters. During each stint in charge of an average of 20 personnel. Served as a Technical Inspector as well as in charge of all armament maintenance on all attack helicopters. Deployed to Iraq from November 2005-July 2006.

1996-2001 17th Airborne Division, Ft. Hamilton, NY

Key positions include Platoon Sergeant and Squad Leader in charge of 15 personnel and all armament and electrical maintenance on 8 aircraft. Signed for and accountable for the safety of over \$5 million in equipment and parts. Deployed to Bosnia from September 1999-April 2000.

1992-1996 5th Infantry Division, Ft. Drum, NY

Key positions as team leader in charge of specific tasks of aircraft maintenance to include daily and phase operations.

1992-Present

Diagnose, troubleshoot and repair electrical malfunctions in the AH-64D systems and components. Maintain and authorize modifications to weapons components, fire control units, sighting elements, electronic and mechanical devices. Perform operational and preventive checks. Maintain records on weapons and subsystems.





Solution

Your notes for improving page 1 of résumé:

How would you advise Johnny to improve this page of his résumé?

Section 1-Profile:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

Section 2-Military experience:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

Section 3-Civilian Experience:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____
- i) _____
- j) _____
- k) _____
- l) _____
- m) _____
- n) _____
- o) _____
- p) _____





Solution

Page 2 of original résumé (make suggestions on next page):

Civilian Experience:

2002-2005 (3 years 0 months) The Motorcycle Store

Responsible for product assembly, in-home customer evaluation and training, product delivery and service of power chairs, scooter, and lifts.

Civilian Education:

High School Diploma – Marine Academy, Mandatory, WY

Forty-Six semester hours at Johnson Community College, Watertown, NY

Military Education:

Basic Training- Ft. Dix, NJ

Primary Leadership Development Course- Fort Dix, NJ

Basic Non-Commissioned Officers Course- Fort Dix, NJ

Level 2 Range Safety School- Camps Parks, CA

Aircraft Armament/Electrical/Avionics Systems Repairer School- North Pole,

Awards/Medals:

Army Commendation Medal: 7

Army Achievement Award: 4

Numerous other awards

Note: References available upon request.





Solution

Your notes for improving page 2 of résumé:

How would you advise Johnny to improve this page of his résumé?

Section 4-Civilian Education:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

Section 5-Military Education:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

Section 6-Army Awards:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

Section 7-References:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____

How well do you think you did? Let's compare your notes to mine to see if we both caught the same things.





Solution

Chief Raymond's Corrections Page 1:

Johnny Servicemember
 1313 Mockingbird Lane, Ready, AZ 54321
 Cell: 987-654-3210
 Email: hardcharging@gmail.com

Profile:

Dedicated professional with 20 years of outstanding performance in the U.S. Army earning the rank of Sergeant First Class and have excelled as a leader. Accountable and ambitious, able to remain focused and productive in challenging situations. Trained and mentored countless soldiers through difficult situations. Vast knowledge in electrical theory, troubleshooting procedures, soldering techniques, electrical system maintenance, and ability to read and follow electrical schematics.

Military Experience:

September 2007–August 2013 (6 years 0 months) CSJFTC
 Responsible for enforcing all safety and operations procedures for Ranges, Training Areas, and Training Facilities for all branches of the military that are deploying and attending regular training events. Organized schedule for 20 soldiers, successfully enhancing time efficiency.

2001–Current 18th TASMG Ft. Jackson, SC
 Key positions include Platoon Sergeant, Squad Leader and Technical Inspector on AH64-D Apache Helicopters. During each stint in charge of an average of 20 personnel. Served as a Technical Inspector as well as in charge of all armament maintenance on all attack helicopters. Deployed to Iraq from November 2005–July 2006.

1996–2001 17th Airborne Division, Ft. Hamilton, NY
 Key positions include Platoon Sergeant and Squad Leader in charge of 15 personnel and all armament and electrical maintenance on 8 aircraft. Signed for and accountable for the safety of over \$5 million in equipment and parts. Deployed to Bosnia from September 1999–April 2000.

1992–1996 5th Infantry Division, Ft. Drum, NY
 Key positions as team leader in charge of specific tasks of aircraft maintenance to include daily and phase operations.

