

## APPENDIX A RESUME WRITING GUIDE

### Career Development Plan - Resume Writing Guide

Employees utilizing the Career Development Plan (CDP) may find that their job history closely resembles that of their coworkers. Because of this, employees should work to differentiate themselves through their resumes. A resume is not a rehashing of position descriptions, it is an opportunity to acknowledge work experience in each tier and highlight the impact and accomplishments throughout one's career. Employees should indicate positions held, both permanent and temporary, with dates under each tier and demonstrate that they have not only filled the positions but have learned from their experiences and made a positive impact.

Consider the acronym **CCAR**: Challenge, Context, Action, Result. This provides all the details needed to distinguish one employee from the next. In each position held, consider the unique challenges faced (ex: terrain, funding, personnel, resources). Then describe those challenges as a part of a specific scenario. Explain what actions were taken to address that challenge and, most importantly, what the results were. When documenting results, include measurable data whenever possible. For example, "Processed up to 30 detainees daily in the Laredo Central Processing Center" is a stronger statement than, "Processed detainees in the Laredo CPC." Numerical data serve as performance benchmarks and may indicate to selecting officials' proficiency in performing a task, rather than passing familiarity with the task.

The following is a prime example of the recommended CCAR-formatted statement:

*"As a Supervisory Border Patrol Agent in 2017, I was detailed to the Nogales Processing Center for six months to address the large number of family groups and unaccompanied minors that were apprehended in the Tucson Sector area of responsibility. I directly supervised 8-10 Border Patrol Agents processing 50-75 aliens each shift and routinely supervised the completion of cases including federal and local prosecutions, Expedited Removals, Notices to Appear, Asylums, and placement of at risk or unaccompanied minors."*

Every detail strengthens the selecting official's understanding of an applicant's unique qualifications and strengths. Selecting and recommending officials are looking for more than a checklist of skills. They are looking for a good fit, which may include the employee who has worked through challenges similar to the ones expected in a new position, or who has generated innovative solutions in a similar circumstance. Utilizing the CCAR format will showcase past accomplishments and future potential.

#### Quick Tips:

- Highly recommend using the United States Border Patrol Career Development Plan - Resume Template when applying for a job announcement.
- Follow the instructions in the announcement carefully.
- Highlight relevant Knowledge, Skills, and Abilities (KSAs) that may not coincide with permanent positions held. Positions held in an acting capacity, during temporary promotions, and/or details can accentuate the KSAs you have obtained and should be included when substantive to the position being applied for.

## RESUME FORMAT AND WRITING TIPS

- Resume should be easy to read.
  - Use paragraphs to separate items.
  - Use Times New Roman 12pt font and 1-inch margins.
  - List job experiences beginning with the present and working back 10 years.
  - Recommend resume is no more than five pages.
- Customize your resume to each job.
- Follow the Challenge-Context-Action-Result model.
- Focus on what you have accomplished personally, but don't exaggerate.
- Focus on areas where your previous experience or education overlaps with the experience or education described in the Job Opportunity Announcement.
- Provide sufficient detail but use concise language. Avoid information that does not add substance.