



CENTER FOR  
CAREER DEVELOPMENT

# VOL GUIDE TO RESUME WRITING



# RESUME CHECKLIST

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## 1. **Format**

- Easy to scan (not read)
- Concise (one page-preferably)
- Half-inch to one-inch margins all the way around page
- 8.5x11 resume/bond paper
- No colors or flashy font styles (font size can be 10–12 point)
- Looks professional and aesthetically pleasing

## 2. **Heading**

- Name centered and largest text on the page (2–3 points larger than resume text)
- Current address on left, permanent address on right (centered if you only use one)
- Phone number and professional/school email address
- LinkedIn personalized URL (if you have a complete profile)

## 3. **Objective (Optional)**

- Type of job/industry, when, and geographic location
- No pronouns; no period at end

## 4. **Education**

- Only schools from which you received a degree or are currently attending
- Graduate school listed first (if applicable)
- Degree(s) spelled out (not abbreviated)
- All majors, collaterals, concentrations, and minors
- Graduation month and year (or list dates attended if freshman through junior)
- Overall and major GPAs if over 2.8

## 5. **Relevant Coursework (Optional)**

- All courses relevant to the job (not just those in your major)
- Bullet format
- No course number; name and subject of the course spelled out

## 6. **Experience**

- Internships included (No. 1 on resume to employers)
- Jobs/internships listed in reverse chronological order (most recent first)
- Month and year started and ended (“present” if you’re still working)
- City and state
- Job or internship title

- Major achievements and skills developed, displayed in bullet point format
- Action verb at the beginning of each statement, with each verb varied if possible. Bullet point formula: Action verb + task + outcome or purpose.
- Numbers and metrics where appropriate (Ex: “which resulted in a cost savings of \$1,500”)

*Additional sections—list in order of relevance/importance*

## 7. **Honors and Awards**

- Name of each honor and award with little or no description
- Scholarships
- Dean’s list (3.7/4.0), number of semesters

## 8. **Computer Skills**

- Software and languages listed if relevant, beginning with those that not every other applicant will have

## 9. **Activities**

- Name of organization and any leadership positions held
- Leadership roles in bullet points
- Limited description if just a regular member

## 10. **Volunteer Experience**

- Name of organization and limited description

## 11. **Foreign Languages**

- Listed with descriptions “Fluent in...” “Working knowledge of...” or “Familiar with...”

## 12. **Study Abroad Experience**

- Location, school, and dates
- Courses listed or described in bullet point format
- Relevant projects described in bullet point format

## **Other Section Headers to Consider**

Licenses, Certifications, Relevant Projects, Job Shadowing, Achievements, Professional Associations, Presentations, etc.

## **References**

- Listed on a separate page or document from the resume
- “References available upon request” **not** included on resume

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This booklet is a comprehensive guide for preparing a resume that will be effective in getting a job interview. It represents the most current information gathered from references in the Center for Career Development and from our continual interaction with employers, students, and alumni. Many more detailed references on resume writing are available.

There is no one way to write a resume, and no one should write it for you. You are the expert on yourself and therefore the best qualified to present your unique strengths and capabilities in a way that is appropriate for your specific career objectives.

## PREPARING YOUR RESUME

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Your resume provides employers with information about your abilities and experiences so they can assess your potential for a successful job match. It is a marketing document designed to catch the interest of an employer. First impressions are critical, since as little as 15 seconds may be devoted to scanning each resume.

The focus of the resume must be on the employer's needs, not your own. The word *resume* means summary, not autobiography. Space is critical, so carefully evaluate each item and its relationship to your career objective.

### GETTING STARTED

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To begin, put together a complete inventory of your resources—higher education and training, work experiences, activities, and special skills. Focus on achievements, especially as they relate to your education and work experience.

Preparing a resume involves two elements: format and content. *Format* describes the structural component, or how the information is organized and presented. *Content* describes the information itself, or what is presented.

See Appendix A: Career Readiness Competencies and Your Resume.

### FORMAT

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The two most commonly used formats are chronological and functional:

A **chronological format** is appropriate if you are staying in the same field, have training or experience consistent with the career objective, have relevant job titles in your work history, or are applying for a job in a highly traditional field. It is the most effective format for most recent college graduates.

A **functional or skills format** is an option if you are changing careers, re-entering the job market, or applying for positions for which your training and experience do not directly apply. The skill categories should be ordered to support your career objective. Consult with a career advisor before deciding on this format.

Choose the format that you believe will best market your abilities in conjunction with your experiences, skills, and immediate career objective. You can also combine these formats to create a combination resume.

A sample resume for each format is provided in this booklet. Additional resume examples are also included.

## GENERAL TIPS

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- An employer will evaluate you as a person when scanning your resume. If it is neat, well organized, and error-free, you will be perceived as neat, well-organized, and careful. If it is professional in appearance, you will be seen as competent.
- Be consistent in formatting. You can use either centered or left-hand headings, but use them consistently. Typographic devices like capitalization, underlining, boldface, and indentation can help direct the reader, but don't use them overwhelmingly.
- Present information only once. If you have had multiple job titles with the same employer or more than one degree from the same school, combine them into a single listing.
- Start each phrase with an action verb. The list at the end of this booklet can give you some ideas of verbs you can use to describe your accomplishments and experiences.
- Spell out numbers one through ten—for example, four instead of 4.
- Avoid using parentheses; they tend to give a resume a cluttered look. Use dashes, commas, or ellipses instead.
- Place major headings in order of their relevance to your career objective so the most significant information appears first.
- Limit your resume to one page if at all possible. If you must choose between crowding material onto one page or leaving out relevant information, however, it is best to add a second page. Always put your name and "Page 2" on the second page.
- Balance the material on the page. Use equal margins on all sides. You may go as small as a half inch on all sides.
- Double-check for spelling, typographical, and grammatical errors, and then have another person check. Be careful when using a computer spelling checker because it will miss errors like *to* in place of *two*. An error can send your resume to the wastebasket.
- Your final copy must be neat, well-organized, and easy to read. For hard copies, use 20# bond resume paper and purchase additional matching paper for the cover letter. White, off-white, cream, tan, and pale gray are accepted colors for most areas. Pastels are not recommended. Creative fields such as advertising, graphic design, or the performing arts have more leeway in using a variety of colors and formats, while more traditional fields require a conservative standard resume.
- Remember, your first impression is a lasting one. You don't have a second chance to make a first impression!

# CONTENT

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This section will help you develop the content of your resume section by section.

## IDENTIFYING INFORMATION

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At the top of the page, list your name, address, cell phone number, and email address. Some writers believe that it is best to avoid placing the heading on the left side so the name is not covered if materials are paper-clipped together. If you have a business address and telephone number, you may include them if it is not a confidential job search. You may include the URL of a personal website or your LinkedIn account if it represents you professionally, but exclude it if it contains pictures of your dog, links to favorite websites, and other personal information.

## CAREER OBJECTIVE (OPTIONAL)

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The purpose of the career objective is to communicate clearly the type of position in which you are interested and focus the content of the resume toward the job desired. It is usually written in up to four parts:

- The type of position desired
- The kind of company, industry, or organization for which you want to work
- Any special skills or abilities you have that you would like to use (optional)
- Any strong geographic preference or restriction

Many people like to add their desire to advance into management. This does not impress employers, however, unless you identify a specific management area compatible with your long-range career goals. Do not imply that the position desired is to gain experience for your own long-range career objectives. Do not mention graduate school plans.