1992–Present
 Diagnose, troubleshoot and repair electrical malfunctions in the AH-64D systems and components. Maintain and authorize modifications to weapons components, fire control units, sighting elements, electronic and mechanical devices. Perform operational and preventive checks. Maintain records on weapons and subsystems.

a. unprofessional email

b. Rank not necessary

f. remove or justify

d. Vague

c. rephrase passive

g. change to Work Experience

e. last sentence should be first

h. What is this???

j. What is this???

i. Months not necessary

k. what is a "Platoon Sergeant?"

l. Be consistent in use of terminology





Solution

Chief Raymond's Notes for Page 1:

Section 1-Profile:

- Unprofessional email address
- Rank is irrelevant in the profile
- *Able to remain focused* is a passive statement. Rephrase (eg. focused and challenge-driven leader.)
- *Mentored countless Soldiers*- Vague statement. Do not quantify accomplishments in profile.
- Last sentence should be the first. *Vast* is vague (eg. *Subject matter expert in electrical theory*)
- Remove "Army" from profile unless you can justify how including it will increase your chances of getting the interview *Additional*: Use this section for strategic, analytical and project management skills as well as teamwork and communication.

Section 2-Military experience:

- Think like a civilian. Title this section "work experience." Is it necessary to indicate whether it is civilian or military?
- What on earth does CSJFTC mean????? I am a civilian.
- Not necessary to list the months you've been at a job.
- What is TASMG?
- What is a Platoon Sergeant or Squad Leader? Think civilian.
- The jobs do not flow smoothly in a chronological order.

Additional: Include quantitative successes (what process was improved, how much money did you save the company?) Include scope of responsibility (i.e. who/what/how many you managed; where were you geographically located?)

Additional: Place job descriptions in chronological order starting with the most recent (based on end date).

Additional: You deployed twice? Great. So what? Assume the person reviewing this knows nothing about the military or what you do. Before you include something like a deployment in your résumé, ask, "How will this add value to my chances of getting an interview?" Save the deployment discussion for the interview and/or if you are asked a behavioral question. (eg. *Give an example of a time where you had [X] happen. What did you do?*)





Solution

Chief Raymond's Corrections Page 2:

m. Again, use single category: "Work Experience"

n. Not needed

Civilian Experience:

2002-2005 (3 years 0 months) The Motorcycle Store
Responsible for product assembly, in-home customer evaluation and training, product delivery and service of power chairs, scooter, and lifts.

Civilian Education:

High School Diploma – Marine Academy, Mandatory, WY
Forty-Six semester hours at Johnson Community College, Watertown, NY

Military Education:

o. Create single education category

p. What about Secondary course?

q. What's a Non-commissioned Officer?

Basic Training- Ft. Dix, NJ
Primary Leadership Development Course- Fort Dix, NJ
Basic Non-Commissioned Officers Course- Fort Dix, NJ
Level 2 Range Safety School- Camps Parks, CA
Aircraft Armament/Electrical/Avionics Systems Repairer School- North Pole,

r. Is Level 1 better than Level 2?

s. List and simplify this course

Awards/Medals:

t. What's this? Is it applicable?

u. What's this? Is it relevant?

i. Vague.

Army Commendation Medal: 7
Army Achievement Award: 4
Numerous other awards

Note: References available upon request.

w. Not necessary to say





Solution

Chief Raymond's Notes for Page 2:

Section 3-Civilian Experience:

- All work experience should be listed as “work experience.”
- Not necessary to list the years and months worked.
- *Additional:* Quantify, quantify! How many pounds, pieces or dollars were involved? Were you the top producer in your store/region? How much product was delivered, in what period?

Section 4-Civilian Education:

- Create single “Education” section
- *Additional:* List completed courses with degree or certification

Section 5-Military Education:

- Is there a “Secondary” course? Which one is better?
- What is a non-commissioned officer?
- What is level 2-range safety course? That will open up other questions. Did the person complete Level 1-safety school? How does the course correlate with the job applied for? Keep it simple.
- List the exact title of the aircraft course. Could the position/title be simplified as “aircraft mechanic?”

Section 6-Army Awards:

- What is an Army commendation medal? How does it apply and add value to the job applied for?
- What is an Army Achievement Award? How does it apply to the qualifications of the applied for position?
- Numerous other awards- Vague statement again how does it apply and add value to the position applied for?

Additional: Do not list on the résumé if it does not add value. You may consider adding an item if it shows your diversity or other qualifications that may be of potential value (other languages, computer skills/specific software, physical fitness, etc.)

Section 7-References:

- The job application will ask you to list references, so it is not necessary to include in the résumé.





Solution

Chief Raymond's revised "Rucksack to Briefcase" Résumé:

Johnny Servicemember
10225 Marking Bird Lane, Ready, AZ 54321
Cell: 987-654-3210
Email: j.servicemember@gmail.com

PROFESSIONAL SUMMARY

Results-oriented Electrical Avionics Technician with more than 20 years experience. Challenge driven leader able to overcome complex technical issues and deliver results. Strong troubleshooting and analytical skills. Out the box thinker with a proactive approach to safety and maintenance. Skilled communicator and facilitator with project management multi-task skills.

