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LET’S GET TO WORK.

NAVAIR CIVILIAN

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In national surveys, college students report the number one reason for pursuing a higher education degree is to obtain a better job. The Center for Career Development & Academic Exploration (CCDAE) is an integral part of achieving that goal.

We encourage you to engage with the center early and often, whether you are searching for a part-time job, writing a resume, choosing a major, preparing for an interview, or planning to attend graduate school. From first-years to graduate students, our staff is available to assist you with developing and reaching your career goals. The center also serves employers in a variety of industries from local to nation-wide, connecting them with you for part-time jobs, internships, and full-time positions.

As you and your family invest time and money into your education, take the opportunity to seize hold of your career preparation. Use the Tools and Resources outlined in the next pages to understand what services are available. Review the Career Readiness Competencies that have been identified as the core skills employers expect from new college graduates. Seek experiences on campus and beyond that will help you gain these competencies and better position yourself for a post-graduation job or continuing education. Participation in internships, co-ops, research, campus leadership roles, and student professional associations are just some of the many options available at UT to help you prepare.

Our staff is here to help you navigate your career journey through virtual platforms and in person. Our events, from large, campus-wide job fairs to small panels with professionals working in industries of interest, provide students with opportunities! Take a moment to learn more about us on the following pages, at career.utk.edu, or by visiting the Wendy and Alan Wilson Career Development Suite in 201 Student Union. We look forward to helping you reach career success!

Stephanie Kit
Executive Director

Center for Career Development & Academic Exploration Mission Statement
Empower scholars to create and achieve career goals by providing comprehensive career education. Through collaboration and innovative practices, the center encourages scholars to: Engage in self-discovery; Participate in experiential learning; Build professional connections; and Demonstrate career readiness.

University of Tennessee Division of Student Success
The Center for Career Development & Academic Exploration is part UT’s Division of Student Success which works with all students to co-create a UT experience that inspires discovery, increases flexibility, and enhances your individual strengths. Visit studentsuccess.utk.edu for resources and opportunities.

Equal Employment Opportunity & the Center for Career Development & Academic Exploration
The center has advised every employer participating in our programs that we refer applicants for consideration and arrange campus interviews for applicants on a totally nondiscriminatory basis, without regard to race, sex, sexual orientation, gender identity, color, religion, national origin, age, disability, or veteran status.

If registered users of the center feel they have encountered a discriminatory practice in their relationship with any employer contacted through the office, they should report this situation immediately to the office. The center will then evaluate the complaint and make an appropriate representation to the employer with regard to this complaint.

The University of Tennessee is an EEO/AA/Title VI/Section 504/ADA/ADEA institution in the provision of its education and employment programs and services. All qualified applicants will receive equal consideration for employment without regard to race, color, religion, sex, marital status, parental status,
FALL EVENTS

FALL JOB FAIR WEEK

Engineering/STEM Job & Internship Fair
(M) September 20, 2021 3:00p.m. – 6:00p.m
Student Union Ballroom
This fair is ideal for students/alumni who are majoring in Engineering or STEM majors and seeking full-time or internship opportunities.

Supply Chain Management Job & Internship Fair
(T) September 21, 2021 3:00p.m. – 6:00p.m.
Student Union Ballroom
This niche fair is for students majoring in Supply Chain/Logistics and Industrial Engineering seeking full-time or internship opportunities.

Business/Retail/Government Job & Internship Fair
(W) September 22, 2021 3:00p.m. – 6:00p.m.
Student Union Ballroom
This fair focuses on the business/retail/government industries and is for students/alumni who are interested in pursuing full-time or internship opportunities in these areas.

Virtual Job & Internship Fair
(R) September 23, 2021 3:00p.m.-6:00p.m.
This fair is for all majors and industries and will be held virtually on the Handshake platform.

Herbert College of Agriculture and Construction Science Career Fair
(W) October 13, 2020 10:30a.m. – 3:30p.m.
Thompson-Boling Arena
This is a niche fair focusing on career opportunities, full-time and internships, for students in this college. Students in Civil Engineering and the College of Architecture + Design may be interested in connecting with employers focused on the Construction industry.

Communication Job & Internship Virtual Fair
(W) October 13, 2020 1:00p.m - 4:00p.m.
Student Union Ballroom
This event targets students in Communication and Information seeking internship and full time opportunities.

SPRING EVENTS

Spring Job & Internship Fair
TBD 2022
Thompson-Boling Arena
This fair is targeted towards students of all majors and degree levels seeking full time employment and summer jobs/internship opportunities. Internships can be offered year round - not just during the summer.

College of Architecture and Design Career Day
(M) February 28, 2022 10:00a.m. – 4:00p.m.
Student Union Ballroom
This fair is for students majoring in architecture, landscape architecture and interior architecture seeking full-time, entry-level positions, internships, or summer jobs.

East TN PreK-12 Education Job Fair
(W) March 2, 2022 9:00a.m. – 11:30a.m.
Student Union Ballroom
The Education Job Fair attracts around 60 schools and organizations who are seeking to hire students interested in teaching and support positions.
### ARE YOU CAREER READY?

