

Sample Resume
1234 Sample Street
Sample, CO 80000
(H) 303-333-3333: (W) 303-333-3333
Email: sample@us.army.mil
SSN: 333-33-3333

Job Title and Announcement Number: Veterans Claims Examiner, GS-0000-0

Veteran's Preference: 10-point preference based on compensable service-connected disability of 30 percent or more.

Citizenship: United States

JOB RELATED TRAINING/CERTIFICATIONS:

- * Investigation and Legal Reasoning (84 hrs.), WA Online Learning Institute (WOLI), 12/2008
- * Advanced Legal Research and Writing (210 hrs.), WOLI, 12/2008
- * Advanced Trauma Life Support (ATLS), 06/2007
- * Operator Emergency Medical Services (OEMS), 06/2007
- * Basic Trauma Life Support (BTLS) Instructor Certification, 02/2006
- * Emergency Medical Technician (EMT) – Tactical, 11/2005
- * Warrior Leader Course (WLC), 08/2005
- * Field Sanitation Team Certification, 2004
- * Nuclear Hazards Training, 2004
- * Hazardous Materials Certification, 2004
- * Prehospital Trauma Life Support (PHTLS) Certification, 02/2003
- * Defense Packaging Hazardous Materials Transportation Certification, 2004
- * EMT – Basic, 08/2002
- * Hazardous Materials First Responder/Confined Spaces, 04/2002
- * Wild Land Fire Fighter, 04/2002

SKILLS SUMMARY:

Highly trained and decorated veteran with over six years of diversified service within the US Army, including leading teams of Medical Technicians and completing extensive research, compiling data and presenting the results of potential hazards on the health of active duty personnel. A solid background overseeing the medical needs of military personnel has contributed to my present success as a National Service Officer (NSO) for an Undisclosed Organization. Currently apply knowledge of medical principles and terminology and applicable laws and regulations to make determinations pertaining to matters such as veteran entitlement to medical or dental treatment, eligibility for vocational rehabilitation and education benefits, funeral expenses, civil service preference certificates and entitlement to certificates for state and local bonuses, licenses or privileges. Work in a team environment to counsel and advocate for claimants by providing information about a broad range of benefits and assisting with Veterans Affairs (VA) benefit applications. Function as a legal technician to gather requisite evidence from medical, military, community and other sources to support benefit determinations and properly adjudicate assigned claims. Accurately enter appropriate data into systems to ensure correct benefit payments. Regularly communicate with VA representatives of all levels in reference to pending claims, appeals and any other issues that arise during the claims or appeals process to ensure proper development of claims and/or appeals and successful granting of benefits sought by the veteran or claimant.

WORK EXPERIENCE:

Undisclosed Organization, Somewhere, CO

National Service Officer (NSO)

Supervisor: Name (303) 333-3333, Contact Current Supervisor: Yes

Start: 10/01/2008 – present

Hours/week: 40, Salary/year: \$00,000

Work in the absence of direct supervision on a team of 5 to serve 20K+ veterans/claimants in CO and WY. Independently review and prepare 1K+ claims per month while simultaneously managing ongoing appeals that have led to the successful delivery of over \$20M in retro and annual benefits to veterans/claimants in just 1 year. Meet with and interview veterans to determine and initiate the preparation of service connected claims for compensation for disabilities incurred or aggravated by military service. Complete the initial preparation of claims for death benefits for surviving spouse and/or eligible dependents, for non-service connected pension and for educational assistance benefits for eligible veterans and their dependents. Counsel veterans and/or claimants on VA policies and procedures in relation to their claims and the entitlement to benefits they may be eligible for. Perform extensive evidence collection and submit all appropriate and required paperwork and forms needed to support the benefit request or appeal, including military records, civilian/military medical records, etc. Review medical records for diagnosis, treatment, the existence of conditions or disabilities, etc. Analyze claims file and perform research to develop an appropriate position for appeal before advocating and representing a veteran/claimant at informal and formal hearings at the local regional office or before the Board of Veterans Appeals (BVA). Confidently present information at 240+ informal and 60+ formal hearings each year. Maintain an 80% success rate in achieving the granting of benefits for veterans/claimants represented by me at formal BVA hearings. Provide direction to staff on questions regarding veteran/claimant or VA correspondence to ensure a timely and accurate response to both parties. Track benefits granted and maintain a communication flow between team members and upper level management. Perform outreach efforts to facilitate veteran advocacy in rural areas of CO and WY. Regularly solicit Undisclosed Organization membership and earned 2 bronze Undisclosed Organization membership awards for exceeding monthly recruiting goals. Represent the Undisclosed Organization in meetings with the Regional Office Director and the VA Hospital Director; present concerns and potential resolutions on issues affecting veterans' benefits, organizational operations, etc.

Undisclosed Organization, Somewhere, CO

Visitor Center Non-Commissioned Officer in Charge (NCOIC)

Supervisor: Name (303) 333-3333, Contact Supervisor: Yes

Start: 06/2007 and end: 11/2007

Hours/week: 40, Salary/year: \$00,000, Grade Level: E6

Selected over peers to develop the Visitor Center from the ground up, independent of any direct supervision. Utilized technical and tactical knowledge, skills and abilities to develop a plan that incorporated key directives to protect the safety and anonymity of high-profile visitors, as well as the security of over \$150K in government property and equipment. Obtained approval for the necessary resources to organize, implement and maintain a secure environment considered vital to national defense. Established standard policies, practices and metrics to provide guidance to Visitor Center personnel. Conducted analysis and rapidly developed and implemented solutions to any program issues. Supervised and trained 6 staff members and directed all daily activities. Coordinated department efforts with other government and non-government agencies and participated in meetings as needed. Reported to and collaborated

with top-level authorities to regularly introduce and recommend operations and policy improvements. Recognized for achieving superior results with limited resources.