Professional Experience:

September 2007–August 2013, Joint Training Center, Camp Shelby, MS

- Safety Professional in charge of 10 ranges, covering 50 acres.
- Trained more than 10k Service members annually, with zero accidents
- Served as Human Resource Manager for a Staff of 20. Responsible for training and professional development and daily activity of the staff.
- Maintained 100 % accountability of more than 1 million rounds of ammunition annually.

2002-2005 (3 years 0 months) The Motorcycle Store

- Served a product assembler, assembling more 10k pounds, 50k dollars of product
- Delivered and assembled more than 30k dollars worth of product





Solution

2001-2002 18th Aviation Sustainment Maintenance Group Ft. Jackson, SC

- Technical inspector for 60 Apache helicopters.
- Developed new standard operating procedure for maintenance of 60-Apache helicopters
- Served as Human Resource Manager for a Staff of 20. Responsible for training and professional development and daily activity of the staff.
- Maintained 100 % accountability of sensitive items and supplies for Apache helicopter

1996-2001 17th Airborne Division, Ft. Hamilton, NY

- Subject matter expert on the upkeep and maintenance of 8 aircrafts.
- Custodian for more than 5 million dollars worth of equipment and parts
- Human Resource Manager for a Staff of 15 for training and professional development and daily activity of the staff.
- Served as unit safety manager

1992-1996 5th Infantry Division, Ft. Drum, NY

- Subject matter expert on the upkeep and maintenance of 10 aircrafts.
- Human Resource Manager for a Staff of 10 for training and professional development and daily activity of the staff.

Education:

High School Diploma – Marine Academy, Mandatory, WY

Initial Training- Ft. Dix, NJ

Primary Leadership Development Course- Fort Dix, NJ

Advanced Leadership Course- Fort Dix, NJ

Range Safety Training- Camps Parks, CA

Electrical Aircraft Avionics Systems Repair Course- North Pole,





Solution

Lost in Translation? Not anymore!

Now, wasn't that fun? As you can see, the challenge in translating your military service into civilian-speak is in understanding the scope of work of the military positions you have held (i.e. people served, size of the organization, responsibilities, etc.), and finding alternate terminology someone in the civilian sector will understand. Here are a few suggestions to help translating your résumé into civilian-speak:

Military Terminology	Civilianized Terminology
Company	Business unit
Platoon	Business unit
Section	Department
Command Staff	Executive Staff
"I supervised soldiers, marines, airmen"	"I supervised a staff of 10 people..."
Brigade, Battalion Headquarters	Corporate Office
Platoon Sergeant, 1 st Sergeant	Manager, supervisor
US Army, Marines, Air Force, Navy, Coast Guard, Military	Department of Defense
Senior NCO	Assistant Manager, Senior Manager

Remember, for the majority of the world's population, military experience represents a different reality, a foreign language and a hidden operation with a unique set of job titles, scopes of work, objectives and skill sets that are not easily translatable into exact civilian-side counterparts.

"Highlighting your military experience to secure a civilian- side job is like coming to earth from another planet, for instance, and listing all the things you did on Rigel VII without allowing for the fact that no one on earth has been there, speaks the language or appreciates your home planet's contribution to the Federation of Planets."

—Chief Raymond, Star Trek fan

About Chief Raymond

Chief Warrant Officer Dylan Raymond is a graduate of the University of Maryland University College and holds a Bachelor's degree in Business Administration. He is a certified Professional in Human Resources Management (PHR) with more than fifteen years of recruiting experience.

Chief rose through the ranks from private/E-1 through Master Sergeant and was later appointed to Warrant Officer. He served as a Drill Sergeant and for 4 ½ years as top producing Field Army Recruiter. He served in





Solution

various other roles in the military from entry-level through advising senior officers at the executive level. He reviewed thousands of résumés and provides coaching and mentoring to military service members, family members and civilians alike.

Chief Raymond has two deployments one to Iraq and the other to Kuwait. He is the recipient of several awards: the Texas ESGR Volunteer of the Year award, Reserve Officer Association Warrant Officer of the Year award, CW4 Michael J Novosel Outstanding Warrant Officer of the Year Award and e General Douglas Mac Arthur Leadership award.

He is the author of [Rucksack to Briefcase: a civilian-side job-hunting guide for service members and their families.](#)

Chief Raymond is married and the father of 4 girls.





Solution

Limited Use Policy: You may make archival copies and customize this template (the "Software") for your personal and noncommercial use only. This template or any document including or derived from this template may NOT be sold, distributed, published to an online gallery, or placed on a public server such as the internet without the express written permission of DM Consult, LLC. Copyright © Dana Manciangli

