



**The City of Pittsburgh
Answers the Call of Duty:**
(Hiring and Supporting People Who are
Active Military, Veterans, and Families.)

Veteran Employment Guide

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Introduction

The City of Pittsburgh is answering the call of duty and is committed to providing support and resources to all those who served. The City support service members by being a proud veterans' employer, ESGR (Employer Support of the Guard and Reserves) signatory and providing veterans' preference points for our competitive positions. Diversity and inclusion are core values of the City of Pittsburgh and we expect that every individual is valued for his or her differences. These differences include, but are not limited to appearance, ideas, race, gender, religion, socioeconomic status, ethnicity, beliefs, sexual orientation, and Differing Abilities (Disabilities).

Our commitment to diversity and inclusion in our workforce means that we expect everyone's differences to be embraced and respected by all. We are passionate about recruiting and retaining the most skilled professionals and we recognize that these differences will only strengthen the City of Pittsburgh. We want to ensure that our employees have a meaningful public service work experience and feel valued both at work and in the communities that we serve. The City of Pittsburgh seeks to achieve this goal by cultivating a diverse and inclusive workplace culture.

The City of Pittsburgh is an equal opportunity employer. This guide is a resource to help provide information to veterans, active military, and families. The information consists of how to find and apply for positions with the City of Pittsburgh.

Section 1: Understanding the City of Pittsburgh's Hiring Process

Departments

Through the City of Pittsburgh, you have the opportunity to start a career at an entry-level position or enhance your career experience while employed with the city. If you are still in the transition phase, there are options for seasonal, part-time, and full-time positions. The City of Pittsburgh has 19 different departments which are listed below.

- Office of the Mayor
- Citizens Police Review Board
- City Controller
- City Council
- City Planning
- Commission on Human Relations
- EORC (Equal Opportunity Review Commission)
- Human Resources and Civil Service
- Department of Public Safety
 - Bureau of Animal Control
 - Bureau of EMS
 - Bureau of Fire
 - Bureau of Police
- Finance
- Innovation & Performance
- Law
- Mobility & Infrastructure
- Office of Municipal Investigations
- Parks and Recreation
- Department of Innovation & Performance (I&P)
- Permits, Licenses and Inspections
- Department of Public Works
 - Environmental Services
 - Operations
 - Properties
 - Transportation and Engineering

Perks of Employment

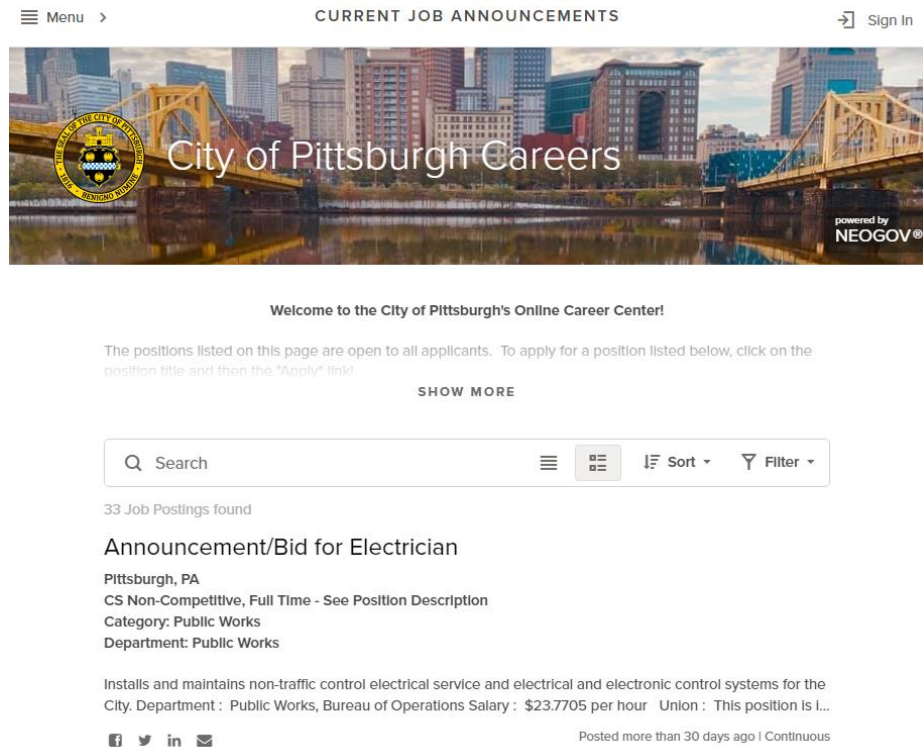
Some of the benefits you receive from employment with The City of Pittsburgh include:

- Medical benefits after 30 days for full-time positions only (part-time employees have the option to purchase benefits)
- Short- and long-term disability insurance available with Transamerica
- Dental and Vision after 90 days with free plans options available
- Additional life insurance policies
- Pet insurance available for purchase
- Paid time off (personal and vacation accrual)
- Tuition reimbursement after one year of employment as a full-time employee
- Pre-tax parking expense deduction- includes bus passes
- Credit union available
- Free childcare for employees in the City County Building on certain days Pittsburgh Public Schools has in-service days (first come first served with preregistration)
- Wellness benefits and incentives through CityFit
- Training and professional development through CityU

