

Ellen A. Vasquez  
1111 East Circle  
Mountain View, CA 94043  
(800) 471-9200 (Home)  
(478-742-02442 (Work)  
Email: info@21stcenturyresumes.com  
SSN: 123-45-6789

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VACANCY IDENTIFICATION NUMBER: PH385915  
JOB TITLE AND GRADE: **Human Resource Generalist GS-9/11/12**

U.S. Citizen: Yes  
Veterans Preference: Yes, 5 points  
Federal Employee: No  
Highest Grade Level and Dates: N/A

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### SUMMARY

**Experience:** More than 20 years experience in personnel and information management to include knowledge of policies and procedures, evaluation processes, employee counseling and reports management. Cross-trained in passport administration while serving as Personnel Actions Supervisor. Ability to research, question and obtain pertinent information to solve management and operations issues. Exceptional training and leadership skills with the ability to unify and guide large groups of personnel toward common goals. Expertise in managing several tasks simultaneously with few interruptions in the organizational flow of data or personnel.

**Personnel Management:** Processed 190 evaluations and more than 150 additional officer action reports with 100% accuracy and completeness. Maintained quality and increased operational efficiency of department in spite of 25% reduction in labor from predecessor. Assign duties and evaluate performance of subordinate recruiting personnel. Oversee the Personnel Management Division consisting of up to 3000 senior and junior personnel. Manage the officer evaluation system, the officer promotion system, and officer personnel actions.

**Polices and Procedures:** Processed and executed Personnel Service Center SIDPERS (Standard Installation Division Personnel System) level procedures and actions. Supported upper level management in personnel matters including duty assignments, promotions, training, discipline, awards, human relations and equal opportunity. Mentored and counseled personnel and officers regarding promotions and professional and personal development. Enforced compliance of operations personnel with administrative policies, procedures, safety rules and governmental regulations.

**Evaluation and Interviewing Abilities:** Planned, organized, coordinated and evaluated recruiting activities. Assigned duties and evaluated performance of subordinate recruiting personnel. Conducted inspections ensuring proper and efficient operation and management. Utilized and analyzed management data to evaluate subordinates' performance. Explain personnel policies, benefits and procedures, process, verify and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations and classifications. Interview applicants to obtain and verify information used for screening and evaluation purposes.

**Oral and Written Communication:** Write office SOPs and directives. Prepare in final form such materials as letters, forms, narrative and statistical reports, electronic messages, and memorandums assuring format, spelling, grammar and punctuation are correct. Prepared letters of sympathy to next of kin. Maintain continuous communication with branch and division senior personnel to increase awareness, updates and training. Effective written, oral communication and interpersonal skills, including excellent ability to determine project objectives, implement job accountability and efficiently utilize resources to accomplish identified goals.

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### WORK EXPERIENCE

#### Human Resources Specialist

United States Army  
91<sup>st</sup> Division, Parks RFTA  
Dublin, CA 94568  
USA

02/2004 – Present  
Hours/week: 40  
Salary: \$ 50,322.96 / Year  
Supervisor: John Smith  
Telephone: (xxx) xxx-xxxx  
OK to Contact: Yes

Oversee the Personnel Management Division consisting of up to 3000 senior and junior personnel. Manage the officer evaluation system, the officer promotion system, officer personnel actions and Regional Level Application Software (RLAS) maintenance. Maintain continuous communication with branch and division senior personnel to increase awareness, updates and training. Serve as the focal point in the supervision of all personnel performing typing, general clerical and administrative duties. Manage the personnel readiness management system and serve as functional proponent of the leave and pass program. Supervise the line of duty investigation program, the officer and enlisted transfer and separation program, and the personnel aspects of the soldier readiness program. Supervise the processing of miscellaneous soldier generated personnel actions. and final form such materials as letters, forms, narrative and statistical reports, electronic messages, and memorandums assuring format, spelling, grammar and punctuation are correct. Refer to a variety of office procedures and use good judgment as to form and arrangement of material. Assemble final data product for review, signature, authentication or other disposition. Maintain office files, subjective and transitory, and publications library according to established functional file system. Knowledge of Human Resources concepts, principles and techniques.