Condense the career objective into one or two short, simple phrases. Avoid the shotgun approach of using a very general career objective and sending it to numerous companies. Instead, prepare different resumes with different career objectives if you are looking for positions that are not similar in nature, such as sales or retail management trainee, or if you are looking for a similar position in two different types of companies—for example, an accounting position in a public accounting firm or a corporation. Geographic desires can be mentioned here, but keep in mind that they may eliminate you from consideration.

Some examples of career objectives:

- Position as field service representative with national software corporation.
- Management trainee position with a specialty retailer. Willing to relocate and work long hours.
- Technical sales with an energy-related industry in the Southwest.
- Long-range goal of regional sales management.

Following the career objective, order the major headings by importance to the career objective. If you are completing a degree that qualifies you for your career objective, start with the heading **Education**. After you have been in a job for a year or more, experience will usually outweigh education and that heading should be listed first. If you are applying to educational institutions, however, always show education first, regardless of the date of your degree or degrees.

## EDUCATION

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Degrees should be listed in reverse chronological order with the most recent listed first. Information should include degree granted, date of graduation, college or university, city and state (if the state is not part of the institution's name), major, and minor if applicable. Check the catalog to see how your degree will read—for example, B.S. in Business Administration with a major in Finance, or B.A. in English with a concentration in creative writing. It is not necessary to include core courses, but you may list elective coursework that is relevant to your career objective. Indicate your dissertation or thesis title for graduate work.

Exceptions:

- If the resume is for part-time work, an internship, or a co-op position and your graduation date has not yet been determined, use the inclusive dates of attendance at the institution rather than a graduation date.
- Use inclusive dates of attendance for other institutions when a degree was not granted.

Include certifications or licenses relevant to your major and career objective, such as a teaching certification or engineer-in-training designation.

Degrees below the bachelor's level as well as other schools you have attended (including high school) need not be listed unless they are of special significance to your career objective. For example, attendance at a school in an area where you want to work can be used to let employers know that you are familiar with the area for an added advantage. This type of information could also be included under the heading of **Additional Information**.

In listing your grade point average, always include the grade basis. For example, 3.3/4.0 means a cumulative GPA of 3.3 on a 4.0 scale. Carry out your decimals evenly. Any favorable GPA can be included, as long as it is clearly labeled (such as GPA in major, GPA in core curriculum, or GPA in upper-division courses). For on-campus interviews, it is recommended to include your GPA on your resume even if it is below a B.

### **Amount of College Expenses Earned**

Employers are interested in knowing the percentage of money you earned for college expenses and your sources of income. Some employers may believe that working while you attend college develops personality traits that are valuable in a work setting—time management, the ability to meet deadlines under pressure, motivation, goal setting, and the like. It may also indicate that your grades may not be as high as they might have been if you had not had to work. Include all living costs while in school, not just tuition, fees, and books. Financial resources could include scholarships, loans for which you are responsible, grants, summer and part-time earnings, and savings.

Exception: Include this amount only if it is 40 percent or more. This may be shown as a separate entry at the end of the **Experience** section if the funds are mainly from employment, or under **Education** or **Additional Information** if they are from other sources.

## HONORS AND AWARDS

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Honors, awards, and scholarships are important items and should be listed in order of importance to your career objective. High school honors and awards should be included only if they relate to your current career objective. If you have only one entry, include it under **Education** or **Activities** rather than under a separate heading.

## EXPERIENCE

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Use the term *experience* instead of *work history* or *employment* so you can include full- and part-time jobs, self-employment, volunteer work, and practicum, field, and cooperative education experiences. Start with the most recent experience and work back in reverse chronological order. Do not go back more than five years for work experience unless it strongly relates to your current career objective.

Indicate the job title, employer, city, state, and dates of employment. The order of these entries depends upon what is being emphasized. If job titles are relevant to the career objective, put them first. If the employer is well known, however, you may want to place the organization before the job title.

Describe your functional skills in short, snappy phrases, starting with descriptive action verbs (see the list in Appendix B). Avoid personal pronouns and complete sentences. Be specific and never wordy. Convey your accomplishments and problem-solving skills. Emphasize leadership potential, organizational ability, verbal and written communication skills, ingenuity, and teamwork. Include any promotions, particularly if they were received within a short time period. Indicate measurable results: "Increased productivity by 15 percent."

- Do not start descriptions with "Responsibilities were" or "Duties included." Avoid words like *helped* and *worked*; instead, describe the tasks you performed.
- Use past tense for past jobs and present tense for present jobs. Describe skills, not duties. Vary the words used in descriptions of similar jobs.
- Order the phrases by their importance to the career objective, so if the employer reads only one phrase it will be the most relevant.
- Write the year only once if both months fall within it (June–September 20xx), or use Summer 20xx or Fall Semester 20xx. You may also use periods of time, such as *two years* or *six months*, instead of dates. This approach may be especially helpful if there are gaps in your employment or you have no recent work experience.
- Major headings may include **Experience**, **Relevant Experience**, **Professional Experience**, **Teaching Experience**, **Research Experience**, **Clinical Experience**, and so forth. You can choose a single general heading or multiple headings, depending on whether you want to emphasize the relationships between positions or the variety of your experience.
- If you have experience through a co-op, internship, or practicum, list it under a major heading such as **Co-op Experience**, **Internship**, or **Practicum Experience**. Use the heading **Other Experience** for other jobs.
- If you have had many jobs but want to highlight only two or three, include a blanket statement such as "Have held various other part-time and summer positions since early high school."

## PROFESSIONAL AFFILIATIONS AND ACTIVITIES

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List professional associations, leadership positions, and other activities in order of their importance to your career objective. There is no need to say “Member of...” Emphasize your leadership roles. Spell out the name of the organization; do not use abbreviations or acronyms. If active in political or religious groups, refer generally to the group rather than to specific party or denomination—for example, “Campus religious organization, Vice President 20xx to 20xx,” or “Campaign worker, state senate race.” Of course, if you are applying for a position with that group, you will want to identify it.

## SPECIALTY CONTENT

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Unique relevant experiences should always be included on your resume to help set you apart. Consider including some of the following sections:

### Study Abroad

Include a study abroad section when you want to highlight your international experience. You can include your study abroad experience under **Education, Experience, International Experience, Activities, or Additional Information**. Make sure to include dates, locations, and specific skills or strengths you gained (for example, language skills or experience with cultural diversity).

#### Study Abroad

London, England, Summer 2014

- Integrated into city culture by interning at Citibank and experienced business in the U.K.
- Analyzed differences of international business practices through on-site visits to U.K. companies
- Visited seven countries and learned about the culture and business environment in Europe

### Relevant Coursework

Listing relevant courses can be extremely beneficial if you have taken classes that are not required within your major or that included work on nonconventional projects. This section can also be useful if you lack experience directly related to a position but have taken classes that grounded you in the field.

#### Relevant Coursework

Marketing Analytics

Search Engine Marketing

Information Management

Financial Reporting

Global Supply Chain

Data Mining

### Research

Employers and graduate admission offices may want to know about relevant research experience in addition to work experience. By incorporating research experience, you can highlight technical skills, interests, and professional development. Research should be included only if it is relevant. It can be placed under **Experience** or a separate **Research Experience** heading.

