

## **MIKE BROWN**

123 Main St, New York, NY 10001  
Tel.: (123) 456-7890; Email: email@email.com

### **PROFESSIONAL EXPERIENCE**

#### **DEPARTMENT OF VETERANS AFFAIRS**

New York, NY 10001

07/2014 TO PRESENT

#### **SENIOR VETERANS SERVICE REPRESENTATIVE**

40 hours/week; \$70,000/year; GS-11

Supv: Mr. Smith, 123.456.7890, may contact

**VETERANS/CLIENT SUPPORT & RELATIONSHIP MANAGEMENT:** Counsel and assist veterans, providing information regarding available Veterans Affairs (VA) benefits and resources. Build and manage strong relationships with veterans through effective communications and optimal support.

- *Communicate available benefits options to veterans and determine appropriate plans based on each veterans' individual needs and requirements.*
- *Address all questions presented by veterans in an effective an efficient manner to ensure their overall satisfaction.*
- *Educate veterans and beneficiaries on VA rating decisions and available plan options.*

**ADMINISTRATIVE & OPERATIONAL SUPPORT:** Perform a broad scope of administrative and operational tasks to support organizational and veteran goals. Prepare and maintain detailed documentation, records and reports that align with state and federal regulatory requirements. Ensure complete confidentiality when handling sensitive information.

- *Work directly with veterans to prepare and submit required documentation to obtain and maintain benefits.*
- *Leverage knowledge of VA electronic data processing systems, including COVERS, SHARE, VETSNET and VBMS to provide a high volume of claims for veteran case load.*
- *Input claims data in appropriate system, ensuring 100% accuracy of all information/data.*
- *Received recognition from peers and leadership for expertise in claims processing systems. Provide training and support for fellow representatives on system use.*

**LEADERSHIP & MENTORING:** Function as a senior representative charged with providing support, mentoring, training and coaching for junior representatives. Utilize extensive knowledge of VA standards and position requirements to assist representatives in fulfilling their daily responsibilities.

- *Capable of working within a team-oriented environment or independently with minimal supervision.*
- *Take initiative to lead peers and assist them with supporting veterans in obtaining available benefits options.*
- *Independently lead the full lifecycle of veterans claims from initial claims receipts and evidence gathering to rating decision and final decision notification.*
- *Build and maintain strong relationships with cross-functional resources and leadership to coordinate the claims process, following up with other groups to ensure timely authorization.*
- *Selected to participate in different training and leadership programs based on performance.*
  - o *Participated in Department of Veterans Affairs National Employee Challenge Training Academy; instructed 30+ students in classroom and lab settings, educating them on veterans' benefits laws and regulation fundamentals of claims development and promulgation processes.*
  - o *Attended Training Academy conferences in October 2017 and August 2019; selected to participate based on VA skills and level of knowledge in manual regulations, maintaining high production and delivery exceptional quality and quality standards.*

#### **DEPARTMENT OF VETERANS AFFAIRS**

New York, NY 10001

04/2005 TO 07/2014

#### **VETERANS SERVICE REPRESENTATIVE**

40 hours/week; \$60,000/year; GS-7/9/10

Supv: Mr. Smith, 123.456.7890, may contact

**VETERANS RELATIONS:** Interacted with veterans to coordinate the administration and support of available VA benefits. Responded to inquiries and questions related to available benefits, claims and the decision process. Delivered top-quality support to ensure all of their needs were met.

- *Provided compassionate, empathetic support for individuals who had served for our country and their beneficiaries. Provided expert knowledge of benefits and communicated effectively with them at all times.*