



SOUTHWEST CIVILIAN PERSONNEL ADVISORY CENTER

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To reach the SWCPAC: <https://www.swf.usace.army.mil/swd-cpac> (TOLL FREE) 800-453-8907
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Tips for Resume Writing

- When applying to announcements in USA Jobs, you should ensure that your résumé accurately reflects your qualifications. Here are some suggestions for strengthening your résumé:

1. Update your résumé to ensure it includes the most accurate information. It should not have other job announcement numbers and information listed on it. Make sure your education and training reflect the most updated information. If you possess a special certification or licensure that is relevant to the job, please include this information on your résumé.
2. List your employment experience in full detail. You should list the agency name, location and pay plan, series, and grade for each applicable position that provides directly related experience. To ensure your experience is clearly communicated, you should avoid using any acronyms that have not been previously spelled-out in your résumé (i.e. United States Army Corps of Engineers [USACE]).
3. List employment dates in month-year format with both the start and end dates for each position. If you worked in multiple jobs at the same organization, make sure you include dates, and the pay plan, series, and grade for each position. You should also document the number of hours worked for each position. This information helps determine the length of time you performed your duties to qualify for the position.

- 4. Describe the work you actually performed instead of your responsibilities and refrain from copying and pasting directly from a position description.

When applying for Federal Wage System positions, your résumé should reflect the necessary knowledge, skills, and abilities to perform the work.

Your duty statements for any job should also illustrate any tools, equipment, or software used to complete your duties.

You should incorporate as much information as possible that is directly related to your duties; however, it is not necessary to include insignificant details, such as entry level experience when applying for a full-performance position.

Only information that is directly tied to your experience will be considered.

To qualify for the position, your experience must meet the specialized experience statement featured on the job announcement.

- 5. List any relevant military experience that you have. When providing this information, you should include the locations you worked, the positions you held, and any overseas deployments, campaign badges and veterans preference information.

POC in the CPAC is Becky Rauch at 817-886-1199.

CPOL Employee Help Desk Tickets

Did you know you can make changes to your personnel record by entering a helpdesk ticket in Civilian Personnel Online (CPOL)? Also referred to as “My Biz tickets,” these online requests allow you to notify the Processing Division when an update or a correction to your personnel record is required. Types of tickets that may be entered are updates or corrections involving:

- Pay
- Appraisals (Current rating, Due Date)
- Creditable Military Service
- Education Level
- FEGLI or FEHB
- Service Computation Date (Leave, RIF, Retirement, etc.)
- Step
- TSP Information
- Training History
- Veteran’s Preference
- Within Grade Increase (WGI) (Due Date, Date of Last Equivalent Increase)

To enter a helpdesk ticket, you will first need to log in to CPOL with your CAC, and navigate to the Employee tab. You will then need to access the Employee Data portlet by clicking “Go.” On the left side of the screen, you will see a menu with the option to “Enter a New Ticket.” To request a change in your personnel record, select the “My Biz Request Correction to your Personnel Record” as the ticket type. Select the ticket sub-type that best fits your situation. You will be asked to provide a description of the problem as well as your contact information.

Should your update or correction require supporting documents, please provide the documents to your servicing Human Resources Specialist at the CPAC. You may only enter tickets that pertain to your own personnel record. Tickets are monitored by the Processing Division personnel, and most tickets will be worked within 3 or 4 work days.

After entering your request for an update or correction, you will be provided with a ticket number. You will find additional links under the Employee tab that allow you to “search for your helpdesk tickets by ticket number” and “check the status of your open helpdesk tickets.” When your ticket is closed, your response will be listed in the notes of your helpdesk ticket. For more detailed instructions, please visit the following link to access Army CPOL’s quick guide: <http://cpol.army.mil/library/help/portal/QuickGuide-Helpdesk.pdf>

Please keep this in mind when reviewing your personnel information to ensure a current and accurate personnel record.

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FINANCIAL FOCUS

The Federal Ballpark E\$timate (FBE) is a long term planning tool which can be very beneficial to persons with only a couple of years of Federal service. The FBE includes projected Federal annuity and Thrift Savings Plan benefits to help you quickly identify approximately how much you need to save to fund a comfortable retirement. It’s never too early! The Federal Ballpark E\$timate can be found on the Office Of Personnel Management (OPM) website at

http://www.opm.gov/retire/tools/calculators/ballpark/Ballpark_2_2_frame/bpframe.htm