Coordinate the maintenance, recording, preparation and reporting of data related to personnel information. Coordinate and maintain the entry of human resource data and the generation and distribution of related reports and information. Review department personnel forms for completeness, accuracy, timing, and conformity to budget and policy guidelines. Make recommendations and process forms as appropriate. Identify and research potentially inappropriate actions or requests to senior management regarding resolution or disposition.

Assist with the development of operational goals and objectives for designated major functional unit. Assist with improving processes within unit. Maintain and process records and statistical data. Analyze information, make recommendations and exercise judgment with sensitive and/or confidential information on human resource issues for designated major functional unit. Provide appropriate interpretations to policies, procedures and regulations. Assist manager monitoring compliance with state and federal policies and regulations.

#### ***Accomplishments:***

- Processed 190 evaluations and more than 150 additional officer action reports with 100% accuracy and completeness.
- Viewed as subject matter expert and technical resource by superiors, peers and subordinates in officer management.

#### Senior Personnel Actions Sergeant

United States Army  
Division, Parks RFTA  
Dublin, CA 94568  
USA

11/2001 – 01/2004  
Hours/week: 40  
Salary: \$ 43,710.12 / Year  
Supervisor: H. Miles  
Telephone: (xxx) xxx-xxxx  
OK to Contact: Yes

Oversaw the Personnel Management Division consisting of up to 3000 senior and junior personnel. Participated in occupational classification and management of personnel resources and supervised personnel management of personnel resources and supervised personnel management activities to include maintaining officer and enlisted personnel records and processing personnel actions concerning service members and their family members. Managed the officer evaluation system, the officer promotion system, officer personnel actions and Regional Level Application Software maintenance.

Prepared reports on strength levels and status of personnel. Evaluated personnel qualifications for special assignment. Prepared and processed requests for transfer or reassignment, centralized and decentralized promotions, reduction actions, and classification and reclassification actions. Prepared and maintained officer and enlisted personnel records and prepared and reviewed personnel casualty documents. Processed personnel for separation and retirement, applications for Officer Candidate School, warrant officer flight training, or other training, recommendations for awards and decorations, bars to reenlistment, suspension of favorable personnel actions and line of duty investigations.

Applied knowledge of provisions and limitations of Freedom of Information and Privacy Acts. Explained personnel policies, benefits and procedures, process, verify and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations and classifications. Processed and review employment applications to evaluate qualifications and eligibility of applicants. Examined employee files to answer inquiries and provide information for personnel actions. Interviewed applicants to obtain and verify information used for screening and evaluation purposes.

Updated employee files to document personnel actions and to provide information for payroll and other uses. Examined employee files to answer inquiries and provided information to authorized persons. Compiled data from personnel records and prepared reports.

***Accomplishments:***

- Received the highest rating on reading and listening in Spanish on the Defense Language Proficiency Test.
- In absence of incumbent, performed flawlessly as the Officer Branch Chief managing over 800 officers.
- Tracked and processed evaluations cutting delinquency rate in half while maintaining 100% accuracy.
- Trained one junior officer and one Major in successfully conducting a high visibility Officer Personnel Management System board for a target audience.
- Processed 138 evaluations in eight months with a zero-percent error rate.

**Recruiter**

United States Army  
Recruiting Battalion  
Tampa, FL 33618  
USA

09/1998 – 10/2001  
Hours/week: 50  
Salary: \$ 49,059.60 / Year  
Supervisor: S. Smith  
Telephone: (xxx) xxx-xxxx  
OK to Contact: Yes

Supervised the planning and implementation of prospecting efforts towards lead generation. Oversaw interviewing, screening and processing of potential applicants for enlistment. Presented Army career opportunities to, and acted as the Army liaison to civic leaders and public officials within the civilian community. Planned and implemented individualized high school and college recruiting programs within an assigned zone. Planned, organized, coordinated and evaluated recruiting activities. Developed and directed training programs to assist subordinates. Accomplished administration, prepared plans and SOPs. Recruited, interviewed, counseled and qualified applicants for enlistment. Distributed and displayed recruiting publicity material. Identified and cultivated community centers of influence. Explained benefits, prepared enlistment forms and documents. Arranged for transportation, meals, and lodging for applicants where required. Assisted in market research and analysis and made appropriate recommendations to the chain of command.