#### Research Experience

Department of Chemical and Biomolecular Engineering, University of Tennessee

Knoxville, TN

Undergraduate Research Assistant

May 20XX–July 20XX

- Analyzed and interpreted data collected from various stages of the research process
- Developed and utilized problem-solving skills by proactively improving the tests
- Improved communication skills by collaborating with both lab technicians and interns

## Projects

Having a projects section on your resume can show employers that you have the ability to work within a team of people and adapt to the challenges that arise in a group project. Additionally, it is something to talk about in an interview. Projects can be individual or group, and can include research, fundraisers, class projects, projects assigned to you at a job, etc. It can be placed under **Experience** or in its own section.

### Projects

Public Writing: YWCA

Knoxville, TN

Student Campaign Assistant

Jan 20XX–May 20XX

- Led a team of four during a month-long campaign benefiting YWCA
- Exceeded our campaign goal by more than 100 percent, raising over \$2,100
- Marketed through electronic, print, and social media for four successful fundraising events
- Utilized skills in FinalCut Pro to edit promotional videos for the campaign

## Shadowing/Observations

This information is particularly helpful when applying for internships or jobs that require a certain amount of experience in areas where jobs are unattainable without a higher-level degree. It can be placed under **Experience** or in its own section.

### Shadow Experience

The University of Tennessee Medical Center

May 20XX

Emergency Room Observer Physician: Dr. Little

- Observed open-heart surgery in 50-year-old trauma patient
- Witnessed incubation and bandaging of burn victim

East Tennessee Children's Hospital

March 20XX

Pediatric Emergency Medicine, Physician: Dr. Schmitt

## MILITARY EXPERIENCE

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If you're a veteran or service member, the Center for Career Development honors your service.

Here are some guidelines for effectively communicating your military achievements and successes in civilian terms that speak to employers' needs:

- Assume the person reading your resume knows nothing about the military.
- Avoid confusing military jargon.
- Keep the names of specific products, techniques, or tools only if they are relevant to the position you are applying for.
- Tone down or remove references to the battlefield and weapons.

Start by creating an outline of your military responsibilities and training. Download your Verification of Military Experience and Training (VMET), DD Form 2586, as a reference and work from the details there to translate your experience into condensed, relevant description statements.

## Before

### U.S. Army

Mar. 20XX–Mar. 20XX

- Inspection and maintenance of equipment
- Certified in rappelling from buildings and helicopters
- Planned training programs about weapons, area recon, and tactical movements
- Responsible for up to 40,000 pounds of net worth explosives, 2 heavy armored Humvees, military sensitive items, and the welfare of 8 military personnel
- Deployed to Afghanistan and Kuwait

### Awards

- Army Achievement Medal
- Soldier of the Year

## After

### U.S. Army

Mar. 20XX–Mar. 20XX

- Oversaw biweekly inspection and maintenance of equipment valued at \$500,000
- Coordinated workplace training for up to 50 people, writing course curriculum and assessing class success
- Supervised eight people, creating work schedules and providing regular performance evaluations
- Traveled to 10 countries in Europe, Africa, and the Middle East; navigated different cultures and customs successfully

### Awards

- Army Achievement Medal: Received for completing 400+ medical evaluations and improving patient reports through the creation of a patient database
- 20XX Soldier of the Year: Competed against soldiers from around the world in endurance and aptitude tests

## ADDITIONAL INFORMATION

Include this category only if it will include information besides interests and hobbies that will expand information related to your career objective—for example, a farm background for a job in agribusiness. Also include any specialized skills, training, certification, or licenses that are unrelated to your career objective, such as foreign language ability, ability to sign for the deaf, pilot license, chauffeur license, CPR, etc. Many employers desire computer skills, and you may want to include this information (programs, languages, applications, hardware, etc.). Depending on your skill level, you may prefer to have a separate **Computer Skills** heading. Other points, such as “Traveled throughout Europe,” can also be listed here.

Include unique experiences; they sometimes get attention. For example, a student who was a finance major reported that, after much deliberation, he included under **Additional Information** his tour of Europe with the Chattanooga Boys Choir when he was six years old. Employers asked him about the experience and remembered him by it. Do not, however, include interests that may appear dangerous or negative, such as hang gliding or motorcycle racing.

## DATE AVAILABLE FOR EMPLOYMENT

Most employers will assume you are available for work within a month of your graduation date. If your availability date is more than two months out, list it on your resume and include it in the cover letter. Never circulate a resume that mentions an availability date that has passed. Remove the date or replace it with a future date.

## REFERENCES

It is not necessary to include a line stating that references are available upon request; it is assumed you can provide references. However, you may choose to include it if your resume is short. Never list anyone as a reference without first asking their permission. If you haven't talked to them in a while, be sure to contact them and reconnect. Then provide each reference with a copy of your resume and the job description. Use professors, advisors, and employers as references. Do not use personal or family friends or clergy unless personal references are specifically requested.

### **Exception**

All majors in architecture and planning are advised by their school to include references on their resume.

When you do list references, provide three or four. Include name, title, organization, complete business address with ZIP code, and phone number with area code. It is also appropriate to include an email address. Choose a format that best fits your needs and preferences and matches your resume format. See the samples on the next page for formatting ideas.

## **Davy Crockett**

County Road 23  
Greenville, TN 37743  
(423) 555-4243  
davycrockett@utk.edu

### **References**

Ms. Samantha Cunningham  
Owner, Cunningham Family Farm  
54 Country Road  
Knoxville, TN 37919  
(865) 555-3276  
scunningham@cunninghamfarms.com

Dr. Jim Bob Tennessee  
Associate Professor  
Department of Animal Science  
The University of Tennessee  
100 Volunteer Blvd.  
Knoxville, TN 37996  
(865) 555-4444  
jimbob@utk.edu

Mr. Smokey D. Dog  
Owner, Smokey's Cafe  
67 Main Street  
Greeneville, TN 37743  
(423) 555-2223  
smokeydog@mansbestfriend.com

## **CARL WALKER YOUNG**

55 CALLAWAY DRIVE • KNOXVILLE, TN 37919 • (865) 555-0022  
CYOUNG@GMAIL.COM

### **REFERENCES**

Dr. Jim Bob Tennessee  
Associate Professor  
Department of Animal Science  
The University of Tennessee  
100 Volunteer Blvd.  
Knoxville, TN 37996  
(865) 555-4444  
jimbob@utk.edu

Ms. Samantha Cunningham  
Owner, Cunningham Family Farm  
54 Country Road  
Knoxville, TN 37919  
(865) 555-3276  
scunningham@cunninghamfarms.com

Mr. George Michael  
Advisor, Students for the Betterment of Society  
The University of Tennessee  
100 Student Services Building  
Knoxville, TN 37996-4010  
(865) 555-9942  
gmichael@utk.edu

## PERSONAL INFORMATION

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Personal information such as age, height, weight, marital status, state of health, etc. should not be listed since it can lead to a violation of equal employment opportunity guidelines. For the same reason, do not include a picture with your resume.

### **Exceptions**

- When it is relevant to the job. For example, you may want to list your age if you are applying for a position with an establishment that serves liquor.
- When it clearly supports your career objective—for example, actors and models generally include a photo with their resume.
- If you have a disability that you want prospective employers to know about before an interview. A sample listing might read “Legally blind but completely independent; live alone, participate in social activities, use public transportation, and have successfully completed a bachelor’s degree with a B average.” Note that achievements are stressed.
- Include citizenship or visa status if you are not a US citizen or if there could be some confusion or misunderstanding with your name.

## PORTFOLIO

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In art, architecture, and communications fields, employers expect to know about the availability of your portfolio. Use **Portfolio** as a major heading and state “Available at time of interview” or whatever is applicable. If you have an electronic portfolio, include the URL.

