



## Capability Statement



Founded in Washington, DC in 1973 by Kathryn Troutman, The Resume Place, Inc. is the original pioneer of federal résumé writing and career consulting. What began as a single-writer shop serving local law students soon evolved into the nation's premier authority on federal résumé development, SES ECQ consulting, and federal career training.

In 1996, The Resume Place led the transition from the old SF-171 to the modern federal résumé format, publishing the landmark Federal Resume Guidebook, with over 500,000 copies sold. The recently published 8th edition of the book is the first to focus on writing the new 2-page federal resume, and includes 16 samples.



The company's team of certified consultants, writers, and trainers produces 1,500+ federal résumés annually, supports over 50 federal agencies through workshops and consulting engagements, and operates a global Ten Steps to a Federal Job® Certification Program active on 100+ military bases.

With decades of proven success, The Resume Place continues to set the benchmark for excellence in federal résumé writing, executive coaching, and career readiness for agencies, service members, and professionals nationwide.

## Key Differentiators

For 30 years, The Résumé Place, Inc. has been dedicated to the federal hiring process and OPM compliance. The firm is led by Kathryn Troutman, a nationally recognized federal hiring expert and published author who developed and trademarked the Ten Steps to a Federal Job® program—adopted by more than 200 federal agencies. The company's proven record includes extensive success in ECQ coaching and interviewing, with hundreds of executives achieving QRB certification. Through virtual and in-person instruction, The Résumé Place continues to strengthen agency workforce readiness and career development across the federal sector.

## Resume Place, Inc., Core Competencies

### ***2-Page Federal Résumé Writing & Training:***

Based on the popular, award-winning text, the Federal Resume Guidebook, 8th, copyright 2025, by Kathryn Troutman. Participants will bring their current long-form resume to class and begin to edit, target and accomplishments to the 2-page Federal Resume. Important lessons on writing accomplishments with the Context-Challenge-Actions-Results format. Additional emphasis on matching keywords from the job announcement to the resume.

### ***Behavior-Based Interview Preparation and Practice:***

The goal of this course is to prepare federal applicants and current federal employees for the behavior-based interview. Participants will use the Context-Challenge-Actions-Results(CCAR) method to write and practice interview stories based on their unique qualities and accomplishments.

### ***2-page SES Résumé Development:***

SES Instructors will be following the OPM Guide to SES Qualifications and the QRB. This text includes a sample of the new 2-Page SES resume and the new ECQs and Competencies. Page one of the resume must include 10 accomplishments mapping into the new ECQs. The class members will begin a draft of page one. Page two of the resume will be their Professional Experience, Education, Certification, Publications, and Presentations

### ***Structured ERB and QRB Interview Preparation and Practice:***

SES Structured Interview Workshop. The goal of this course is for participants to write and practice interview stories based on the new Executive Core Qualifications (ECQ) and Mandatory Technical Qualifications (MTQ) questions. This course is designed to focus on the structured interview portion of the extensive SES application process

### ***Career Coaching & Consulting:***

Personalized federal career strategy, interview prep, and job application guidance for candidates at all levels. Expert executive writing, editing and focusing of the 2-Page Federal resume or 2-Page SES Resume.

### ***Professional Trainings/Workshops:***

Certified instructors delivering the nationally recognized Ten Steps to a Federal Job® curriculum to federal agencies and workforce programs. Hosted Certified Federal Job Search Trainer® / Certified Federal Career Coach® programs have been taught at military and government agency employment readiness and workforce employees with successful Federal job search techniques since 2002.

### ***Curriculum Licensing/Certification:***

Sole Source Provide. Authorized provider of training materials and certification for government career centers, military transition programs and universities.

# Past Performance

## **U.S. Department of Veterans Affairs (VA)**

Delivered customized Federal Résumé Writing and USAJobs Navigation workshops for VA's career counselors and transition programs nationwide. Supported workforce readiness for service-disabled veterans and VA employment initiatives. Supported SES candidates with classes and individual support for ECQs and SES-worthy résumés.

## **United States Air Force**

Provided SES ECQ development training and leadership coaching for senior executives preparing for executive positions, including the SES QRB Interview Process.

## **U.S. Office of Personnel Management (OPM)**

Conducted SES writing and career development workshops for OPM staff and federal HR professionals. Contributed to standardizing best practices for federal résumé and ECQ evaluation processes.

## **U.S. Department of Homeland Security (DHS)**

Delivered the Ten Steps to a Federal Job<sup>®</sup> curriculum to DHS components, training 300+ employees and workforce specialists in OPM-aligned federal résumé development. For the past 15 years, have provided classes and support for DHS Candidate Development Program candidates at DHS's Transportation Security Administration (TSA). Since 2015, have also provided SES ECQ Writing and Interview Prep classes for the U.S. Secret Service, both live and virtually. Have individually supported many hundreds of successful DHS candidates to date.

## **U. S. Department of Housing & Urban Development (HUD)**

SES-readiness classes, including SES ECQ Writing and Interview Prep, and supported ECQ writing and editing for many individual SES candidates.

**U.S. Defense Organizations & Military Installations Worldwide** Implemented the Ten Steps to a Federal Job<sup>®</sup> Certification Program across 100+ military bases, certifying 1,200+ career counselors, transition specialists, and employment readiness staff. Program is recognized as a standard for military-to-civilian transition support.

In addition, provided many live and virtual trainings/workshops on ECQs, résumés, and interview prep for GS-14 and GS-15 candidates, supporting the U.S. Army, Navy, Marines, and Air Force.

## **U.S. Department of Transportation**

Provided nationwide virtual and in-person training on SES readiness for SES Candidate Development Program candidates.

## **NASA**

For 13 years (2010-2022), provided multiple (5-10) days annually of live and virtual training on ECQ and SES application preparation for GS-14 and GS-15 candidates, including leadership coaching and assessment of competencies. Provided 1-on-1 consultations on SES ECQ drafting, revision and writing to meet OPM QRB requirements.

## **U.S. Bureau of Reclamation**

In 2023-24, provided SES ECQ writing classes, in-person and virtually.

## **Universities & Career Centers Nationwide**

Licensed The Résumé Place's Ten Steps curriculum to colleges and universities for use in federal career readiness programs. Provided instructor training and materials for career services professionals.

## **Executive Coaching and Private Clients**

Supported thousands of Senior Executive Service (SES) candidates, resulting in QRB-approvals and successful candidate placements across multiple federal departments and agencies.

**MORE INFORMATION:** <https://resume-place.com/government-agency-training/gsa-schedule/>