***Accomplishments:***

- Earned Gold Recruiters Badge with Two Sapphire Achievement Stars for excellence during the rating period.
- Excellence in recruiting abilities led to recognition as Top Small Station in the Battalion, 2000

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**Personnel Actions Supervisor / Personnel Sergeant** [deployment location]

United States Army  
HQ USA ELM Allied Forces Central Europe  
SHAPE Command  
USA

03/1996 – 07/1998  
Hours/week: 40  
Salary: \$ 41,477.04 / Year  
Supervisor: L. Kirk.  
Telephone: (xxx) xxx-xxxx  
OK to Contact: Yes

Supervised the Personnel Actions Sections in a NATO (North Atlantic Treaty Organization) level Personnel Service Center. Reviewed Officer Candidate School and Warrant Officer applications, awards and decorations, releases from active duty, and officer resignation requests. Processed various discharges, retirement applications, computations of creditable military service and discharge and retirement certificates.

Supervised specific personnel functions in personnel services support activity. Advised commanders on personnel and personnel readiness and strength levels of supported reporting units. Reviewed consolidated reports, statistics, applications, and prepared recommendations for personnel actions to higher headquarters. Reviewed and prepared reports and data on strength (gains and losses) of personnel and made duty assignments of enlisted personnel. Reviewed cyclic and other reports to assess systems performance

Processed casualty reports, patient tracking, awards, personnel accounting and strength reports, evaluations, leaves, personnel actions, and mail operations in a multinational environment. Coordinated supplies, logistics and was accountable for equipment valued over \$50,000. Managed the supervision, training, health and welfare of one soldier.

***Accomplishments:***

- Cross-trained in passport administration while serving as Personnel Actions Supervisor.
- Maintained quality and increased operational efficiency of department in spite of 25% reduction in labor.
- Revamped existing SOPs and developed new one streamlining procedures and enhancing ability to train new hires.
- Led all members of his section to exceed the Army Physical Fitness Test goal of 70% or higher for each even.
- Decreased errors from 15% of actions submitted containing errors only to 1%.
- Fully cross-trained each of his subordinates in the entire procedural processes for Personnel Actions.
- Maintained minimal loss of production due to proactive periodic maintenance and quick repair of failed equipment.
- Mentored one subordinate to win the Non Commissioned Officer of the Quarter Board
- Mentored one subordinate to win the soldier of the quarter and another to win soldier of the year.
- Completed two correspondence courses- Supervisory Development and Managers Development.
- Ensured military families were cared for when soldiers were deployed preventing hardship and stress on spouses.
- Maintained 100% accountability for equipment valued at \$37, 642.98 at all times.

**Personnel Information Systems Manager**

United States Army  
HQ USA ELM Allied Forces Central Europe  
SHAPE Command  
USA

07/1994 – 02/1996  
Hours/week: 40  
Salary: \$ 38,840.20 / Year  
Supervisor: Terence P. Henry  
Telephone: (703) 695-5479  
OK to Contact: Yes

Supervised and coordinated activities of workers engaged in compilation and maintenance of personnel records. Coordinated recording and filing of information about company personnel, such as promotions, wage scales, absences, training status, and discharges. Compiled reports of absences, accession rates, salaries, and other matters of interest to company management. Supported upper level management in personnel matters including duty assignments, promotions, training, discipline, awards, human relations and equal opportunity. Mentored and counseled junior personnel and officers

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regarding promotions and professional and personal development. Enforced compliance of operations personnel with administrative policies, procedures, safety rules and governmental regulations.

***Accomplishments:***

- Trained personnel to exceed 99% consistently on all aspects of personnel system.
- Trained new and current SIDPERS users on new software packages improving individual and collective performance ratings.
- Trained and assisted all Personnel Service Center personnel on the Defense Enrollment and Eligibility Reporting System/Real-Time Automated Personnel Identification System (DEERS/RAPIDS). Continuously maintained 100% accountability for over \$10,000 worth of equipment and numerous controlled ID documents and forms.
- Cross-trained staff member to higher performance level position.