## SCANNABLE RESUMES

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Electronic applicant tracking is being used by leading businesses and organizations. In electronic tracking, resumes are scanned into a computer that reads the text and extracts information.

Electronic tracking has become an integral part of the way employers do business. Many employers will state in the job ad to send a scannable resume. Be alert for this information in the ad and don't hesitate to inquire about whether a scannable resume is needed.

Recruiters and managers access a resume database in many ways, searching for your resume specifically or searching for applicants with specific experience. When searching for specific experience, they'll search for keywords, usually nouns such as writer, BA, marketing, C++, Society of Technical Communications, Spanish (language fluency), San Diego, etc. Make sure you describe your experience with concrete words rather than vague descriptions. The system will extract words and information from your statements; you can write your resume as usual.

### FORMAT

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An electronic tracking system can extract skills from many styles of resume, including chronological (which lists and describes up to six jobs in order by date), achievement (which describes achievements rather than job titles), functional (which is organized by skills rather than job titles), and combinations of two or more styles.

The most difficult resumes for the computer to read is a poor-quality copy that has an unusual format such as newsletter layout, adjusted spacing, large type sizes, graphics or lines, type that is too light, or paper that is too dark.

Tips for maximizing scannability:

- Do not fold or staple.
- Use white or light-colored 8.5x11 paper printed on one side only. Use a laser printer.
- Use standard typefaces such as Helvetica, Futura, Optima, Univers, Times, Palatino, New Century Schoolbook, or Courier. Use a font size of 10 to 14 points. (Avoid Times 10 point.)
- Don't condense spacing between letters. Use boldface or all capital letters (or both) for section headings as long as the letters do not touch each other.
- Avoid treatments such as italics, underlining, shadows, and reverses (white letters on a dark background).
- Avoid horizontal and vertical lines, graphics, and boxes; avoid two-column formats and newspaper-style layouts.
- Place your name at the top of the page on its own line. Use a standard format for your address and place it below your name.
- List each phone number on its own line.

## CONTENT

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The computer extracts information from your resume. You can use your current resume; however, once you understand what the computer searches for, you may decide to add additional keywords for increased matching and hits.

Here are some tips for maximizing the effectiveness of an electronic resume:

- Use relevant keywords to define your skills, experience, education, professional affiliations, etc.
- Describe your experience with concrete words rather than vague descriptions. For example, it is better to say “managed and trained a team of software engineers” than “responsible for team managing and training.”
- Be concise and truthful.
- Use more than one page if necessary. The computer can easily handle multiple pages, and the more information you provide, the more matches it is likely to provide. It allows you to provide more information than you would for a human reader.
- Use jargon and acronyms specific to your industry. (Spell out acronyms for human readers.)
- Increase your list of keywords by including specifics—for example, list software by name.
- Use common headings such as **Objective, Summary, Education, Experience, Employment, Work History, Positions Held, Appointments, Skills, Accomplishments, Strengths, Affiliations, Professional Affiliations, Publications, Papers, Licenses, Certifications, Examinations, Honors, and References.**

## SUBMITTING ELECTRONIC FILES

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When emailing your resume or uploading it to an applicant tracking system, make sure your formatting is maintained by sending it as a PDF unless instructed otherwise.

# Sarah Jane Jones

1521 Cumberland Ave. • Knoxville, TN • 37916 • (865) 595-0000 • jones@utk.edu

<b>Objective</b>	Sales Representative with a major manufacturer with opportunity to advance into management	
<b>Education</b>	<b>The University of Tennessee, Knoxville</b>	
May 20XX	Bachelor of Science in Business Administration, Marketing Overall GPA: 3.2/4.0 Completed 12 hours in Retail and Consumer Science	
<b>Honors</b>	Dean's list four semesters Phi Chi Theta, Professional Women's Business Fraternity	
<b>Experience</b>	<b>BELK</b>	<b>Knoxville, TN</b>
August XX-present	<i>Salesperson</i>	
	<ul style="list-style-type: none"> <li>• Sell women's clothing and suggest appropriate accessories</li> <li>• Conduct inventory; arrange displays of merchandise</li> <li>• Received performance-based salary increases</li> </ul>	
Summers XX-XX	<b>DILLARD'S DEPARTMENT STORE</b>	<b>Nashville, TN</b>
	<i>Salesperson/Clerk</i>	
	<ul style="list-style-type: none"> <li>• Promoted to Salesperson after three months; sold clothing and accessories in Junior Department</li> <li>• Designed and arranged displays for Back-to-School promotions</li> <li>• Assigned to buyer for six weeks, included trip to New York market</li> </ul>	
August XX-May XX	<b>WALGREENS</b>	<b>Knoxville, TN</b>
	<i>Cashier</i>	
	<ul style="list-style-type: none"> <li>• Collaborated with store manager on orientation and assignments for new employees</li> <li>• Oversaw cash drawer and made bank deposits</li> <li>• Assisted pharmacist as needed</li> </ul>	
<b>Activities</b>	<b>American Marketing Association</b> , 20XX-present	
	<i>Vice President</i> , 20XX-XX	
	<i>Treasurer</i> , 20XX-XX	
	<b>Delta Delta Delta Sorority</b> , 20XX-present	
	<i>Panhellenic Representative</i> , 20XX-present	
	<i>Rush Chairman</i> , 20XX-XX	
	<ul style="list-style-type: none"> <li>• Coordinated eight committees</li> <li>• Increased membership by 20%</li> </ul>	
<b>Additional Information</b>	Financed 60% of college education through employment and loans Familiar with Microsoft Word, PowerPoint, Excel, and Access Working knowledge of Spanish Traveled extensively throughout U.S. and Europe	

# Anita Jones

2000 Sunshine Ln., Knoxville, TN, 37921  
(865) 123-4567 | AnitaJones92@utk.edu  
www.linkedin.com/in/AnitaJones

## EDUCATION

---

**The University of Tennessee**                      **Knoxville, TN**                      **May 20XX**  
Bachelor of Science in Mechanical Engineering                      GPA: 3.25/4.0  
Major GPA: 3.6/4.0

## TECHNICAL SKILLS

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- Knowledge in ANSYS
- Pro-e/Creo
- MATLAB
- C++ Programming
- C# Programming
- Microsoft Office Suite

## ENGINEERING EXPERIENCE

---

**Senior Design Project with DENSO**                      **Knoxville, TN**                      **August 20XX-May 20XX**  
*Team Member*

- Collaborated with team of four to improve waste removal, containment, and disposal of foreign materials by 4%
- Researched numerous products that are currently on the market for waste removal and recycling
- Designed, built, and tested three working prototypes that met employer specifications including size, weight, and energy usage
- Communicated monthly with representatives from DENSO Manufacturing to create a healthy and open communication channel

**Norfolk Southern**                      **Norfolk, VA**                      **May 20XX-August 20XX**  
*Carbon Reduction Intern*

- Explored and researched industry standards for carbon emissions
- Partnered with lead engineer to learn more about production processes; ultimately learning where carbon emissions were highest
- Created and designed four proposals within system operations that could reduce carbon production
- Built two of the four designs to further consider implementation and long term results

## OTHER EXPERIENCE

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**Kroger Marketplace**                      **Knoxville, TN**                      **May 20XX-August 20XX**  
*Cashier*

- Recorded daily register totals to ensure accuracy of transactions
- Partnered with three other cashiers to provide timely and efficient checkout procedures