Undisclosed Organization, Somewhere, CO

Field Sanitation/Preventative Medicine NCOIC

Supervisor: Name (303) 333-3333, Contact Supervisor: Yes

Start: 11/2006 and end: 11/2007

Hours/week: 40, Salary/year: \$00,000, Grade Level: E6

Researched the hazards and potential hazards to 3K+ active military personnel, nationals and independent contractors in and around the base of operation. Collected medical, scientific, technical and non-technical data and compiled program progress/status reports for review by upper management. Presented the results of research pertaining to potential hazards on active duty personnel, including the likelihood of future disabilities due to exposure from particular equipment, chemicals, elements or situations. Oversaw the inspection, control and disposal of various hazardous materials and waste.

Undisclosed Organization, Somewhere, CO

Treatment Team Leader

Supervisor: Name (303) 333-3333, Contact Supervisor: Yes

Start: 06/2005 and end: 05/2007

Hours/week: 40, Salary/year: \$00,000, Grade Level: E6

Selected as the Advanced Trauma and Life Support (ATLS) Team Leader and led over 20 high-profile ATLS combat missions with zero accidents and zero losses of personnel or equipment in support of Operation Iraqi Freedom. Supervised, scheduled, trained, evaluated and mentored 10 active duty Medical Technicians; held staff accountable to meet program requirements, policies, standards and objectives. Directed daily activities of the Battalion Medical Facility by ensuring the qualitative care of patients, record maintenance and patient tracking for 3.5K+ military and support personnel. Developed spreadsheets and databases to manage field casualty data and presented comprehensive casualty reports to management to drive tactical improvements. Revised operational and administrative procedures and metrics to improve the flow of information and prevent delays to patients receiving necessary treatment. Reviewed patient paperwork for accuracy and compliance with prescribed formats, standards and correspondence rules. Confirmed that medical records contained all necessary information to ensure that patients who separated or transferred would continue to receive the necessary care and/or veteran benefits that their condition(s) warranted. Prepared requisitions for training aids, films and support materials and maintained technical and administrative manuals and handbooks. Proactive team leader who implemented and achieved top leadership plans and programs that resulted in career advancement and promotions for 80% of team members.

Undisclosed Organization, Somewhere, CO

Company Senior Medic

Supervisor: Name (303) 333-3333, Contact Supervisor: Yes

Start: 08/2003 and end: 05/2005

Hours/week: 40, Salary/year: \$00,000, Grade Level: E6

Led a medical team that was recognized as the best-trained team in the brigade by the Brigade Surgeon and the Brigade Medical NCOIC. Supervised 4 active duty Medical Technicians while overseeing the medical training and care of over 100 soldiers. Administered consequences and developed proposals for corrective/disciplinary actions. Drafted training schedules for senior

leadership approval to comply with command guidance, directives and publications. Coordinated annual, monthly and weekly training programs, tracked the daily progress and status of the medical team's training and readiness and routinely reported results to headquarters. Managed daily Sick Call operations by determining further treatment, ensuring correct treatment and editing and completing medical file information to be sure that documentation for sick and injured personnel was appropriately completed. Forwarded medical files/information to primary health care providers as needed.

EDUCATION:

- 3 Credits, Business Administration, Troy State University, Troy, AL
GPA 4.0/4.0, Completed 10/2007
- 63 Credits, General Studies, North Central Institute, Clarksville, TN
GPA 4.0/4.0, Completed 08/2007
- 6 Credits, Business Administration, Central Texas College, Fort Richardson, AK
GPA 4.0/4.0, Completed 08/2006
- 3 Credits, Psychology, University of Alaska at Anchorage, Fort Richardson, AK
GPA 4.0/4.0, Completed 12/2005
- 17 Credits, EMT-B Certification, Fire Science, Mesa Community College, Mesa, AZ
GPA 3.2/4.0, Completed 08/2002
- 3 Credits, Haz Mat Tech Certification, Fire Science, Phoenix College, Phoenix, AZ
GPA 4.0/4.0, Completed 08/2002
- 2 Credits, Wildlife Firefighter I, Fire Science, Glendale Community College, Glendale, AZ
GPA 4.0/4.0, Completed 03/2002

LANGUAGES:

Spoken and written Spanish.

SOFTWARE:

Use a variety of software, such as the Microsoft Office Suite, including Word, Excel, Outlook, Access and PowerPoint. Also proficient with Share, Vacols, Capri, MAP-D, Covers, Virtual VA, CMS, Adobe, etc. Held access to JPTS system and CHCS and CHCS II software and maintain finalized Secret Clearance Investigation authorization.

AWARDS, DECORATIONS and HONORS:

- * 3 Overseas Service Awards * 6 Army Certificates of Achievement
- * 2 Army Accommodation Medals * Army Achievement Medal
- * National Defense Service Medal * Army Service Ribbon
- * Afghanistan Campaign Medal * Iraq Campaign Medal
- * Global War on Terrorism Medal * Army Good Conduct Medal
- * NCO Professional Development Ribbon * Combat Medical Badge
- * Parachutist Badge * Expert Marksman Badge
- * Distinguished Honor Graduate Warrior Leader Course (WLC)
- * Commandants Inspection Award WLC

AFFILIATIONS:

Association of the United States Army - Member
VFW - Member
Disabled American Veterans – Member
American Legion - Member