**Personnel Records Supervisor / Team Leader**-Deployed, Saudi Arabia  
United States Army  
HQ USA ELM Allied Forces Central Europe  
SHAPE Command  
USA

10/1991– 06/1994  
Hours/week: 50  
Salary: \$ 34,560.00 / Year  
Supervisor: P. Henry  
Telephone: (xxx) xxx-xxxx  
OK to Contact: Yes

Expertly managed SIDPERS (Standard Installation Division Personnel System) transmission, analysis, statistics and, systems administration for specific departments. Supervised four personnel and oversaw the maintenance of over 2500 enlisted personnel records.

***Accomplishments:***

- Submitted over 10,000 personnel transactions with a 98% processing rate.
- Led a records team ensuring 100% of assigned soldiers were offered Service members' Group Life Insurance benefits.
- Ensured 100% accountability for all personnel records during the integration of major unit personnel files.

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**EDUCATION:**

**Bachelors Degree in Human Resource Management**, University of Maryland 8/2005

High School: Main High School, Miami, FL  
Type and year of degree(s) received: Diploma, 1982

**OTHER QUALIFICATIONS:**

**Job-related training courses:**

**Academic:**

02/1996 Trigonometry and Analytical Geometry, University of Maryland College  
05/1995 Concepts of Modern Algebra, University of Maryland College  
08/1995 Emergency Preparation, Lewis & Clark Community College  
08/1995 Radiological Emergency Management, Lewis & Clark Community College  
08/1995 Citizens Guide to Diagnostic Assessment, Lewis & Clark Community College  
09/1994 Microsoft: Databases, University of Maryland College  
07/1994 Microsoft: Hardware and Software, University of Maryland College  
01/1994 Legal Aspects of Law Enforcement, Central Texas College  
01/1994 Psychology of Emergencies, Central Texas College

05/1993 Criminal Justice, City Colleges of Chicago  
04/1993 Emergency Medical Service 104, City Colleges of Chicago  
03/1993 Emergency Medical Service 101, City Colleges of Chicago  
**Certification – Emergency Medical Technician-Ambulance, 07/01/1993**

**Military:**

01/2003 Personnel Officer Course, The Army Institute for Professional Development  
04/2001 Senior Personnel Services Sergeant Advance NCO Course, US Army Soldier Support Institute  
09/1998 Army Recruiter Course, US Army Soldier Support Institute  
07/1996 Supervisor Development Course, Army Institute for Professional Development  
02/1997 Manager Development Course, Army Institute for Professional Development  
04/1990 Personnel Service Center Basic NCO Course, US Army Soldier Support Institute  
10/1986 Primary Leadership Development Course, US Army NCO Academy/Drill Sergeant School  
11/1982 Personnel Records Specialist Course, US Army Training Center

**Job-related skills (e.g., other languages, computer software/hardware, tools, machinery, typing speed, etc.):**

Microsoft Office 2003: Word, Excel, Power Point  
Typing Speed: 65 WPM

**Job-related honors, awards, special accomplishments, and additional information:**

06/2003 Good Conduct Medal (7th Award), US Army, Headquarters, 91st Division (Training Support)  
01/2003 Global War on Terrorism Medal, US Army, Headquarters, 91st Division (Training Support)  
01/2003 National Defense Service Medal (1 Bronze Star), US Army, Headquarters, 91st Division (Training Support)  
10/2002 Army Achievement Medal, US Army, Headquarters, 91st Division (Training Support)  
09/2001 Army Commendation Medal, US Army, Tampa Recruiting Battalion  
04/2001 Gold Recruiter Badge with Two Sapphire Achievement Stars, US Army, Tampa Recruiting Battalion  
10/2000 Army Superior Unit Award, US Army, Tampa Recruiting Battalion  
05/1998 Defense Meritorious Service Medal, US Army, Headquarters, Allied Central Europe  
01/1997 Joint Service Achievement Medal, US Army, Operations in the Former Yugoslavia  
01/1997 Armed Forces Service Medal, US Army, Operations in the Former Yugoslavia  
01/1997 Armed Forces Expeditionary Medal, US Army, Operations in the Former Yugoslavia  
01/1997 North Atlantic Treaty Organization Medal, US Army, Operations in the Former Yugoslavia  
07/1991 Army Commendation Medal, US Army, Walter Reed Army Medical Center  
12/1990 Army Achievement Medal, US Army, Walter Reed Army Medical Center