## RELEVANT COURSEWORK

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- Business & Professional Communication
- Brand Management
- Thermal Engineering
- Business Software Application
- Sales Force Management
- Engineering & Waste Reduction

# John Stephens

jstephens@utk.edu

Current Address:  
1720 Melrose H-233  
Knoxville, TN 37916

865-555-5555

Permanent Address:  
5432 Red Rover Lane  
Florence, SC 29553

<b>Objective</b>	To obtain a part-time job in the Knoxville YWCA	
<b>Education</b>	<b>The University of Tennessee, Knoxville</b>	Aug. 20XX–Present
	Bachelor of Arts in History Minor in Business	
	<b>West High School, Florence, SC</b>	June 20XX
	GPA: 3.25/4.0	
<b>Experience</b>	<b>Chick-fil-A, Knoxville, TN</b>	Sep. 20XX–Present
	<i>Salesperson</i>	
	<ul style="list-style-type: none"> <li>• Assist up to 100 customers per shift in selection of items to ensure satisfaction</li> <li>• Promote new menu items to customers in effort to increase sales</li> <li>• Resolve customer complaints by effectively communicating</li> <li>• Collaborate with a team of five to complete orders in a timely manner</li> <li>• Prepare meals utilizing company quality control guidelines</li> </ul>	
	<b>Self-employed Child Care, Knoxville, TN</b>	June 20XX–Aug. 20XX
	<i>Nanny</i>	
	<ul style="list-style-type: none"> <li>• Provided care, safety, and nutrition for up to four children at a time ages 0-14</li> <li>• Demonstrated ability to handle emergency situations effectively</li> <li>• Determined and implemented wide range of activities for different age levels</li> <li>• Tutored children on various topics and aided them in completing school assignments</li> </ul>	
<b>Activities</b>	<b>Pride of the Southland Marching Band</b>	Aug. 20XX–Present
	<b>West High School Marching Band</b>	Aug. 20XX–May 20XX
	<i>1st Chair</i>	
	<ul style="list-style-type: none"> <li>• Led section of 10 students in learning songs and perfecting technique</li> <li>• Provided assistance in developing music skills for fellow students</li> </ul>	
	<b>National Honor Society</b>	
	<i>Vice President</i>	
	<ul style="list-style-type: none"> <li>• Organized social events for over 100 members</li> <li>• Planned fundraising events resulting in over \$3,000 donated to charities</li> <li>• Led meetings by preparing an agenda in advance and keeping students engaged</li> </ul>	
<b>Additional Information</b>	Leadership Excellence Scholarship Recipient	April 20XX
	West High School Leadership Development Conference Speaker	March 20XX
	Proficient in American Sign Language	
	Working Knowledge of Microsoft Excel, Word, and PowerPoint	

# Justin Jones

Pre-Health Resume

4567 Maple Avenue, Knoxville, TN, 37920  
(555) 555-1234 | jjones@gmail.com  
www.linkedin.com/in/jjones

## EDUCATION

---

The University of Tennessee, Knoxville, Tennessee

**Bachelor of Arts, Political Science, Minor in Biology**

**GPA 3.65/4.0**

May 20XX

Relevant Courses: Cell Biology, Biochemistry, Microbiology

## CLINICAL EXPERIENCE

---

**University of Tennessee Medical Center**, Knoxville, Tennessee

*Volunteer, Renal Dialysis Center*

September 20XX–Present

- Provide comfort and support for patients receiving renal dialysis
- Engage in conversation with patients
- Work with medical staff to keep pod units fully stocked and running smoothly

**Supportive Services for Veterans and Families Programs**, Knoxville, TN

*Volunteer, Volunteers of America*

September 20XX–May 20XX

- Developed relationship with low-income veteran families through conversations once a week
- Assisted with outreach, case management and obtaining VA and other benefits

## SHADOW EXPERIENCE

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**Memphis Health Center**, Memphis, Tennessee

*Shadowing*

December 20XX–January 20XX

- Shadowed Dr. Susan Johnson a general practitioner for 60 hours
- Viewed Dr. Johnson's interactions with patients during examination and throughout explanations of diagnosis
- Gained a greater understanding of the strong communication skills needed to be a physician

**University of Tennessee Medical Center**, Knoxville, Tennessee

*Shadowing*

October 20XX

- Shadowed various Emergency Room doctors during two eight-hour shifts
- Observed the unpredictability and variety of cases seen in an emergency room setting
- Gained a better understanding of the flexibility and quick thinking needed to work as a physician in this environment

## RESEARCH EXPERIENCE

---

**University of Tennessee**, Knoxville, Tennessee

*Research Assistant, Department of Microbiology*

May 20XX–August 20XX

- Created single amino acid mutations in an enzyme involved in sulfur metabolism, sulfite reductase
- Cleaned and organized lab equipment
- Ordered and maintained office and lab supplies

*Research Assistant, Cellular, Biochemistry & Cellular and Molecular Biology* May 20XX–August 20XX

- Studied cell responses to a mutant yeast protein in a protein trafficking laboratory
- Performed site-directed mutagenesis through PCR to create specific mutants and transformed them into yeast
- Observed protein stability and ubiquitination by immunoblotting and localization by immunofluorescence

## PUBLICATIONS

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Damon GQ, Jones JA, Smith S. Methods of Endocytosis. Annu Rev Biochem 2015, 78:843-916.

# Steven Gray

Current Address:  
1234 Queen Anne Way  
Knoxville, TN 37916

865-555-5555

Permanent Address:  
32 W. Main Ave  
Richmond, VA 23223

## EDUCATION

**The University of Tennessee**, Knoxville, Tennessee May 20XX  
Bachelor of Arts, Global Studies, Minor in French  
GPA: 3.3/4.0 cumulative, 3.6/4.0 in-major

**Université Paris-Sorbonne**, Paris, France 1/20XX-5/20XX  

- Successfully completed six hours of French language and culture
- Lived with a host family; spoke only French while in the home

## RELEVANT EXPERIENCE

**International Student Services Office, University of Tennessee**, Knoxville, TN 8/20XX-Present  
*Peer Advisor*  

- Connect international students with resources on campus and promote an ongoing mentorship with American students
- Co-coordinate and advertise for Advising International Students Seminar
- Provide information on immigration regulations and academic policies
- Record student appointment requests and communicate with student interpreters

**Bridge Refugee and Sponsorship Services, University of Tennessee**, Knoxville, TN 1/20XX-Present  
*Volunteer*  

- Support case workers with providing local resources to incoming refugees
- Collaborate with ESL coordinators to communicate with Spanish-speaking families

**Bureau of Consular Affairs, U.S. Department of State**, Washington, DC 5/20XX-8/20XX  
*Intern*  

- Participated in meetings with senior-level U.S. government and foreign officials
- Drafted, edited, and contributed to bureau reports
- Assisted and supported three bureau events and conferences
- Explained visa and passport processes to U.S. citizens

## ADDITIONAL EXPERIENCE

**Amnesty International, University of Tennessee**, Knoxville, TN 8/20XX-Present  
*Member*

**International Literacy Colloquy, University of Tennessee**, Knoxville, TN 6/20XX  
*Participant*

**Model United Nations, University of Tennessee**, Knoxville, TN 10/20XX, 10/20XX  
*Participant*

**Global Studies Club, University of Tennessee**, Knoxville, TN 9/20XX-5/20XX  
*Member*

**Oxfam America Club, University of Tennessee**, Knoxville, TN 9/20XX-5/20XX  
*Member*

## LANGUAGE SKILLS

- French: fluent (speaking, reading, writing)
- Spanish: intermediate (speaking, reading); basic (writing)

# Roger Jeffries

RogerJeffries@utk.edu  
(865) 123-4567  
Portfolio: RogerJeffries.net

Current Address:  
123 Campus Drive  
Knoxville, TN 37919

Permanent Address:  
456 Home Street  
Anywhere, KY 48921

**Objective** Seeking an opportunity to combine relevant education and experience in the nonprofit sector.

**Education** **The University of Tennessee** **Knoxville, TN**  
Bachelor of Arts in Communication May 20XX  
Major: Communication Studies GPA: 3.45/4.0

**Related Experience** **New Student & Family Programs, The University of Tennessee** **Knoxville, TN**  
*Family Initiatives Programmer* December 20XX-Present

- Create programs designed to support and teach first-generation college students and their families.
- Support current office initiatives and events such as New Student Orientation and the Parents Association.
- Partner with one graduate student to provide overview programs throughout 14 summer orientations.

