

**EDUCATION:**

**The George Washington University**  
**Master of Arts, International Affairs**

**Washington, DC**  
**Expected May 2024**

- Cumulative GPA: 3.7
- Relevant Coursework: Public & Non-Profit Program Evaluation, Economics for Public Decision Making, Research Methods & Applied Statistics, Public Budgeting, Revenues & Expenditures

**Boston University**  
**Bachelor of Arts, Economics**

**Boston, MA**  
**May 2020**

- Cumulative GPA: 3.8
- Honors & Awards: Summa Cum Laude (2011), National Political Science Honor Society (2008), Theta Alpha Kappa (2010)
- Relevant Coursework: Public Education, Modern Political Thought, and the United States & East Asia Policy

**EXPERIENCE:**

**United States Department of State**

**Washington, DC**  
**November 2019 – Present**

*International Communications Specialist, Projects & Development*

- Routinely collaborates with the Director on day-to-day operational matters, contributing to developing the annual business plan and setting annual objectives, goals, and targets.
- Designed and customized the digital strategy to boost agency awareness via leveraging key technological advances to improve visibility by roughly 65% while cutting budget costs by about 15%.
- Successfully managed Special International Communications Projects that spanned the regions of Egypt, UAE, and Morocco, conducting strategic market research to support key business decisions to enhance International Relations.

**GHI Holding**

**New York, NY**  
**August 2011 – May 2019**

*Senior Group Strategy & Business Development Coordinator*

- Oversaw the development of SOPs, internal policies, and procedures to ensure optimal processes and smooth workflow.
- Earned a promotion to Senior Group Strategy & Business Development Coordinator, overseeing and driving the overall brand strategy for the organization.
- Achieved +58% revenue growth in 2010 compared to the 2009 levels, providing key inputs to the CEO, developing the Group's vision and strategic direction, and customizing the annual budget to be aligned with all approved business plans.

**MNO HOTEL**

**Jersey City, NJ**  
**November 2009 – August 2011**

*Front Desk Host*

- Carried out managerial tasks by checking in and checking out about 20-30+ hotel guests using PMS Software per shift, delivering welcoming and warm hospitality.
- Presided over daily Room Inspections for about 168+ Guest Rooms, meticulously entering key room information into the database and reporting any hazards or emergencies to Hotel Management

**PUBLICATIONS:**

- Name, Sample. Crime and Corruption: The Socioeconomic Impacts. Public Affairs Quarterly. University of Illinois Press, 2021.
- Name, Sample. Geopolitical Disorders: Differentiating between Institutions and Influence. Cambridge University Press, 2020.
- Name, Sample. The institution in the Modern World. Journal of Public Affairs Education, 2019.

**SKILLS:**

- Languages: Spanish (Fluency) and Arabic (Advanced)
- Technology: Microsoft Office Suite (Word, Excel, PowerPoint, Teams, and Access), Google Workspace (Docs, Sheets, Slides, Meet, and Google Classroom), iWork (Pages, Keynote, and Numbers), Zoom, Constant Contact, Mail Chimp, and Social Media (Facebook, Twitter, Instagram, and TikTok)

## BEFORE – PRIVATE SECTOR RESUME

### SAMPLE NAME

City, State 12345 | (123) 456-7891 | sample@gmail.com | linkedin.com/in/samplename

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#### PROFILE

An accomplished, integrity-driven professional with expertise in brand strategy, business development, management, and leadership. A dedicated problem-solver with a strategic and analytical mindset accomplishes complex projects and effectively collaborates with key stakeholders. Core competencies encompass forging strong business relationships, adapting to new tasks, rapidly changing environments, maintaining confidentiality, finding positive resolutions to conflict, and generating high productivity.

#### EDUCATION & CERTIFICATIONS

**THE GEORGE WASHINGTON UNIVERSITY**, Washington, D.C.

**Expected Graduation: May 2023**

The Elliott School of International Affairs **Master of Arts**, Global Communication **GPA: 4.0**

**Honors & Awards:** DACOR Bacon Fellowship 2022

**Relevant Coursework:** Public & Non-Profit Program Evaluation, Economics for Public Decision Making, Research Methods & Applied Statistics, Public Budgeting, Revenues & Expenditures

**UNIVERSIDAD COMPLUTENSE DE MADRID**, Madrid, Spain

**June 2021 – August 2021**

International Exchange Studies Abroad, Concentration History, Culture and Anthropology