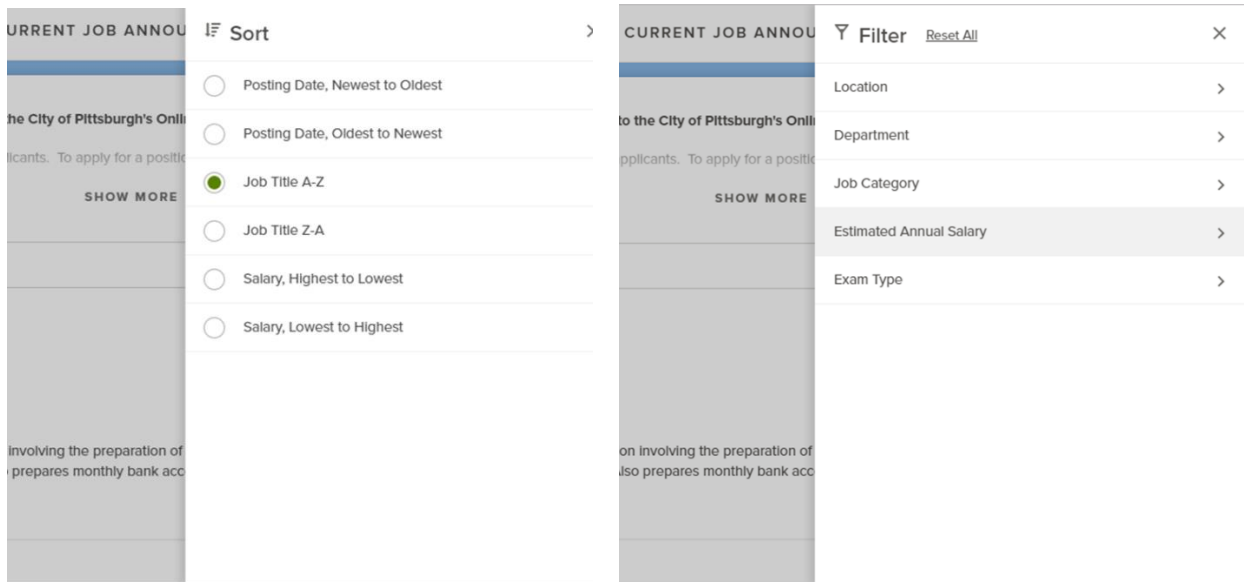
How to Search and Apply for Positions

once you have determined which department you have interest in, the next step is finding the right position. If you do not see the position that meets your needs, there is an option to subscribe to categories or job titles. You can elect to receive a notification when a position opens in any of the categories you have subscribed to.

Step 1: To apply for a position please go to www.pghjobs.net. This is going to take you to the City of Pittsburgh job listing page. On the website you will see current postings for all city departments. All applications must be received through the website.



Step 2: On the site applicants are able to sort and filter positions in the categories shown below.



Step 3: After finding a position of interest read the position summary. Below shows an example of a job listing. Once you select the listing you will be able to see:

- A summary of the position
- Department
- Union or Nonunion
- Posting end date
- The civil service classification
- Position requirements, regarding education and experience

Clerical Specialist 1 & 2

Salary [See Position Description](#) Location [Pittsburgh, PA](#)
 Job Type CS Non-Competitive, Full Time Department Any
 Job Number 17-25 Closing 2/20/2017 4:00 PM Eastern

DESCRIPTION BENEFITS QUESTIONS

POSITION SUMMARY
 Performs moderately responsible to senior level clerical functions requiring independent judgment, specialized knowledge, and analytical skills relating to the interpretation of City policies and procedures. May serve as secretary to an assistant director, deputy director or project manager.

Department: Any
Salary: \$30,090 - \$35,769 per year.
Union: This position is included in the American Federation of State, County, and Municipal Employees, Local 2719 bargaining unit and will be filled in accordance with the provisions of the Collective Bargaining Agreement.
Union Bid Form: City employees whose names appears on the Eligibility List for this position, and who are in the union noted above, must file a Bid Form when the official Notice of Bid is posted.
Civil Service Classification: Non-Competitive

Step 4: After evaluating the position summary, look at the general requirements. Below the picture will show that there are general requirements for the position.

- Please note that every position requires a completed City of Pittsburgh supplemental questionnaire. General requirements are the basic requirements you need to meet to be eligible for city employment in that position.

REQUIREMENTS

GENERAL APPLICATION REQUIREMENTS:

You must submit or show proof of all of the following at the time of filing your application (unless otherwise indicated below) or your application will be disqualified. **Disqualifications based on any of these General Application Requirements are not subject to a Civil Service appeal.**

- A completed online City of Pittsburgh Employment Application, including your online Employment Profile Data. (Education and Work Experience).
- Pennsylvania Act 153 Clearance prior to appointment.
- Applicants must be at least 18 years of age at the time of filing application.
- Applicants are required to be City of Pittsburgh residents at the time of submitting the application and remain a resident at all times, up to and including throughout employment with the City of Pittsburgh. Your City of Pittsburgh residency will be verified.
- A current, valid Class C Pennsylvania Motor Vehicle Operator's License is required at the time of submitting the application and will be verified prior to appointment to the position and must be maintained throughout employment. Written requests for a special accommodation on the basis of the Rehabilitation Act of 1973 and the Americans with Disabilities Act will be considered by the Department of Human Resources and Civil Service Commission on an individual basis.

- a. When applying for a position with the City of Pittsburgh you will be required to provide proof of residency. Below are examples of Residency requirement: Some

positions required at the time of application, while others require you to become a resident before you start. Police are the exception as they can be 25 air miles outside of the City County Building.

Positions that require you to be a resident at the time of application will show this:

Applicants are required to be City of Pittsburgh residents at the time of submitting the application and remain a resident at all times, up to and including throughout employment with the City of Pittsburgh. Your City of Pittsburgh residency will be verified.

Positions that require you to become a resident prior to starting will show this:

Applicants are required to be City of Pittsburgh residents or become one as a condition of employment. Your City of Pittsburgh residency will be verified.

Positions with Pittsburgh Police show this statement:

Applicants must be or become residents of an area within a 25-mile air radius of the downtown City-County Building prior to employment and remain a resident within the 25-mile air radius throughout employment.

- b. Please read the notes section to ensure you are qualified for the position or for any attachments that must be provided.

NOTE: The City of Pittsburgh, as a matter of policy, conducts pre-employment and promotional background investigations on all candidates being considered for positions. The background investigation includes but is not limited to criminal background, driver's license and City of Pittsburgh real estate tax payments. Candidates may be disqualified from consideration from employment based on the results of their background investigation (as it relates to the job for which the applicant is being considered).

NOTE: Candidates being considered for employment will be required to submit official transcripts to verify of their post-secondary education (college/university, trade school, etc.) prior to being hired by the City of Pittsburgh. Transcripts must be submitted at the time of any/each job interview you have with the City of Pittsburgh.

Step 5: Qualifying requirements follow general requirements in the job description. Qualifying requirements include education/training and work. These are in place to make sure you are qualified for the position.