**Alpha Phi Omega** **Knoxville, TN**  
*President* April 20XX-Present

- Coordinate chapter meetings which included 45 members and two advisors.
- Communicate with members about upcoming events, rituals, and national organization news.
- Partner with the Knoxville Humane Society to provide a campus-wide fundraiser which raised over \$2,000.

*New Member Educator* April 20XX-April 20XX

- Created a three-month education series which focused on chapter traditions and team building.
- Planned a new member philanthropy where we supported the Knoxville Chamber of Commerce with downtown cleanup.

*Recruitment Coordinator* April 20XX-April 20XX

- Standardized the recruitment process including both formal and informal events held during fall and spring semesters.
- Expanded recruitment numbers and increased our attendance by 10%.
- Organized one major recruitment event which had record attendance: 100+ students.

**Campus Activities** Student Organizations: Badminton Club and Ultimate Frisbee Club (20XX-20XX)  
Honor Societies: Lambda Pi Eta (20XX-20XX)  
Alternative Spring Break: Branson, Missouri Trip (Spring 20XX)

**Additional Information** Computer: Microsoft Office Suite, Adobe Acrobat, InDesign, and WordPress  
Language: Proficient in Conversational Spanish

# Sarah J. Jones

Combination Resume

1521 Cumberland Ave • Knoxville, TN • 37916  
865-595-0000 • sarah.j.jones@gmail.com  
www.linkedin.com/in/jjones

## SUMMARY OF SKILLS

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- Communicated with local social service agencies to schedule appointments for clients
- Informed clients of responsibilities surrounding child welfare, health and safety
- Utilized basic counseling techniques to encourage healthy lifestyles among young women
- Facilitated group interaction and multiple hands-on activities
- Supervised up to 10 children and adults in various roles

## EDUCATION

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### The University of Tennessee, Knoxville

Bachelor of Arts in Psychology

**Minor:** *Child and Family Studies*

May 20XX

GPA 3.7/4.0

## RELATED EXPERIENCE

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Child and Family Tennessee                      Knoxville, TN                      July 20XX-Present

### Prevention Services Supervisor

- Teach independent-living skills to expectant adolescent mothers; average independent caseload of approximately five mothers
- Assess and evaluate programming as part of a five-person team
- Co-facilitate support group of 15 mothers meeting weekly for one hour
- Lead team of eight university volunteers assisting with independent-living skills class, community programming and administrative duties

Blount County Children's Home                      Maryville, TN                      May 20XX-Aug 20XX

### Student Counselor

- Supervised a group of 10 at-risk children
- Organized activities, taught swimming, led hikes
- Intervened in crises situations; made calls to Mobile Crisis Units, KPD and 911
- Resolved disputes among children utilizing official policies and procedures and de-escalation techniques

## OTHER EXPERIENCE

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Amerigo: An Italian Restaurant                      Brentwood, TN                      May 20XX-July 20XX

### Head Hostess

- Trained new servers and hostesses
- Created and maintained the hostess schedule for a team of six hostesses

Dillard's Department Store                      Knoxville, TN                      Sep 20XX-May 20XX

### Sales Associate

- Provided customer service in selection of merchandise
- Resolved customer complaints and completed return transactions in a professional, customer-friendly manner

## COMMUNITY EXPERIENCE

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Mental Health Association of East Tennessee                      20XX-Present

Boys & Girls Club Volunteer                      20XX-20XX

## HONORS

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Phi Eta Sigma                      Dean's List 7 of 7 semesters

# Sam Greene

1521 Cumberland Avenue  
Knoxville, Tennessee 37916

865-595-0000  
greene@utk.edu

## OBJECTIVE

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A full-time position in consumer product sales that utilizes communication and interpersonal skills

## RELEVANT SKILLS

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### *Selling*

- Demonstrated ability to sell goods in three retail stores during the past three years
- Earned "Top Sales Associate of the Month" honors on five occasions
- Surpassed weekly sales quotas consistently

### *Marketing/Promotion*

- Designed and arranged award-winning displays for back-to-school promotions in Junior Department
- Participated in class project identifying East Tennessee market opportunities; used research to plan and implement a competitive marketing strategy
- Assigned to Junior Department buyer for six weeks, including trip to New York market
- Increased sorority membership by 20% as Delta Delta Delta Rush Chairwoman
- Attended Atlanta American Marketing Association (AMA) regional conference and four Knoxville AMA chapter meetings

### *Leadership*

- Assisted store manager in orienting and assigning new employees
- Elected as sorority representative to Panhellenic Council and served as elected representative to Panhellenic National Convention
- Coordinated eight sorority committees including public relations, risk management and ethical standards
- Promoted from clerk/typist to salesperson after three months

### *Communication*

- Conversational in Spanish
- Wrote new employee training manual for all new sales associates
- Selected to lead class presentation of marketing project results; team received only "A" given in section
- Made cold calls and follow-up visits to vendors throughout the region to support sorority philanthropy events
  - Generated more than \$2,000 in goods and financial support from companies
- Kept accurate, current computer records of inventory using Microsoft Excel and Access

## ACTIVITIES

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Global Leadership Scholars	20XX-Present
American Marketing Association	20XX-Present
Delta Delta Delta Sorority	20XX-Present

## HONORS

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High Honors (four semesters)  
Scholarships: University, HOPE, and Panhellenic

## EDUCATION

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<b>The University of Tennessee</b>	Knoxville, TN
Bachelor of Science in Business Administration	Major: <b>Marketing</b>
GPA 3.57/4.0	May 20XX

## EXPERIENCE

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<b>Belk</b> , Knoxville, TN <i>Sales Associate</i>	May 20XX-Present
<b>Dillard's Department Store</b> , Knoxville, TN <i>Salesperson</i>	August 20XX-May 20XX
<b>Walgreens Drug Store</b> , Nashville, TN <i>Cashier</i>	January 20XX-June 20XX

# Jennifer Martin

123 My Street

Knoxville, TN 37996

865-555-1111

jmartin@aaa.com

## AREAS OF EXPERTISE

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- Product Management
- Sales Execution
- Strategic Planning
- New Product Development
- Engineering Management
- New Market Development
- Team Leadership
- Marketing
- Product Ideation

## PROFESSIONAL EXPERIENCE

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### **Petfo Corporation**, Knoxville TN

20XX-20XX

#### *Strategic Business Unit Director*

- Accountable for driving profitable growth in \$34M Pet Door Strategic Business Unit (SBU).
- Managed and achieved performance objectives for revenue, profit growth, product quality standards and forward looking new revenue sources.
- Directed 11 professionals including mechanical and electrical engineers, market manager and supply chain specialist.
- Combined three acquired companies into a single entity.
- Managed vendor consolidation from six to two suppliers and SKU rationalization process resulting in a 7 base point increase in gross profit margin percentage.