**Relevant Coursework:** Intro to Spanish History, Art & Culture, Catalan Institute of Classic Archaeology Parts 1-3

**UNIVERSITY OF CONNECTICUT**, Storrs, Connecticut

**Graduation: May 2011**

**Bachelor of Arts**, Political Science

**Minor**, Business Administration

**Graduate Certificate**, Foreign Area Studies

**GPA:** 3.53

**Honors & Awards:** Summa Cum Laude (2011), National Political Science Honor Society (2008), Theta Alpha Kappa (2010) Public Education, Modern Political Thought, and United States & East Asia Policy

#### EXPERIENCE

**UNITED STATES DEPARTMENT OF STATE**, Washington, D.C.

**2019 – Present**

**International Communications Specialist, Projects & Development**

- Routinely collaborates with the Director on day-to-day operational matters, contributing to the development of the annual business plan and the setting of annual objectives, goals and targets.
- Designed and customized the digital strategy to boost agency awareness via leveraging key technological advances to improve visibility by roughly 65% while cutting budget costs by about 15%.
- Successfully managed Special International Communications Projects that spanned the regions of Egypt, UAE, and Morocco, conducting strategic market research to support key business decisions to enhance International Relations.

**GHI HOLDING**, City, State

**2011 – 2019**

**Senior Group Strategy & Business Development Coordinator**, (2015 – 2019)

- Oversaw the development of SOPs, internal policies, and procedures to ensure optimal processes and smooth workflow.
- Entrusted with performing duties of the CEO in his absence, initiating and completing proposals, presentations, contract negotiations, execution of joint ventures and key partnerships.
- Earned a promotion to Senior Group Strategy & Business Development Coordinator, overseeing and driving the overall brand strategy for the organization.
- Achieved +58% revenue growth in 2010 compared to the 2009 levels, providing key inputs to the CEO, developing the Group's vision and strategic direction, and customizing the annual budget to be aligned with all approved business plans.

**Digital Marketing Specialist**, (2011 – 2015)

- Increased and generated new subscriber growth per quarter (Q1-Q4) in 2012 by +140%; via implementing a "Product Mix" training series that enhanced the output of both the Sales and Marketing Departments.
- Composed and designed multiple Business Plans for all company properties, driving growth objectives, defining KPIs, and conducting a SWOT Analysis that identified critical areas for special focus to achieve planned objectives.
- Conducted competitive analysis and market research related to international trends, profitability, and benchmarks, establishing appropriate KPIs and ROI Criteria.
- Launched and managed one of the largest digital marketing campaigns that targeted the Saudi Market, which subsequently expanded the operation and generated growth of +65% in revenue and +215% in Net Profit over three years from 2011-2014.

**ADDITIONAL EXPERIENCE**

**MNO HOTEL**, City, State

**2009 – 2011**

**Front Desk Host**

- Carried out managerial tasks by checking in and checking out about 20-30+ hotel guests using PMS Software pers shift delivering welcoming and warm hospitality.
- Presided over daily Room Inspections for about 168+ Guest Rooms, meticulously entering key room information into the database and reporting any hazards or emergencies to Hotel Management
- Delivered effective communication with International and Domestic Airlines such as China Eastern and JetBlue to ensure a pleasant stay for each guest helping coordinate and design accommodating contingency plans when any issues arose.

**PQR CHILDREN’S HOSPITAL**, City, State

**2007 – 2011**

**Volunteer Information Desk Associate**

- Coordinated inpatient and outpatient charts with updated medical insurance and personal details, performing clerical tasks such as creating ID tags and transferring prescriptions to multiple pharmacies.
- Communicated with over 70+ patients and about 20+ nurses routinely throughout the perioperative process to ensure smooth orthopedic operations and maintain financial information, leveraging advanced Excel skills.

**STU ZOO**, City, State

**2005 – 2007**

**Docent**

- Performed security checks, including site walks, to ensure the safety of both the patrons and animals is maintained, as well as guided groups of visitors addressing any changes to the grounds for a Zoo that averages about 300+ visitors per day.
- Educated guests on how the animals are cared for by the Zoo Veterinarians, designing an interactive curriculum that featured engaging activities that explored both wildlife and environmental conservation.

**PUBLICATIONS**

- Name, Sample. Crime and Corruption: The Socioeconomic Impacts. Public Affairs Quarterly. University of Illinois Press, 2021.
- Name, Sample. Geopolitical Disorders: Differentiating between Institutions and Influence. Cambridge University Press, 2020.
- Name, Sample. The Institution of the Modern World. Journal of Public Affairs Education, 2019.