- The picture below will explain how work and education is converted to experience in the field. If the listing states that you need 2 years of full-time experience, but you worked part-time, the City can calculate the time you gained in that position. If you do not meet the work or education requirements, check the equivalency as you may still be eligible for the position. When you are applying for a position ensure that you meet all the qualifying requirements before submitting the application.

Qualifying Requirements:

Your City of Pittsburgh application will be reviewed and your work experience and education/training will be evaluated to determine if you meet the qualifying eligibility requirements listed below for this position. You will be sent an eligibility letter regarding your eligible/ineligible status.

- **WORK EXPERIENCE:** The application must clearly show two (2) years of full-time experience in telecommunications-related construction, inspection or installation. *(Full-time is defined as 32 hours or more per week. Less than full-time experience will be calculated on a pro-rated basis.)*
- **EDUCATION/TRAINING:** The application must clearly show a minimum of a certificate from an accredited program in a technology related field or an Associate's Degree in Computer Science, Information Science, Business Administration. *(See NOTE under the General Application Requirements Section above regarding the verification of education/training).*
- **EQUIVALENCY:** Education/training and/or work experience may be substituted on a year for year basis if the application clearly shows the required number of years to meet the Total Qualifying Requirement for this position (based on the sum of work experience and education/training listed above). The Total Qualifying Requirement is two (2) years. **Only one (1) year of education may be substituted for experience.** *(See NOTE under the General Application Requirements Section above regarding the verification of education/training).*

Step 6: Supplemental Questions ensure you meet the requirements of the position.

- These questions are just in place to help you figure out if you have the necessary skills to move forward in the application. The picture below shows a sample of the questions and where they can be found.

The screenshot shows a web browser interface for a job application. At the top, there are navigation icons (back, forward, home, Facebook, Twitter, Google+, LinkedIn, email) and a green 'APPLY' button. Below the navigation, the job details are displayed: 'Job Number 17-25' and 'Closing 2/20/2017 4:00 PM Eastern'. A table with three columns: 'DESCRIPTION', 'BENEFITS', and 'QUESTIONS' is shown. The 'QUESTIONS' column is active and contains three questions:

- *01 Do you have any experience and/or training with Microsoft Word?
 - Yes
 - No
- *02 Do you have any experience and/or training with Microsoft Access?
 - Yes
 - No
- *03 Do you have any experience and/or training in TYPING (i.e., typing correspondences, letters, memos, etc.)?
 - Yes
 - No

Step 7: When you are applying for a position that requires a Civil Service exam, you will find the details under the “Civil Service Examinations” section of the description tab. The picture below shows where to find the test dates and expectations.

Civil Service Examinations

Civil Service Examination(s):

If you meet the qualifying requirements listed above, you will be sent a letter of admission (when applicable) for the following examination(s). You must pass the written and/or performance examination(s) in order to have your name placed on the official Civil Service eligibility list for this position. Candidates who receive job offers must pass a medical examination (when applicable) prior to start date.

- **Written:** Based on the knowledge/abilities listed in the Position Description section of this announcement.
- **Performance:** Microsoft Word/Excel Assessment. Candidates who take and pass the performance examination will be scheduled for the written examination. **The tentative exam dates are August 7, and 10, 2018.**
- **Medical:** None required for this position.

Step 8: This also provides an overview, so you have a better understanding of the job when making the decision to apply.



POSITION DUTIES

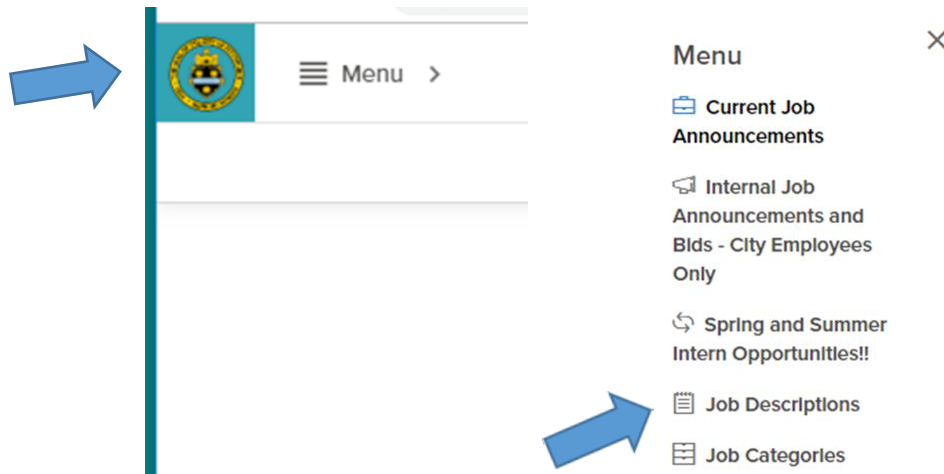
- Processes and analyzes information, documents, figures, and materials of considerable complexity related to the administration of the clerical, record keeping, and reporting functions.
- Analyzes information, applications, documents, and/or situations pertaining to administrative operations (e.g., payroll/personnel records, subpoenas, tax information, etc).
- Schedules appointments and makes arrangements for meetings and travel.
- Responds to inquiries and resolves issues.
- Collects material, assembles and prepares it for reports, correspondence, briefs, etc.
- Drafts, prepares and maintains confidential information.
- Establishes and maintains files and assists in development of forms and procedures for office.
- Screens visitors and calls.
- Types letters, reports, lists, summons, affidavits, briefs, pleadings, etc.
- Operates office machines (e.g., computer terminals, PC and peripheral equipment, calculator, typewriter, microfilm equipment, adding machine, copier, facsimile, etc).
- Maintains accuracy of records by organizing, maintaining, posting, logging, etc.
- Prepares accurate reports.
- Attends staff meetings and approved training programs.
- Proofreads copies and verifies documents, invoices, etc.
- Orders office supplies and materials.
- Performs data entry, retrieval and other processes.
- Takes notes and transcribes for letters, memos, reports, testimony at hearings and meetings, etc.
- Provides technical assistance to departmental staff in matters related to the retrieval and storage of

How to Subscribe

If you do not see a certain position that peaks your interest, you can subscribe to positions or categories you are interested in. The pictures below are to help guide you in the process of subscribing to areas and positions that interest you. You can also follow **@PghCityCareers** on Twitter, Facebook, or Next Door.