## ACCOMPLISHMENTS

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- Revenue increase of 36%, from \$25M to \$34M in three years.
- Pioneered new TECH radio frequency product application which was introduced in two new products and will provide a defensible new product launch platform for years to come.
- Launched four additional new products based on consumer needs analysis resulting in annual revenue impact of \$4.5M at a 55% gross margin.
- Established a New Product Concept Asset list with \$7.5M of potential new product revenue.
- Developed a Cost Reduction Concept Asset list with the potential of \$2.1M annual savings.

### **Kimberly Clark**, Neenah, WI

20XX-20XX

#### *Marketing Director*

- Directed all marketing and product development opportunities for a \$75M disposable paper products line targeted to the health care market.
- Led a cross-functional team achieving a gross margin increase of \$600K, with no additional capital investment.
- Worked with a third-party resource to establish first ever market measurement database.

## ACCOMPLISHMENTS

---

- First ever new product development program yielding an incremental annual sales increase of \$1.5M from Plus Size products and medical kit packs.

### **Green Giant Foods**, LeSueur, MN

19XX-20XX

#### *Director Sales and Marketing*

- Directed all sales and marketing activities for the start-up Green Giant's Steamers consumer brand.
- Hired four grower partners who licensed the brand from Green Giant and marketed it nationally.
- Co-managed Green Giant's sales team calling on the top 100 U.S. wholesalers and retailers.
- Directed an accrual-based marketing budget of \$500K. Executed brand packaging, sales collateral, point-of-sales merchandising aids and coupon programs.

## ACCOMPLISHMENTS

---

- Achieved \$50M retail sales in two years.

## EDUCATION

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### **The University of Tennessee, Knoxville**

MBA, with emphasis in Marketing and Management

BBA, with double majors in Marketing and Finance

## TECHNICAL SKILLS & TRAINING

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Microsoft Office, SAS, Adobe Premier, Acrobat Pro, and Photoshop, formal training in HTML

Dale Carnegie Sales Training

## COVER LETTER

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A cover letter contains an explanation of your interest and additional information about your resume. It is sometimes called an application letter or letter of inquiry, and it may be sent in response to a position announcement or sent to a company for which you would like to work.

Employers often receive hundreds of letters and resumes for each advertised vacancy. Your letter, therefore, needs to be well-written and designed to attract attention in a positive way. It should communicate something personal about yourself along with information specific to the division, organization, or company to which it is being sent. This lets the reader know you have spent some time researching the organization and writing a personal letter. Form letters elicit a negative reaction, if not a toss into the trash can.

To receive a positive response, it is imperative that you research every company to which you apply so you can give knowledgeable and specific reasons for your interest in that company and your ability to meet their needs through your qualifications, experiences, and personal qualities.

Do not repeat your resume. Use the cover letter to interpret and expand the resume, stressing relevant details in a personalized fashion. Communicate your ability to assist and support the organization. State explicitly how your background relates to the specific job; emphasize your strongest and most pertinent characteristics. The cover letter should demonstrate that you know both the company and yourself.

Cover letters should never be duplicated. Each must be individually written and printed, single-spaced on a good-quality bond paper matching the paper used in your resume. The cover letter should be one page in length and addressed to a specific individual in charge of the department or unit in which you want to work or to the human resources department. Different employers handle resumes differently, and you might want to try writing to both.

Use simple, direct language and correct grammar. Triple check the letter to be absolutely sure there are no spelling, typographical, or grammatical errors. Remember, the letter and resume are examples of your written communication skills and organizational abilities.

A sample format for a cover letter follows. Because your letter must communicate your ambition and enthusiasm in a unique and assertive manner, a sample letter has not been included. Use the guidelines to write your own letter applicable to the position and company, and to individualize your background and abilities.

221 Main Street  
Knoxville, TN 37916  
May 17, 20\_\_\_\_

Mr. Fred Isenhower  
Vice President of National Sales  
Drexel Heritage Furnishings  
1515 Industrial Park Drive  
Drexel, NC 28619

Dear Mr. Isenhower:

**First Paragraph.** In the initial paragraph, state the reason for writing the letter, specify the position or type of work for which you are applying and indicate from which resource (friend, employment service, news media, placement center) you learned of the opening or received his/her/their name.

**Second Paragraph.** State why you are interested in the position, the company, and its products or services, and, above all, indicate what you can do for the employer. If you are completing a degree or are a recent graduate, explain how your academic background qualifies you for the position. If you have had some practical work experience, point out specific achievements or unique qualifications. Highlight your strengths and achievements and state how they suit you for the position. Provide details and explanations that are not found on your resume. Indicate what you can do for the organization: Do not inquire about what the organization can offer you.

**Third Paragraph.** Refer the reader to the enclosed resume or employment application that summarizes your qualifications, training, experiences, and the like. Assure the employer that you are the person for the job.

**Concluding Paragraph.** Initiate the next follow-up whenever possible (for example, "I will call you..." "I will be in your city on a certain date and would like to meet..." "Are you recruiting at a school in my area?"). Exceptions are newspaper or other ads where you cannot identify the person. Indicate your flexibility, repeat a phone number (or add a different number where you can be reached during certain hours, if appropriate), and offer any assistance necessary to help obtain a speedy response.

Sincerely yours,

Jane H. Smith  
Enclosure

## APPENDIX A

# Career Readiness Competencies & Your Resume

How can your resume reflect the competencies employers are seeking?

<b>Competency &amp; Definition</b> <i>Consider printing a position description &amp; circling the words and synonyms below that appear in it. Bullet points should reflect these words/synonyms.</i>		<b>Give specific examples; quantify where possible</b> <i>Club or organization, internship, co-op, part-time or full-time job, assistantship, creative inquiry, research, study abroad, volunteering, special project, etc.</i>
<b>Critical Thinking/ Problem Solving</b>	Practice sound reasoning and analytical skills to make decisions and overcome problems	<b>Example:</b> Marketing Internship: Created strategic marketing plans by conducting extensive research for various clients
<b>Oral/Written Communication</b>	Articulate thoughts and ideas clearly to a variety of audiences and employ effective public speaking skills	
<b>Teamwork/ Collaboration</b>	Build collaborative relationships with coworkers and be able to work well in a team environment	
<b>Digital Technology</b>	Leverage existing digital technologies ethically and efficiently to complete tasks; demonstrate effective adaptability to new technologies	
<b>Leadership</b>	Utilize the strengths of others to achieve common goals; use interpersonal skills to develop and motivate others	
<b>Professionalism/ Work Ethic</b>	Exhibit effective work habits such as punctuality, working productively, personal accountability, integrity, and ethical behavior	
<b>Career Management</b>	Identify skills, strengths, knowledge, experiences, and areas of growth related to career goals; navigate job options and pursue opportunities	
<b>Global/ Intercultural Fluency</b>	Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people; understand individuals' differences	

