



Solution

Veteran Community: Résumé Creation Worksheet (Prep to Complete Your Robo-Résumé)

By Lori Norris

As you have learned in this lesson, the résumé is so much more than a detailed work history. Your résumé, from top to bottom, must be a clear statement of how your RELEVANT skills can add VALUE to your potential employer. When you are creating your résumé, you can use this worksheet to guide you through the process.

This guidance matches the template you have in this same lesson.

Contact Information:

Ensure your contact information takes up a minimum amount of space. Use a horizontal approach to list your contact info in order to save valuable space on your résumé.

FIRST LAST

City, ST Zip | Phone | name@host.com | [LinkedIn URL](#)





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Summary Section:

This section is designed to be a short, concise summarization of your key qualifications. The summary should take no more than 5 to 6 lines or 3 to 4 bullet points. This is a key part of your résumé and its goal is to clearly communicate your value to the potential employer. This section should be keyword-rich. Here are some questions you can ask yourself to determine your content for this section:

- What do you specialize in?
- What will make you valuable, or cost-effective for your next employer? (For example, troubleshooting skills and analytical problem solving skills help you adapt to new technology or systems)
- If you have no experience, what certifications or education make you qualified for the job
- What are your 3 to 5 key skills that are most relevant and will be important to your potential employer?
- Are there any specific software skills or a security clearance that also make you valuable to an employer?

Now let's put it all together and build a summary section. Here are some examples:

A. Paragraph Style Top Section of the Summary:

Example:

Microsoft Software and Systems Academy graduate and cybersecurity specialist with GSEC, GPEN and GCIH system security certifications seeking to leverage 10+ years of United States Marine Corps leadership and technical troubleshooting experience. Proactive approach to risk mitigation and resourceful, innovative method of problem solving leads to quick diagnosis of issues or malfunctions. Dedicated to constant education to keep skills sharp and maintain current knowledge of changing technology and cyber threats. Top Secret (TS/SCI) security clearance, investigated 2016 with experience handling sensitive information with discretion.

B. Key Word and Key Phrases of Skills in the Summary:

Directly below the paragraph, you will add a section to list key words or key phrases. These should be relevant to the position you are targeting and will help your résumé successfully make it through the Applicant Tracking System. As you will see in the Robo-Résumé template, this section should contain between 6 to 12 key skills or phrases from your targeted job, industry or company.





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Experience Section:

Consider these key areas when writing your experience section:

- The contents should not read like a job description. Instead, highlight how you contributed or made a difference.
- Your experience bullet points should be RELEVANT and contain transferable skills (see below for examples).
- Add metrics to your experiences whenever possible. For example: how many people did you supervise, what was the value of equipment you maintained, what percentage of equipment uptime, etc.
- Each bullet point should start with an action verb.

Step 1 – Translate your Job Titles:

The first scan of your résumé may be done by a computer that is searching for key words. When the human eye finally looks at your résumé for the first time, they may give each résumé a 10-15 second scan to decide if they are going to read it further. When you are transitioning out of the military, follow these keys to surviving the scan:

- Your job titles must be free of military terminology and acronyms. Don't use Non-commissioned Officer in-charge or NCOIC when you can simply call yourself a manager.
- Ensure your job titles are as relevant to the job you are seeking as possible. If your job title is not relevant to the position you are targeting, consider using a simple title such as Team Leader, Manager, Specialist or Technician instead of your military job titles
- Don't use military codes or your MOS designator. Don't use 11B (or the Infantryman) title. Instead call yourself a Team Leader or Crew Manager

Step 2 – Your Timeline to Itemize your Military Work Experience:

Once you have translated your job title, you can begin crafting your experience section by laying out your timeline. Your goal is to make this area as easily understood and relevant to your potential employer as possible. In the military, you were likely to change jobs often, maybe even annually. However, showing a new or different job each year can be perceived negatively in the civilian workforce. To overcome this negative perception, consolidate your experience when it makes sense to do so.





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Examples of Itemized Experience:

Instead of listing out each job:	Consolidate your work history into relevant terms and titles:
Avionics Craftsman, United States Air Force, 2015 to 2017 on Avionics Journeyman, United States Air Force, 2013 to 2015 Avionics Apprentice, United States Air Force, 2011 to 2013	Technician / Crew Lead , United States Air Force, 2011 to 2013
NCOIC, Munitions Maintenance, US Army, 2015 to 2017 NCOIC, Munitions Inspection, US Army, 2012 to 2015 NCOIC, Munitions Storage, US Army, 2007 to 2012	Technical Maintenance and Inspection Manager , US Army, 2012 to 2017 Supply Chain Manager , US Army, 2007 to 2012

Step 3 – Determining your Transferable Skills:

An important step for your successful transition of your skills into a private sector job is to determine your transferable skills. If you have been an aircraft mechanic and now you want to be a systems administrator, writing a résumé filled with aircraft terms and skills will get you flagged as an unqualified candidate.

Let's look at the transferable skills an aircraft mechanic has that are relevant in a customer-focused technical help desk role. Once you determine your transferable skills, you can begin to market yourself as a well-qualified candidate.