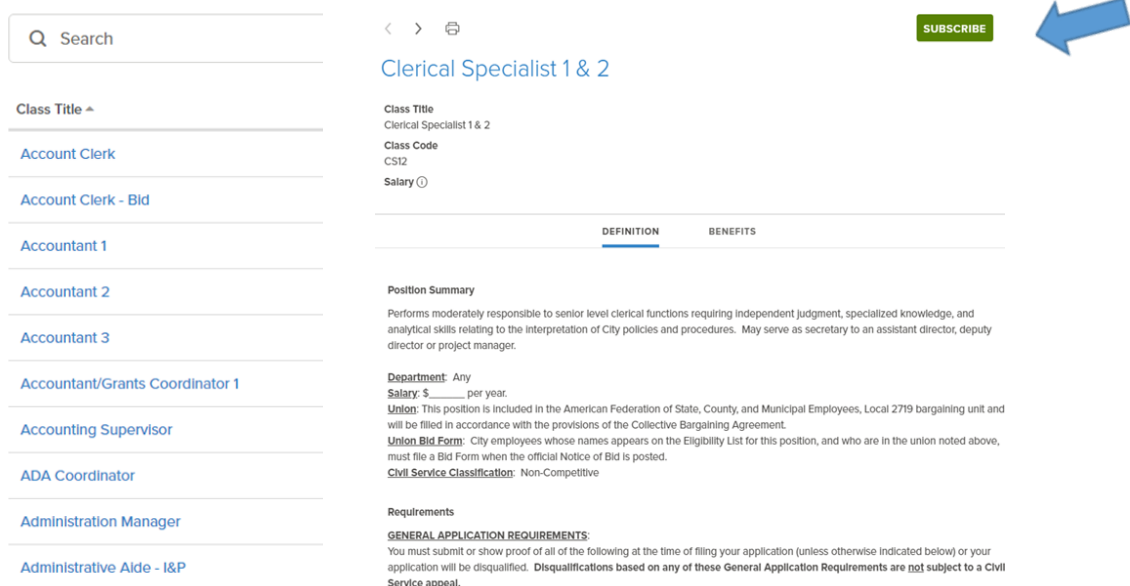
Step 1: You are first going to select the menu.

Step 2: In the next step you are going to select job description.



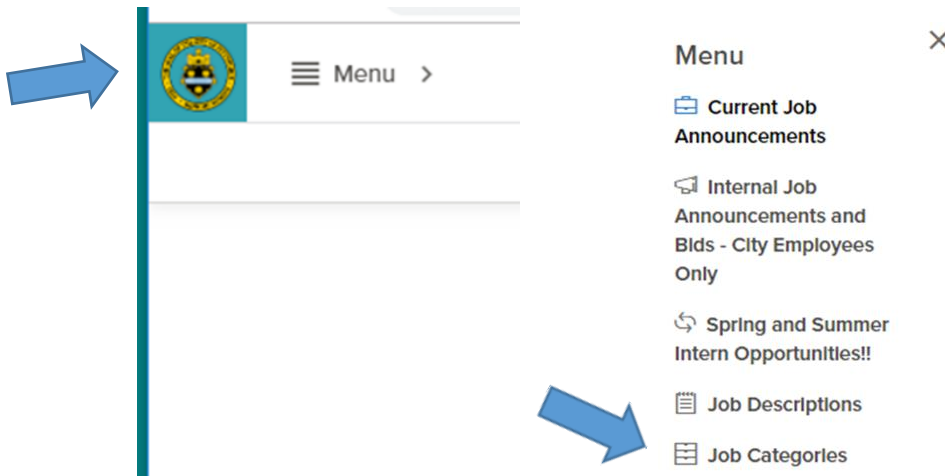
Step 3: For this option, you are going to subscribe to positions by the job description. In this option, the job descriptions are listed in alphabetical order. Click on the job and look at the description and duties to see if the position is what you are looking for.

- To subscribe, you must know the exact job title you want. Once you click on the job description there is a subscribe button in the top right corner.

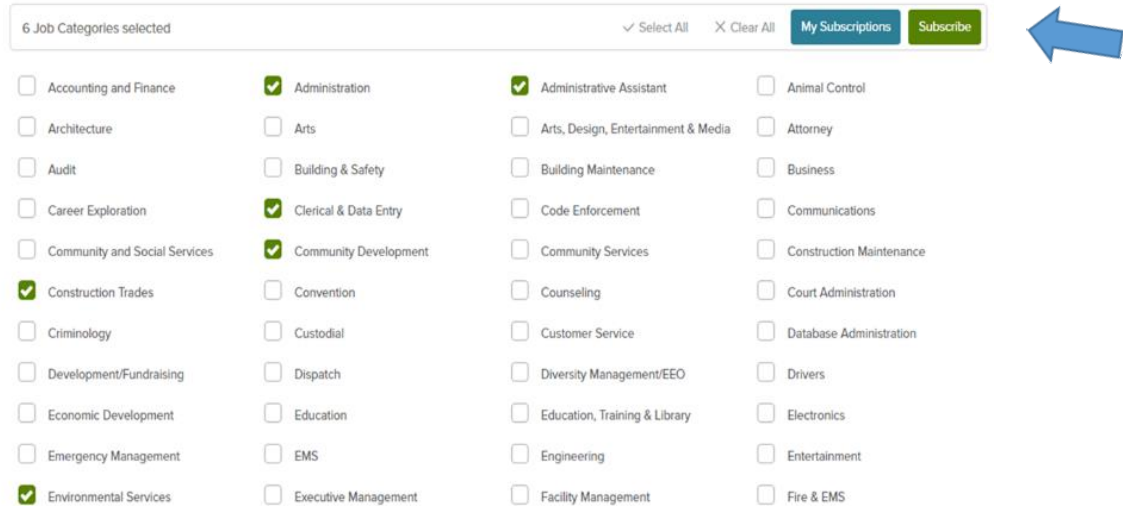


Step 4: You are first going to select the menu.

Step 5: In the next step you are going to select job categories.



Step 6: For this option, you are going to subscribe to positions by the job category. The job categories are listed in alphabetical order. Click on the boxes next to the categories you are interested in. Once you have selected those boxes, you will click the subscribe button.