*Adapted from the NACE Career Readiness Competencies*

## APPENDIX B: ACTION VERBS & PROFICIENCY

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<b>Management &amp; Leadership</b>	improved	<b>Communication</b>	marketed	conceived
achieved	incorporated	addressed	mediated	conducted
administered	increased	advertised	moderated	contrasted
allocated	initiated	arbitrated	motivated	critiqued
analyzed	inspected	arranged	negotiated	detected
appointed	inspired	articulated	notified	determined
approved	instituted	authored	observed	diagnosed
arranged	launched	called	oriented	disproved
assembled	led	circulated	outlined	evaluated
assigned	maintained	clarified	participated	examined
attained	managed	coached	persuaded	experimented
authorized	merged	collaborated	presented	explored
awarded	motivated	communicated	promoted	extracted
chaired	navigated	composed	proofread	formulated
completed	organized	condensed	proposed	gathered
conceived	outlined	conferred	publicized	identified
conducted	overhauled	consulted	published	inquired
considered	oversaw	contacted	purposed	inspected
consolidated	planned	conveyed	recommended	interpreted
contracted	prepared	convinced	reconciled	interviewed
controlled	presided	corresponded	recruited	invented
converted	prioritized	counseled	redirected	investigated
coordinated	procured	debated	referred	located
correlated	produced	defined	reinforced	measured
decided	provided	demonstrated	related	organized
delegated	recommended	described	renegotiated	remodeled
designated	reevaluated	developed	reported	repaired
determined	regulated	directed	represented	reported
developed	rejected	discussed	researched	researched
directed	reorganized	drafted	resolved	reviewed
disapproved	replaced	edited	responded	searched
discharged	reported	elicited	reunited	solved
eliminated	required	emphasized	showed	studied
emphasized	restored	enlisted	solicited	summarized
encouraged	reviewed	explained	specified	surveyed
enforced	scheduled	expressed	spoke	systematized
engineered	secured	facilitated	suggested	tested
enhanced	selected	formulated	summarized	wrote
established	settled	furnished	synthesized	
evaluated	signed	incorporated	translated	<b>Technical</b>
executed	solved	influenced	transmitted	adapted
expanded	specified	informed	tutored	analyzed
generated	sponsored	interacted	wrote	applied
governed	stipulated	interpreted		assembled
handled	streamlined	interviewed	<b>Research</b>	budgeted
headed	strengthened	involved	analyzed	built
hired	supervised	joined	clarified	calculated
hosted	terminated	judged	coded	computed
implemented		lectured	collected	conserved
		listened	compared	constructed

converted  
correlated  
debugged  
designed  
determined  
developed  
devised  
engineered  
fabricated  
financed  
fortified  
handled  
inspected  
installed  
maintained  
manipulated  
operated  
overhauled  
printed  
programmed  
rectified  
regulated  
remodeled  
repaired  
replaced  
resolved  
restored  
solved  
specialized  
standardized  
studied  
trained  
upgraded  
utilized

**Teaching**

adapted  
advised  
assessed  
clarified  
coached  
communicated  
conducted  
coordinated  
critiqued  
defined  
demonstrated  
developed  
educated  
enabled  
encouraged  
evaluated  
explained

facilitated  
focused  
guided  
illustrated  
individualized  
informed  
initiated  
instilled  
instructed  
lectured  
mentored  
motivated  
persuaded  
planned  
presented  
set goals  
simulated  
stimulated  
taught  
tested  
trade  
transmitted  
tutored  
updated

**Financial**

adjusted  
administered  
allocated  
analyzed  
appraised  
assessed  
audited  
balanced  
budgeted  
calculated  
compared  
computed  
conserved  
corrected  
determined  
developed  
estimated  
forecasted  
managed  
marketed  
measured  
netted  
planned  
prepared  
programmed  
projected  
qualified

reconciled  
reduced  
reevaluated  
researched  
retrieved  
sold

**Creative**

acted  
adapted  
applied  
authored  
began  
built  
combined  
composed  
conceived  
conceptualized  
condensed  
constructed  
created  
customized  
designed  
developed  
directed  
displayed  
drew  
entertained  
established  
estimated  
fashioned  
forecasted  
formed  
formulated  
founded  
generated  
illustrated  
initiated  
integrated  
introduced  
invented  
investigated  
launched  
loaded  
modeled  
modified  
molded  
originated  
perceived  
performed  
photographed  
piloted  
planned

presented  
produced  
proposed  
refined  
researched  
revised  
revitalized  
rewrote  
set up  
shaped  
solved  
studied  
updated

**Helping**

adapted  
advised  
advocated  
aided  
answered  
arranged  
assessed  
assisted  
brought  
cared for  
clarified  
coached  
collaborated  
coordinated  
contributed  
cooperated  
counseled  
dealt  
demonstrated  
diagnosed  
directed  
educated  
encouraged  
ensured  
expedited  
facilitated  
familiarized  
furthered  
guided  
helped  
influenced  
inspired  
insured  
intervened  
led  
maintained  
mentored  
modified

motivated  
performed  
prevented  
provided  
referred  
rehabilitated  
represented  
resolved  
served  
simplified  
supplied  
supported  
upheld  
volunteered

**Clerical or Detail**

activated  
altered  
assembled  
approved  
arranged  
catalogued  
classified  
collected  
compiled  
described  
dispatched  
edited  
estimated  
executed  
gathered  
generated  
implemented  
inspected  
listed  
maintained  
monitored  
observed  
operated  
organized  
overhauled  
prepared  
processed  
proofread  
published  
purchased  
recorded  
reduced  
retrieved  
screened  
specified  
streamlined  
systematized

tabulated	retrieved	perception (of)	Provided
validated	reviewed	perceptive	Referred
<b>Organizational</b>	routed	practical (experience in)	Regulated
approved	scheduled	proficient (in)	Repaired
arranged	screened	relentless (in pursuit of)	Reset
assembled	set up	rudimentary	Resourced
catalogued	solved	sensitive (to)	Restricted
categorized	sorted	skilled (at, in)	Reviewed
charted	standardized	sophisticated	Secured
classified	submitted	(understanding of)	Supported
coded	supplied	strong (sense of, background in)	Sutured
collected	systematized	successful (in, at)	Trained
compiled	tabulated	uncommon	Volunteered
completed	updated	understanding (of)	
conducted	validated	unusual	
controlled	verified		
corrected	<b>Levels of Proficiency (adjectives)</b>	<b>Clinical</b>	
correlated	accurate (in)	Admitted	
corresponded	adept (in, at)	Advanced	
determined	advanced (knowledge of)	Advocated	
dispatched	alert (in)	Aided	
distributed	competent	Assigned	
eliminated	concise	Assessed	
engineered	conversant (in)	Cared	
executed	detailed (knowledge of)	Charted	
expanded	effective (in)	Charged	
filed	empathy	Consoled	
generated	exceptional	Counseled	
implemented	exemplary	Diagnosed	
incorporated	expert (in, at)	Distributed	
inspected	extraordinary	Documented	
logged	fluent (in)	Educated	
maintained	functions (well)	Evaluated	
monitored	gifted	Examined	
obtained	good (at)	Guided	
operated	great	Helped	
ordered	high (degree of)	Identified	
organized	intermediate (knowledge of)	Informed	
prepared	judicious	Qualified	
processed	keen (sense of, understanding of)	Listened	
procured	knowledge (of)	Monitored	
provided	master (of)	Nursed	
purchased		Practiced	
recorded		Prevented	
registered		Proceeded	
reserved			
responded			

Student Union, Level 2

Monday-Friday

8 a.m.-5 p.m.

865-974-5435

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