Transferable skill	Translated aircraft mechanic experience:
Customer Service	Communicated with customers (pilots) to diagnose faults and determine the root cause of technical failure.
Communication	Interacted with diverse customer base from all cultures and demographics. Gathered critical information from customers with varied levels of technical expertise to assess their needs.
Troubleshooting	Use technical manuals, schematics and analysis to troubleshoot malfunctions in electrical, mechanical and electronic components.
Problem Solving	Quickly determined the root cause of problems and worked with cross-functional repair team to return equipment to operational.





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Use this same method of identifying your transferable skills and translating your military experience to highlight your qualifications. Using a grid similar to the one on the previous page will help you clarify what skills and experience you want to communicate in your résumé.

It is not enough to say you CAN do the job, you must show relevant examples of how you DID the job to prove your skill and knowledge.

Step 4 – Write a Brief Overview of Each Role:

As you will note on the résumé template, directly under the job title and above the bulleted accomplishment statements is a brief overview (2-3 typewritten lines) of the scope of duties of each role. This is where you describe your responsibilities and include metrics such as number of people supervised, dollar value of assets managed or how many personnel or customers you supported in this role. Here is an example:

Led 3-person team that conducted thorough equipment inspections, ensured maintenance was performed to established standards and guided team through troubleshooting and resolving any technical errors. Used flexible, professional communication skills to motivate cross-functional teams to meet the needs of 5,000+ customers.

Step 5 – Write your Experience Bullet Points:

When writing your bullets, we are going to use the R.A.T.S. formula to provide all the information an employer wants to know. This method is an acronym:

Result: What was the measurable impact on the situation or task? Show your value.

Action: What was the demonstrable skill being used? Demonstrate your transferable skills.

Task: What was the goal or objective of what was being done? Define your accomplishments.

Situation: What was the context or scenario in which you were operating? Set the stage and provide scope. We want to lead off the experience bullets with the Result first to capture the reader's attention. As the **Robo-Résumé** template states: <Accomplished what> (RESULTS) by <doing what> (Action) in <what context> (Situation and Task)

You cannot expect a civilian hiring authority to make the effort to understand the value and transferability of your military skills. You **MUST** make this easy for them to understand.





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Here are some examples of how to translate your military skills and accomplishments into understandable value for the private sector employer:

Military Terms	Civilian Résumé
<ul style="list-style-type: none">Acted as the battalion secretary to track missions and create schedules for the unit.	<ul style="list-style-type: none">Created operational calendars that tracked up to 65 ongoing projects and organized training schedules for 150+ personnel.
<ul style="list-style-type: none">Achieved FMC rate of 88% and 98% scheduling effectiveness rate.	<ul style="list-style-type: none">Maintained critical equipment availability 6% above USAF standards. Managed time effectively to ensure 98% of scheduled maintenance was completed on-time.
<ul style="list-style-type: none">Led 10-man battalion of soldiers in daily combat operations.	<ul style="list-style-type: none">Clearly communicated objectives and provided guidance that ensured the success and safety of 10 personnel during 50+ critical operations in high-stress, dynamic situations.

Education Section:

The location of your education section on the résumé is dependent upon how important it is to your marketability. If your education, it can be listed higher on the résumé. If you want to highlight your education, locate this section between the summary and the work experience sections. Use this section to highlight any coursework that integrates more keywords into your résumé and boosts your marketability.

List your education in order of highest level down to lowest level. If you have multiple degrees, or degrees beyond the requirements of the job, you may want to leave off irrelevant degrees or degrees above the requirements. If you only have a single degree it should be listed, whether it is relevant or not. Your dates of education should only be listed on recent degrees (within the last 5 years) or to explain a gap in employment due to being a full-time student. Your GPA should only be listed if it is 3.5 or higher.

Training Section:

Your military training courses may need to be translated. For example, listing the NCO Academy in your training section is not nearly as effective as listing it as a 12-week Course in Leadership and Communication. Selectively list only the most relevant training courses.





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Certification Section:

List your relevant certifications in this section. If your certification is commonly referred to as an acronym, spell it out and put the acronym in parentheses. For example: Global Information Assurance Certification (GIAC) Penetration Tester (GPEN) Certified. Everywhere else, you can just use GPEN.

Military Awards:

The Robo-Résumé template purposely does not have a section for military awards. Including a “laundry list” of military awards on your résumé is not an effective method to market yourself, as most civilians don’t understand what they mean. Instead translate your awards into measurable accomplishments: “Recognized as #1 of 300 managers by leading team to exceed production, quality and safety goals.”

This resource was provided by Lori Norris, the founder of Veteran Transition Network and Get Results Career Services. She has dedicated her career since 2005 to assisting veterans make the successful transition out of the military. As a former facilitator of the 3-day intensive Transition Assistance Program for separating and retiring veterans, she gained her status as a “bilingual” military skills translator by helping thousands of veterans from every branch of the military make the successful transition into private sector and federal government employment.

Lori has a Bachelor’s degree in Human Services and is a Certified Professional Résumé Writer (CPRW) and certified Job and Career Transition Coach (JCTC). Visit Lori on her website: www.getresultsresumes.com, learn more about her on LinkedIn <https://www.linkedin.com/in/lorinorris> or download her free e-book “5 Steps to a Successful Military Transition” at www.5steptransition.com

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