Section 2: Translations

Military Career and Skills

Coming out of the military you will have a very unique set of skills. The length of time you have spent in the military will count towards work experience in the civilian world. Below is a list of common skills associated with the time spent in the military. This is just a brief list of common skills; you may have more skills depending on experiences and military occupational classification.

- Early-Career Veteran (ECV): Having 1-10 years of service. The skill sets most common with this amount of time is great under pressure, understanding political sensitivity, and budgeting.
- Mid-Career Veteran (MCV): Having 10-16 years of service. The skill set most common with this amount of time is being able to lead a diverse team, conflict management, information technology, budgeting/procurement, logistics, and operations management.
- Senior-Career Veteran (SCV): Having served for 16 or more years. The skill set most common with this amount of time is manager-level leadership, understanding/experience in strategic planning, operations, budgeting, and transportation, leading a diverse team, and experience with state and federal government during national/state emergencies.

Equivalents and Experience Levels

Job descriptions and job titles in the civilian world are very different from your military occupation classifications. Below is a table that will show your rank and how it translates to civilian experience. The jobs listed below are not the only positions available to you, for example technician, assistant manager, or director which is based on your rank. This is to help you find a starting point when researching and looking at jobs.

Rank	Common Civilian equivalents
E -1 to E-3	Production worker, Assembler, Technician, Assistant/Apprentice, Team member
E-4 to E-6	Assistant Manager, Line supervisor, Section leader/ Task leader, Foreman
E-7 to E-9	Director, Supervisor, Department manager, Operations manager, Senior advisor
WO-1 to WO-5	Director, Specialist, Facilitator, Technical manager/ Specialist
O-1 to O-3	Executive, Administrator, Manager, Supervisor, Superintendent, Project Officer
O-4	Senior Administrator, Department Head, Program manager, Senior advisor
O-5 to O-6	Chief Executive officer, Chief operating officer, Program director
O-7 to O-10	Highest Positions; President, Senior Director, Chairman of the board, Managing director

Skills Translation¹

As you go through the transition to civilian life, it is common to experience some challenges when translating your skills. The first step in translating skills is to generalize/ break down your skills and responsibilities for your position. The table below will show some common translations. Some factors to consider when translating skills are as follows:

- Establish the skills you gained from your specific career.
- Think about the job you are seeking and how the skills can be transferred to that position.
- Be aware that the hiring personnel may not have any experience with military terms, they may not see the skill translate beyond obvious ways.

Below is a simple list that will help you get started with translating your skills.

Military skills	Translation
Leadership	Staff development, strategic direction
Strategic Planning	Develop Strategic plans
Communication	People to people communication skills, leading teams (many shifts, dispersed locations, organizations)
Financial Management	Financial oversight/ budgeting
Collective Bargaining	People skills, leadership, negotiator, labor-management → be ready to discuss
Policy Review / Development	Update policy documents
Personnel Management	Documenting subpar performance evaluations, conducting mid-term feedback, annual performance evaluation, recognizing outstanding work
Event Coordination and Planning	Preparation of tour route, checking audio/visual setup, coordinating meetings, planning itinerary
Elected Official or Senior Leader Engagement	Translate well if you engage with elected officials → be polite

A helpful tip: If you look at www.onetonline.org and find your Military Occupational Classification, you will see a list of civilian jobs that relate to your military position along with a brief description of your duties. Below is an example of a Military Occupation Classification and a job posting to show you where the similarities and differences are.

The screenshot shows the O*NET OnLine website interface. At the top, there is a search bar labeled 'Occupation Quick Search:'. Below the search bar are navigation links: 'Help', 'Find Occupations', 'Advanced Search', 'Crosswalks', 'Share', and 'O*NET Sites'. The main content area displays a 'Summary Report for: 43-3031.00 - Bookkeeping, Accounting, and Auditing Clerks', which is noted as 'Updated 2019' and includes a 'Bright Outlook' icon. The job description states: 'Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.' It lists 'Sample of reported job titles' including Account Clerk, Accounting Assistant, Accounting Associate, Accounting Clerk, Accounting Specialist, Accounting Technician, Accounts Payable Clerk, Accounts Payable Specialist, Accounts Payables Clerk, and Accounts Receivable Clerk. Below this is a section for 'CURRENT JOB ANNOUNCEMENTS' with a search bar containing 'accounting and finance'. A specific job announcement is shown: 'Announcement/Bid for the Position of Remittance Technician' in Pittsburgh, PA, categorized as 'CS Non-Competitive, Full Time - See Position Description' under 'Clerical & Data Entry / Accounting and Finance' in the 'Finance' department. The job description for this role includes: 'Receives, logs, and distributes all checks and reviews all applications for supporting documents for proper form, sufficiency of information, and conformance with legal standards. Handles a large volume of routine an...'

Section 3: Cover Letter and Resume

Resume

After you have translated your skills, it is time to start reconstructing your resume and cover letter. Start by breaking down your resume into sections. Starting at the top of your page working down:

1. Contact information should include: Home address, home/cell phone number, professional email (jdoe@emial.com).
2. Length will depend on the experience you have accumulated.
3. Font should always be in size 12 and an easy to read font like Times New Roman, Arial, Georgia.
 - Try to avoid fancy fonts and italics.
4. Education and work experience are interchangeable in order. For both categories, list the most recent experience first and work back from there.
 - Education should go first if you have more education than work experience.
 - Work should go first if you have more work experience than education.
5. Internships and volunteer experience can count as professional experience.
 - If you have enough work experience, this is not required.
6. Skills, knowledge, qualifications should be put later in the resume to highlight your education and work experiences.

For examples of resumes, please see pages 19-24.

JANE DOE

123 main St, Pittsburgh, PA 11111/ (123) 456-7890 janedoe@email.com

Executive Summary

8 Years professional experience as an enthusiastic customer service, sales and enrollment advocate, with a proven track record of providing high touch customer service. Adept in proactively identifying potential issues and concerns to provide proactive resolutions. Expert in connecting customers with providers, products and services while articulately instilling the value of being a program member.