**SKILLS & QUALIFICATIONS**

**LANGUAGES:** Spanish (Fluency) and Arabic (Advanced)

**TECHNOLOGY:** Microsoft Office Suite (Word, Excel, PowerPoint, Teams, and Access), Google Workspace (Docs, Sheets, Slides, Meet and Google Classroom), iWork (Pages, Keynote, and Numbers), Zoom, VScan, FileNetm, Scratch 3.0, Tynker, PMS Software, SPSS, SAS, Slack, Salesforce, PeopleSoft, Adobe Creative Cloud (Acrobat, Photoshop and Illustrator), LexisNexis, Python, Tableau, STATA, Constant Contact, Mail Chimp, and Social Media (Facebook, Twitter, Instagram, and TikTok)

**TRAINING & CERTIFICATIONS:** ACTFL Advanced Arabic Assessment (2021), IABC Accredited Business Communicator (2015), and Certified Microsoft Office Specialist (2012)

**EXTRACURRICULAR ACTIVITIES:** GW MUN (2022 - Present), Association of Latino Professionals for America (ALPFA) UCONN Chapter - Vice President (2010 - 2011), UCONN Student Government - Treasurer (2010 - 2011), and Delta Phi Epsilon UCONN Chapter - Secretary (2007 - 2009), NCAA Division I UCONN Women's Volleyball Team (2007 - 2011)

## AFTER – FEDERAL RESUME

### SAMPLE NAME

123 Main Street | City, State 12345 | (123) 456-7891 | sample@gmail.com  
United States Citizen: Yes | Veteran's Preference: No | Reinstatement Eligibility: No

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#### OBJECTIVE

**Announcement Number:** DOS-OS-IN-16-866418 | **Title:** Department of State, Program Analyst | **Grade:** GS-0399-09

#### PROFILE

An accomplished, integrity-driven professional with expertise in brand strategy, business development, management and leadership. A dedicated problem-solver with a strategic and analytical mindset accomplishes complex projects and effectively collaborates with key stakeholders. Core competencies encompass forging strong business relationships, adapting to new tasks, rapidly changing environments, maintaining confidentiality, finding positive resolutions to conflict, and generating high productivity.

#### EDUCATION & CERTIFICATIONS

**THE GEORGE WASHINGTON UNIVERSITY**, Washington, D.C.

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The Elliott School of International Affairs

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**GPA:** 4.0

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**Minor**, Business Administration

**Graduate Certificate**, Foreign Area Studies

**GPA:** 3.53

**Honors & Awards:** Summa Cum Laude (2011), National Political Science Honor Society (2008), Theta Alpha Kappa (2010)

Public Education, Modern Political Thought, and United States & East Asia Policy

#### EXPERIENCE

**UNITED STATES DEPARTMENT OF STATE**

**2019 – Present**

123 North Street, City, State 12345

40 Hours/Week | Salary: \$75,100.00

Supervisor: John Smith, Director (May Contact)

(123) 456-7891 | js.sample@gmail.com

**International Communications Specialist, Projects & Development**

**LEADERSHIP & STRATEGIC PLANNING:**

- Routinely collaborates with the Director on day-to-day operational matters, contributing to the development of the annual business plan and the setting of annual objectives, goals and targets.
- Designed and customized the digital strategy to boost agency awareness via leveraging key technological advances to improve visibility by roughly 65% while cutting budget costs by about 15%.

**NEGOTIATION & CONFLICT RESOLUTION:**

- Draft and negotiate various business contracts with vendors and stakeholders, ensuring a “win-win” negotiation and driving a rapid implementation of new internal policies and procedures to both govern and improve overall operations.

**KEY ACCOMPLISHMENT:**

- Successfully managed Special International Communications Projects that spanned the regions of Egypt, UAE, and Morocco, conducting strategic market research to support key business decisions to enhance International Relations.

**GHI HOLDING 2011 – 2019**

123 West Street, City, State 12345

40 Hours/Week | Salary: \$65,00.00

Supervisor: Jane Doe, President & CEO (May Contact)

(198) 765-4321 | jd.sample@gmail.com

**Senior Group Strategy & Business Development Coordinator**, (2015 – 2019)

**LEADERSHIP & STRATEGIC PLANNING:**

- Oversaw the development of SOPs, internal policies and procedures to ensure optimal processes and smooth workflow.
- Entrusted with performing duties of the CEO in his absence, initiating and completing proposals, presentations, contract negotiations, and execution of joint ventures and key partnerships.

## AFTER – NEW FEDERAL RESUME

### SAMPLE NAME

(123) 456-7891 | sample@gmail.com

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#### GHI HOLDING – CONTINUED

##### MARKETING & COMMUNICATIONS:

- Forged a new corporate identity, utilizing marketing material, updated group profiles, and redesigning the website; focusing on strategic initiatives and analysis to target key industries, the market conditions, and competition.

