



FAQ – Create Your Resume

Q: What type of application form is required to apply for a position?

A: You can apply for most job opportunity announcements with a resume and an Additional Data Sheet (ADS).

Q: What is the best way to submit my resume and Additional Data Sheet (ADS)?

A: The best way to create a resume is through CHART using our on-line resume builder called **My Resume**. My Resume will prompt you for all required information and properly format your resume and ADS.

Once you have a resume and ADS saved in CHART under our resume builder, **My Resume**, you can easily use it to apply to job opportunity announcements using the Apply Now button located at the bottom of the job opportunity announcements. Just **Search for Jobs**, then follow the Apply Now instructions. Your resume and ADS will be sent from CHART to the Department of the Navy resume database. Furthermore, you will receive immediate confirmation that your application was received as well as a courtesy copy of your resume and ADS in your E-mail account.

Already have a resume and ADS on file in the Department of the Navy resume database? Great! [Re-use your Resume](#) to apply for other job opportunity announcements issued by that Center. Just follow the steps outlined in the Apply Now process.

Note: The CHART resume builder, **My Resume** is not the same as the Department of the Navy resume database. It is just an on-line tool that allows you to create, store and easily submit a resume to a Department of the Navy job announcement. You must submit your resume and ADS against a vacancy announcement to receive consideration. See our [How to Apply FAQs](#) for more information.

Q: Where is My Resume (the resume builder) located?

A: You can access **My Resume** by going to [CHART](#) and logging in. Don't have an account yet? Then select **Create Account**. Once logged in, just click on **My Resume**. The builder will then walk you through the development of your resume and ADS. Already have a resume in our old Resume Builder. No problem, your data will all still be there.

Q: I want to start my resume, but don't have time to finish it. What should I do?

A: No problem! **My Resume**, allows you to save your resume and return later. Just complete the resume section you are working on and click on the Save and Exit button.

Q: How do I view or print my resume?

A: Click on **My Resume**. Then from your My Resume Home page, click the Preview button. To print your resume, select your browsers Print button.

Q: How do I edit the data in My Resume?

A: Login and select **My Resume**. Click on the section you would like to edit (contact information, eligibility, education, work history, etc.). Make your changes and then click on one of the "Save" buttons at the bottom of the page. Now that you have updated your resume you must submit it at least once to a Department of the Navy vacancy announcement to update any previously submitted resumes. To do this, go to **Search for Jobs**. Locate and open an announcement you want to submit your updated resume to and then click the Apply Now button located at the top of the announcement. Then click the Go to My Resume link. This will take you back to your My Resume Home Page, where, you will then see a Submit Button located underneath the Preview Button. Click that button to submit your new updated resume. This will then update and replace any previously submitted resumes.

Q: I've finished my resume. Has it been submitted for a Job?

A: No. The CHART resume builder, **My Resume** is not the same as the Department of the Navy resume database. It is just an on-line tool that allows you to create, store and easily submit a resume to a Department of the Navy job announcement. You must submit your resume and ADS against a vacancy announcement to receive consideration.

To do this, you must first go to **Search for Jobs**. Locate and open the announcement you want to apply on and then click the Apply Now button located at the bottom of the announcement. Read the Apply Now message. To submit your resume for the job, use the Go to My Resume link. This will take you back to your **My Resume** Home Page, where, you will then see a Submit Button located underneath the Preview Button. Click that button to submit your new resume for the job.

See our [How to Apply FAQs](#) for more information.

Q: When I try to save my Work History it takes me back to the login screen and my data is lost. Is the system broke?

A: It looks like you are getting timed out of the program or bumped off the internet. This can occur for a variety of reasons. Your internet provider may have disconnected you, traffic on the internet may be high or you may have spent more than 30 minutes composing your duties statement and the system reads that you have been inactive. To prevent this from occurring, save frequently. Furthermore, we recommend that you compose long items of text for your resume (such as duties or awards and training) in Microsoft Word or other program and then copy/paste into the resume builder.

Q: I get an error message when I try to save my Work History or Higher Education?

A: It could be you are missing information, adding a character or something that is corrupting it. Some hints on adding experience or higher education include:

1. Ensure date formats use / instead of -.
2. Make certain that you do not type in alpha characters in fields that usually contain dates or numbers, such as hours of work (i.e. "+" for 50+).
4. Make certain you do not type in cents for annual salary (ie., 23,000.00) or alpha characters in this field (i.e., None).
5. Do not insert slashes / or periods . in the phone number fields.
6. Ensure that if you have entered information in the pay plan, series and grade fields that all three sections are complete. This field is intended for federal civilian positions, not military or private industry. Sample format is GS-0018-07.

7. Make certain you have entered the salary correctly or if you left it blank did not accidentally toggle the per annum or per hour menu.
8. Make certain you are not exceeding the character limitations.
9. Save frequently. You may get timed out if you are taking too long to compose your duties statement. You might want to compose in Microsoft Word or other program and then copy/paste into the resume builder.
10. Last, please read your pop up error messages. These messages are also repeated in red on top of the screen.

If this still does not work, then please contact the webmaster for assistance.

Q: Why can't I get my Education or Work Histories to update or save?

A: Make certain to check the page you are on for error messages. If there is missing information or invalid formats on the page, there will be pop up message providing you information as well as a note in red at the top of the page telling you what you need to correct. Fix this information and you should be able to save your data. If this still does not fix your problem, please make certain you have not exceeded the maximum allowed entries. If you already have 4 Higher Education listings or 6 Work Histories, then you will not be able to add another occurrence without first deleting one.

Q: Do I have to answer Knowledge, Skills and Abilities (KSAs) like I did with previous job opportunity announcements?

A: In most cases, not anymore. Responses to individual KSAs are no longer required for most job opportunity announcements. Instead, applicants should concentrate on accurately describing their job experience using the information provided in [How to Prepare a Resume](#). **Note:** Some announcements (i.e., those ending in DE or NR), may require the applicant to still respond to KSA's. Therefore, don't forget to read and follow the instructions provided in each job opportunity announcement.

Q: Do I need to use special "buzz words" in my resume to be referred for selection consideration?

A: No, our system is able to read your resume and extract your experience and skills without the use of "buzz words". However, to facilitate this, we recommend that you no longer describe your experience with vague descriptions, but rather use specific details, skills, phrases, and examples. For example, rather than using "communicates orally and in writing", it is better to use "writes complex technical documents and reports; prepares policy statements; and develops and presents Power Point briefings to large groups". Short resumes without much information on what you have performed are not recommended. See [How to Prepare a Resume](#) for more information and tips.

Q: I am unable to open the Additional Data Sheet section under My Resume.

A: Then we recommend that you upgrade your browser to a newer version or try using another browser to complete this page. This page works best with Internet Explorer.

Q: I click delete, but I am unable to delete my Work History and/or Education entries.

A: This is probably related to how your browser is set up. If using Internet Explorer, try going to tools, internet options, security and then checking that "scripting enabled" is marked. It is a javascript that opens the window to delete a record.

Q: How do I submit my resume on-line to a job opportunity announcement?

A: See our [How to Apply FAQs](#) for more information on how to submit your resume to the Department of the Navy resume database.