Core Competencies

- Inbound/Outbound Call Care
- Verbal Communication
- Trend Identification
- Issue/Conflict Resolution
- HMO, POS, PPO, CHIP, Medicare, Medicaid
- Customer Recruitment / Retention
- Microsoft Office/Word/Excel
- Reporting
- Benefit Plans
- Customer Enrollment and Membership

Professional Experience

Quarter Bank, Pittsburgh, PA

10/2015 - 7/2017

Customer Service, Call Center Sales Supervisor

- Answered incoming inquiries from Dollar Bank members and prospective members.
- Supervised outbound calls to bank members that explained benefits to customers and promoted other programs and products.
- Resolved all escalated concerns and issues over the phone.
- Identified key initiatives to be conducted to promote Dollar Bank Plans.
- Provided leadership to other members of the team by providing guidance and facilitating educational initiatives and acted as a positive role model.
- Maintained and updated electronic customer databases and maintained contact to ensure customer service to each customer.
- Maintained comprehensive knowledge of all products and services, as well as customer based advertising and marketing strategies in the Pittsburgh area.
- Met and exceeded productivity and quality performance goals, as well as coached customer service representatives in the same functions.
- Processed follow up and documented actions, required to service Dollar Bank customers.

ABC Bank, Pittsburgh PA

01/2015 - 07/2015

Consultant, Call Center

- Interacted with customers via phone, in a call center environment, to discover potential for product needs
- Informed customer on product information and capabilities through verbal interaction.
- Resolved all account and service member concerns and forwarded to appropriate departments for further processing if required.
- Proactively prevented issues with first call resolution.
- Documented customer inquiries and transactions according to notation standards.

- Answered customer service marketing questions to existing customers.
- Met and exceeded productivity and quality performance goals, as well as coached customer service representatives in the same functions.

Pittsburgh Cable, Pittsburgh PA

09/2012- 10/2014

Customer Account Executive, Call Center

- Proactively outreached to providers or organizations, on behalf of the customer, to provide a superior new service transition and an excellent customer experience through work order submission.
- Conduct outbound calls to bank members to explain benefits customers had and promoted other programs and products.
- Documented customer inquiries and transactions according to company guidelines.
- Facilitated credit checks, service changes and daily reports in accordance with company standards
- Answered customer service marketing questions to existing customers.
- Met and exceeded productivity and quality performance goals, as well as coached customer service representatives in the same functions.

Stock-up Grocery, Pittsburgh PA

02/2011 – 08/2012

- Provided high touch customer service to customer and exceeded expectations.
- Remained current on all policies, procedures and benefits.
- Addressed any customer service-related issues and correspondence with additional management

Military Experience

United States Army

Human Resources Specialist

02/2003 – 10/2008

- Implemented and organized training events, processed promotions, transfers and corrective action counseling. Conducted unit wide inspections and educational trainings for 100-500 personnel.
- Maintained unit readiness by keeping soldier certifications up to date, administered performance test, identified payroll, benefits and vacation issues.
- Reconciled employee benefit issues with finance officer, ordered unit supplies within company budget, utilized various computer programs and office machines for job function efficacy.
- Interpreted and explained Army regulations and procedures, maintained knowledge of equal opportunity for military personnel, addressed soldier relation concerns and applied resolutions.
- Developed strategies to meet staffing needs, verified personnel information for allocation and background purposes, administered random drug tests and executed retention programs.

John Doe

1234 Main St, Pittsburgh, PA 11111

Email: John.Doe@email.com

Mobile: (123)456-7890

Skills

- **Management and Coordination**
- **Supervisory Experience**
- **Organization**
- **Communication**
- **Adaptive to Environment**
- **Training and Development**
- **Attention to Detail**
- **Military Experience**
- **Documentation, Cataloging, and Filing**
- **Working Under pressure**

PROFESSIONAL EXPERIENCE

Designer Website Services

March 2015 - Present

Content Manager

- Social media management on Facebook for Designer Website Services, Veteran On Fire and certain elements of fundraising event, The Crucible. Assisted in coordination efforts and was a member of the staff for The Crucible, which successfully raised over \$125,000 with in-kind donations.
- Constructed the website for podcast series Veteran On Fire (www.veteranonfire.org). Use of host website www.wix.com. Handle all correspondence for the podcast website, in addition to the scheduling for both location and casting for upcoming recording sessions.
- Uploaded, produced, and edited the catalog of episodes utilizing Libsyn, iTunes and Audacity. Since the upload of the first episode in April, the series has already become and internationally downloaded podcast series.

UNITED STATES NAVY (Active Duty)

2005 – 2009

Master At Arms Petty Officer Third Class

Shift Supervisor, Patrolman

- Distinguished member of the Base Security Force. Basic Police instruction of ensuring safety within the military installation, attention to detail, documentation and filing of daily police reports, vehicle and boat checklists, and shift evaluations. Performed as Shift Supervisor aiding in the management and training of a group of 7-10 military members. Coordinated joint operations with the efforts of the Department of Defense Federal Police Officers, a separate entity within the Base Security Force.
- Worked as Dispatcher during manning issues, coordinating Police Operation in conjunction with the Base Fire and Rescue Department. Assumed the lead role of the Base Armory, the primary function of maintaining accountability of police equipment valued over \$500,000, coordinating with shift supervisor to ensure the smooth transition of shifts while providing staff support.

Penn State Greater Allegheny Literary and Art Magazine

2011-2015

Editor in Chief, Teaching International Editor and Staff Editor

- Assumed the role of Editor in Chief in 2014 for issue 17 of ABSENCE. Art and Literature assignment selection; and, pre-print editing of art and photography for publication.
- Management of a team of individuals to ensure the on time delivery of the magazine to the campus. Scheduling of weekly meetings to go over current goals and adapt workload based upon timeline of remaining milestones. Delegation of responsibilities to senior members of the staff, allowing them to gain management experience and time management skills

EDUCATION

Pennsylvania State University

December 2013

Bachelors of Arts, English

- Advanced English and literary studies. Focused studies to create an argumentative analysis of literature, film and other mediums of art.
- Enhanced critical thinking, analytical abilities, and articulation of the language and vocabulary.