##### KEY ACCOMPLISHMENTS:

- Earned a promotion to Senior Group Strategy & Business Development Coordinator, overseeing and driving the overall brand strategy for the organization.
- Achieved +58% revenue growth in 2010 compared to the 2009 levels, providing key inputs to the CEO, developing the Group's vision and strategic direction, and customizing the annual budget to be aligned with all approved business plans.

#### GHI HOLDING, Digital Marketing Specialist, (2011 – 2015)

Supervisor: John Doe, Vice President (May Contact)

40 Hours/Week | Salary: \$55,00.00  
(234) 567-7891 | j.d.sample@gmail.com

##### LEADERSHIP & STRATEGIC PLANNING:

- Increased and generated new subscriber growth per quarter (Q1-Q4) in 2012 by +140%; via implementing a “Product Mix” training series that enhanced the output of both the Sales and Marketing Departments.
- Composed and designed multiple Business Plans for all company properties, driving growth objectives, defining KPIs, and conducting a SWOT Analysis that identified critical areas for special focus to achieve planned objectives.

##### RESEARCH & DATA ANALYSIS:

- Conducted competitive analysis and market research related to international trends, profitability, and benchmarks, establishing appropriate KPIs and ROI Criteria.
- Researched external companies/products that could be synergistic to operating company businesses, identifying potential targets, and initiating key negotiations on behalf of the Group.

##### KEY ACCOMPLISHMENT:

- Launched and managed one of the largest digital marketing campaigns that targeted the Saudi Market, which subsequently expanded the operation and generated growth of +65% in revenue and +215% in Net Profit over three years from 2011-2014.

#### ADDITIONAL EXPERIENCE

##### MNO HOTEL

123 East Street, City, State 12345

Supervisor: Tom Jones, Shift Supervisor (May Contact)

2009 – 2011

40 Hours/Week | Salary: \$32,00.00  
(123)678-5432 | tj.sample@gmail.com

##### Front Desk Host

##### ADMINISTRATIVE SERVICES & CUSTOMER EXPERIENCE:

- Carried out managerial tasks by checking in and checking out about 20-30+ hotel guests using PMS Software pers shift delivering welcoming and warm hospitality.

##### COMMUNICATIONS & DATA COLLECTION:

- Presided over daily Room Inspections for about 168+ Guest Rooms, meticulously entering key room information into the database and reporting any hazards or emergencies to Hotel Management.

##### KEY ACCOMPLISHMENT:

- Delivered effective communication with International and Domestic Airlines such as China Eastern and JetBlue to ensure a pleasant stay for each guest, helping coordinate and design accommodating contingency plans when any issues arose.

##### PQR CHILDREN'S HOSPITAL

123 North Main Street, City, State 12345

Supervisor: Tammy Jones, Shift Supervisor (May Contact)

2007 – 2011

25 Hours/Week | Volunteer  
(678) 123-5432 | t.j.sample@gmail.com

##### Volunteer Information Desk Associate

##### ADMINISTRATIVE SUPPORT:

- Coordinated inpatient and outpatient charts with updated medical insurance and personal details, performing clerical tasks such as creating ID tags and transferring prescriptions to multiple pharmacies.

##### KEY ACCOMPLISHMENT:

- Communicated with over 70+ patients and about 20+ nurses routinely throughout the perioperative process to ensure smooth orthopedic operations and maintained financial information, leveraging advanced Excel skills.

##### STU ZOO, City, State

123 South Main Street, City, State 12345

Supervisor: Dave Clark, Shift Supervisor (May Contact)

2005 – 2007

20 Hours/Week | \$16.00 Per Hour  
(543) 678-2134 | dc.sample@gmail.com

##### Docent

**STU ZOO – CONTINUED**

**COMMUNICATION & SECURITY:**

- Performed security checks including site walks, to ensure the safety of both the patrons and animals is maintained, as well as guided groups of visitors addressing any changes to the grounds for a Zoo that averages about 300+ visitors per day.

**KEY ACCOMPLISHMENT:**

- Educated guests on how the animals are cared for by the Zoo Veterinarians, designing an interactive curriculum that featured engaging activities that explored both wildlife and environmental conservation.

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**EXTRACURRICULAR ACTIVITIES:** GWMUN (2022 - Present), Association of Latino Professionals for America (ALPFA) UCONN Chapter - Vice President (2010 - 2011), UCONN Student Government - Treasurer (2010 - 2011), and Delta Phi Epsilon UCONN Chapter - Secretary (2007 - 2009), NCAA Division I UCONN Women's Volleyball Team (2007 - 2011)