John Doe

123 Main Street.
Pittsburgh, PA 11111

Phone (123) 456-7890
Doe.John@email.com

-
- *Experienced in high stress environments. Ability to work efficiently and effectively on multiple and concurrent assignments and meet established deadlines with minimal supervision.*
 - *Prudent judgment in decision-making areas. Responsible...*
 - *Remarkably adept at dealing with people. Strong work ethic, problem solving logic, exemplary communication skills and substantial managerial and supervisory experience.*
 - *Team player and leader. Motivate personnel and assists in solving personnel issues.*
-

AREAS OF EXPERIENCE

- Test and Integration
 - MS Office Products
 - REMEDY Action Request System 6.03
 - HP Service Manager
 - Personnel Management
 - DOD Plans & Execution Sys
 - HPUX/SOL
 - Lotus Notes
 - Remote Support
-

Pittsburgh IT Support - (Pittsburgh, PA) 1/2015 – 7/2017

Systems Administrator

Responsible for the daily operation, installation, configuration and maintenance of over 1500 HP servers.

Provide technical support and management of a HP-UX 11.23 and 11.31.

- Analyzes, logs, tracks and resolves software/hardware matters of significance pertaining to networking connectivity issues, printer, servers, and applications.
- Performs troubleshooting to isolate and diagnose common system problems; documents system events to ensure continuous functioning. Recommends course of action and implements as approved.
- Upgrades system software and hardware components as required to meet business needs; coordinates backups. Ensures upgrades are occurring in accordance with established parameters.
- Coordinates the installation of client department specific applications and systems. Determines appropriate method for installing applications and systems; resolves matters of significance and implements corrective course of action as needed.
- Installs, tests, upgrade and configure system files and services to enhance performance.
- Utilizes standard corporate tools to record change and problem activities for tracking purposes.

IT-central (Durham, NC) 6/2007 – 10/2014

Systems Administrator

Responsible for the daily operation, installation, configuration and maintenance of over 250 HP servers.

Provide technical support and management of a HP-UX and Solaris UNIX environment

- Build HW/SW requirements for HP (HPUX 11.31) Virtualization project.
- Build LDOMS and HPVMs using Oracle T3 and T4 SPARC Servers and HP Integrity Servers
- Problem tracking, management and resolution via Lotus Notes
- Security Management, Performance and Capacity monitoring
- Analyzes, logs, tracks and resolves software/hardware matters of significance pertaining to networking connectivity issues, printer, servers, and applications to meet business needs
- Upgrades system software and hardware components as required to meet business needs; coordinates backups. Ensures upgrades are occurring in accordance with established parameters
- Coordinates the installation of client department specific applications and systems. Determines appropriate method for installing applications and systems; resolves matters of significance and implements corrective course of action as needed

Key Lock Manufacture - (Moorestown, NJ) 12/2003 – 6/2007

Member Engineering Staff

Responsible Engineer for Software Integration and Test (SIT); Base Line Lead for Japanese, Spanish, Norwegian and US Combat and Ballistic Missile Defense systems software installation; using Commercial-Off-The-Shelf based software and hardware. Frequent travel to Spain, Japan, Hawaii and San Diego to support system setup, configuration and testing at customer sites.

- Managed Operating Environment (OE) installation, configuration, upgrades, troubleshooting and maintenance. Attend project specific meetings to ensure project implementation and optimal system availability.
- Interface with users in support of system testing and evaluations. Work closely with Data Control and Software Library personnel to ensure media accuracy and availability.
- Interface with vendors to include IBM, Sabtech (NTDS Boards), Hewlett Packard (10.20 and 11.0 HP-UX), SOLARIS (8) and LYNX Works (4.0).
- Process OE and corresponding components through Configuration Management to include writing and submitting new software installation documents. Submit, track and tests OE request through Rational Clear Quest database and create Deltas as required.
- Support the Enterprise Computing hotline helpdesk via REMEDY Action Request System 6.03 to help track and solve user problems and improve the functionality of the various labs and support remote sites.
- Install Solaris 8, HP-UX 10.20 & 11.0, Lynx OS 4.0 Operating Systems.
- Setup, configure and manage user accounts.

Virginia IT Services - (Newport News, VA) 2/2003 – 9/2003

Systems Engineer

Responsible Engineer for the Naval Tactical Command Support System resource relating to the CVN 77 project. Design, review Command and Control equipment charts within PARM specifications.

- Interface with PMW 151 on all activities relating to NTCSS . Make entries into SLATE database to reflect resource specifications to include documentation and Baseline Change Request's.
- Performs technical planning, system integration, verification and validation. Perform analyses at all levels of total system product to include: concept, design, fabrication, test, installation, operation, maintenance and disposal.
- Ensures the logical and systematic conversion of customer or product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints.
- Performs functional analysis, timeline analysis, requirements allocation and interface definition studies to translate customer requirements into hardware and software specifications. C2 Training Coordinator.

Tech Drive Inc (San Diego, CA) 12/2001 – 1/2003

Senior Computer Analyst

Transfer from Pearl Harbor, HI. Project lead in testing and integrating Global Command and Control Systems tools for Logistics Planning. Uses Solaris 8 and HP-UX 10.20 Operating Environment.

- Perform user acceptance testing for software enhancement and maintenance releases.
- Develop project plans to facilitate user acceptance testing.
- Develop software requirements to support Customer Service, A/R and Collections functions.
- Analyze and monitor Customer Care functions to support ongoing process improvement. Develop and document user methods and procedures.
- Coordinate with internal/external customers to communicate software enhancement deliverable process changes.

Tech Drive Inc (Pearl Harbor, HI) 9/2000 –12/2001

Systems Engineer

Supervise 2 military personnel. Provide hardware and systems engineering support to Navy C4I and GCCS applications in support of PACFLT assets.

- Install, test and evaluate new GCCS software and report results to DISA. Participant in various Joint Operation Planning and Execution System Testing, using DII COE Segment Installer to setup and run applications.
- Develop engineering change proposals and evaluate OEM proposed engineering changes. Responsible for systems administration, network projects and support of the NT base network.
- Administer Exchange 5.5 server to include daily backups and account maintenance. Travel to customer sites delivering application and system management training (Unix/NT).

US Navy (Pearl Harbor, HI) 5/1996 - 9/2000

Logistics Data Analyst

Supervise 4 military personnel during Exercises and Real World Crisis Action; Global Command and Control System (GCCS) Applications Operator.

- Performed JOPES operations. Assist in the development of Logistics Support Plans and real-world deployments via Time Phased Force Deployment Data (TPFDD) to include Battle Group makeup and management using GCCS/GCCS-M/GCCS-T Applications.
- As Crisis Action Team Leader, responsible for all shift operations to include TPFDD entries, system uptime, and message monitoring and communication with various commands and CINC's.
- Manage the procurement of ADP equipment and supplies in support of N40 Logistic Plans and Policy department. Part of a development team to create and implement a Strategic Plan for the DCOS for Logistics, Fleet Supply and Ordnance.

US Navy (Coronado, CA) 5/1994 - 5/1996

Help Desk Supervisor

Supervise 2 military personnel. Maintain 8k quarterly ADP budget.

- Consult with vendors on ADP purchases and training. Develop ADP policies to include use, security and training. Responsible for the installation of software and hardware to include new workstations.
- Manage an 80k cost savings project by coordinating the repair of command computer hardware assets through the Miramar Consolidated Correctional Facility.
- Created MS Access Database to track, monitor and report status of trouble tickets. Developed SLA standards, which improved customer service by over 70%.
- Create and enforce ADP policies track and follow up trouble tickets.

Education: 9/2010 ITT MBA-Strategic Leadership, 2/2000 Northwood University, Midland, Michigan Bachelor's Degree Dual major: Computer Information Management/Business Management, 10/2010-11/2010 Wake Forest University Project Management Prep Course

Community: Led several community projects to support disadvantage youth, women shelters and education through Masonic and Shriners Charities. Head Coached River Mill Boys Cross Country.

Cover Letter

Once you have your resume translated and updated you can move on to the cover letter. Cover letters should never exceed one page. Make sure you include the name and title of the person your letter is going to. You never want to address the cover letter “to whom it may concern”. Cover letters should highlight your information.

YOUR NAME HERE

123 Main St Pittsburgh, PA 11111 | (123) 456-7890 | john.doe@email.com

[DATE]

County Manager Search
Board of Commissioner's Office Generic County
123 Main St,
Pittsburgh, PA 11111

Dear [NAME OF RECIPIENT]:

I am writing regarding the [LOCAL GOVERNMENT POSION] position for [CITY/COUNTY]. My resume and references are attached which summarize the applicable skills and experience that are ideally suited for this opportunity

I am a [RANK] in the [BRANCH OF SERVICE] and will soon be completing nearly [X] years of service to our country. My professional background as a [CURRENT POSITION] features a broad base of experience in diverse areas including [LIST SKILLS HERE].

Furthermore, as an [EARLY/MID CAREER VETERAN OR CAREER OFFICER], I have been fortunate to gain extensive experience in [LIST EXPERIENCE RELATING TO POSITION HERE]. These experiences are underpinned by the highest standards of ethical behavior, integrity, and accountability the public demands of its military professionals.

I am confident the dynamic leadership and communication skills gained in my [BRANCH OF SERVICE] career will help me work with the [POSITION TEAM] to strengthen the [COMMUNITY/COMMUNITIES] of [CITY/ COUNTY]

I look forward to discussing my qualifications in greater detail with you.

Thank you for your consideration.

Sincerely, [YOUR NAME HERE]

Section 4: Interview Process

How to Prepare for the Interview

If your application, resume, and cover letter show you are qualified for the position, you will be contacted for an interview. Before you get to your interview there is a list of things you can do to prepare:

- Do your homework
 - Research the Company you are interviewing with.
 - Prepare an explanation on how your military experiences relate to the open position.
 - Think of a specific project/experience that you could use as an example.
- Practice the interview
 - Practice the ask and answer.
 - Have someone ask you behavioral based (past performance) interview questions to help you prepare.
 - Talk about a time when you had to work closely with someone whose personality was very different from yours.
 - We all make mistakes we wish we could take back. Tell me about a time you wish you'd handled a situation differently with a colleague.
 - Describe a time when you had to interact with a difficult client. What was the situation, and how did you handle it?
 - Tell me about a time you were under a lot of pressure. What was going on, and how did you get through it?
 - Give me an example of a time you managed numerous responsibilities. How did you handle that?
 - Tell me about a time when you had to rely on written communication to get your ideas across to your team.
 - Tell me about a time when you worked under close supervision or extremely loose supervision. How did you handle that?
- Attire
 - Your attire will depend on the dress code at the company.
 - Business Professional:
 - Women: Skirt or pant suit with a blouse and heels.
 - Men: Blazer or a suit jacket, button down shirt with a tie, suit pants and dress shoes.
 - Business casual:
 - Women: Conservative dress, or a blouse/ sweater with a skirt or dress pants with dress shoes or boots.
 - Men: Dress pants with a belt, button down shirt/ polo and dress shoes.
 - Casual:
 - Women may wear a collared shirt with pants/ pencil skirt or a work dress and flats.
 - Men may wear long-sleeved dress shirt, khaki pants with a belt and dress shoes.
- Plan to arrive 10-15 minutes early.
- During the interview:
 - Answer the question, do not provide information that was not asked for.
 - Be mindful of your pace when talking.
 - Make eye contact.

- Follow up questions:
 - Ask 1-3 follow up questions and ask appropriate questions
 - Below are examples of what should ask, make sure you receive a clear answer.
 - What do you like best about the company?
 - How did you get to where you are in the company?
 - The following are questions you shouldn't ask during the interview.
 - Don't ask about when you can take off or vacation time.
 - Do not ask the interviewer how you did in the interview.
 - Ask a question about the interviewer's experience with the company if you do not have any questions specific to the position.
 - You are interviewing the company as the company is interviewing you.
 - Ask yourself, "what information do I need from this company to make an informed decision on who they are as an employer?"
- After your interview, you should send a thank you note immediately after the interview.
- Some helpful tips:
 - Prepare and/or practice your elevator pitch.
 - Highlight your skills and your experiences that will relate to the position.
 - Know your strengths and weaknesses so you are not caught off guard during the interview.
 - Bring enough copies of your resume and clearances for each interviewer.
 - Analyze how you think the interview went and what you could have done better.
 - Remember: every interview is practice for the next one.

The resources below were used in the making of the guide. For more information follow the link provided

Notes

ICMA, Veterans Guide to Employment in Local Government, (Washington. D.C), pg 22-26