<table>
<thead>
<tr>
<th>Competency</th>
<th>Definition</th>
<th>Readiness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Thinking</td>
<td>Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.</td>
<td>Need to Develop</td>
</tr>
<tr>
<td>Communication</td>
<td>Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.</td>
<td>Need to Develop</td>
</tr>
<tr>
<td>Teamwork</td>
<td>Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.</td>
<td>Need to Develop</td>
</tr>
<tr>
<td>Technology</td>
<td>Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.</td>
<td>Need to Develop</td>
</tr>
<tr>
<td>Leadership</td>
<td>Recognize and capitalize on personal and team strengths to achieve organizational goals.</td>
<td>Need to Develop</td>
</tr>
<tr>
<td>Professionalism</td>
<td>Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.</td>
<td>Need to Develop</td>
</tr>
<tr>
<td>Career &amp; Self Development</td>
<td>Develop oneself and one’s career through continual personal and professional learning, awareness of strengths and weaknesses, navigation of career opportunities, and building relationships</td>
<td>Need to Develop</td>
</tr>
<tr>
<td>Equity &amp; Inclusion</td>
<td>Demonstrate the awareness, attitude, knowledge, and skills required to equitably include people from different cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.</td>
<td>Need to Develop</td>
</tr>
</tbody>
</table>

Adapted from the NACE Career Readiness Competencies
Career readiness is the attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace.

<table>
<thead>
<tr>
<th>How have you developed this competency?</th>
<th>Goals for developing this competency</th>
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<td>Equity &amp; Inclusion</td>
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# Tools & Services

## Assessments
- Strong Interest Inventory
- PathwayU

## Appointments
- Choosing a major/career
- Resumes and interviews
- Job and internship search
- Graduate/professional school planning

## Classes
- Exploring Majors and Careers
- Career Strategies for the Arts/Sciences

## Identity-Specific Support
- Inclusive Employers
- Resources
- Networking Events

## Connections
- Career Conversations panels
- Networking events
- VolTreks
- Career fairs

## Experience
- Internships
- Part-time jobs
- Service/Volunteer opportunities
- Research

---

You’re here. Where are you going?

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## Featured Resources

- [CandidCareer.com](https://www.candidcareer.com)
- [CareerShift](https://www.careershift.com)
- [Inter stride](https://www.interstride.com)
- [Handshake](https://www.handshake.com)
- [Vault](https://www.vault.com)
- [What can I do with this major?](https://www.whatcandodothismajor.com)
NEED HELP DECIDING ON A MAJOR OR CAREER? YOU’RE NOT ALONE!

Data suggest more than one-third of students change their majors and less than 10 percent report knowing a great deal about their intended careers. The Center for Career Development & Academic Exploration can help.

Academic & Career Exploration staff are available to guide you through the career development process including assessment feedback, decision-making, academic and career resources, exploring and evaluating options, goal setting, and transition advising.

Two Steps to Get Started Choosing Majors and Careers

1. Take an assessment:
You have online access to several assessments to help you consider your interests, skills, and values. Individual appointments to review results, along with resources at career.utk.edu, will help you connect your results to UT majors and careers.

2. Research majors and careers at career.utk.edu:

- **Majors and Careers by Assessment Results** - Evaluate majors and careers categorized by assessment results
- **What Can I Do With This Major?** - Identify typical employers and strategies for entering more than 90 fields
- **Occupational Outlook Handbook** - Learn what they do, how to become one, job outlook, and similar occupations
- **ONET** - Browse by job family to compare work tasks, skills, education, training, and credentials
- **Career One Stop** - Search occupational profiles including industry growth and wage data by state
- **CandidCareer.com** - Watch informational video interviews featuring industry professionals
- **University Catalog** - Review course descriptions and start an online portfolio of majors and classes of interest
NEED HELP DECIDING ON A MAJOR OR CAREER? YOU’RE NOT ALONE!

Or you can register for COUN 205: Exploring Majors and Careers and do it all!

This course is designed to help first- and second-year students who seek support with major or career planning. The class provides access to assessments to learn how your interests, skills, and values relate to UT majors and careers. You’ll hear from college advisors, conduct research, and learn decision making and goal setting strategies. The course meets for seven weeks and is offered during fall and spring semesters. COUN 205 is a one-credit course graded S/N. Contact: Jenny Ward at 865-974-5435 or jward@utk.edu for more information.

Transition Advising

Transition advising is offered to students who are decided on a major and not yet eligible to pursue it. Academic & Career Exploration Coaches can provide short-term single-semester advising, combined with academic and career exploration support, to qualifying students. Email exploration@utk.edu for more information.

Visit career.utk.edu or call 865-974-5435 to learn more about our appointments, career assessments, classes, and online resources.

Discover Ways to Gain Experience

In addition to your major coursework, there are many ways to develop field specific knowledge and skills, to build professional connections, and gain valuable insight into your career choice.

**Work-based Experience**

- INTERNSHIPS
- CO-OPS
- PRACTICA
- STUDENT TEACHING
- CLINICALS
- FIELDWORK
- APPRENTICESHIPS
- PART-TIME JOBS

**Scholarship & Academics**

- RESEARCH
- FELLOWSHIPS
- LIVING & LEARNING COMMUNITIES
- SERVICE LEARNING

**International & Intercultural Engagement**

- STUDY ABROAD
- INTERCULTURAL CAMPUS ACTIVITIES

**Leadership & Community Engagement**

- STUDENT ORGANIZATIONS
- VOLUNTEERING
- LEADERSHIP DEVELOPMENT PROGRAMS

Explore these at career.utk.edu and experiencelearning.utk.edu

Gain Experience
Internships and Co-ops

**Internships** are one-time, pre-professional work experiences that allow you to explore and gain experience and connections in a field of interest. They may be done during the summer, in fall and spring semesters, or over longer periods such as six months. Internships may be paid or unpaid and for academic credit or no credit. You may even do more than one internship!

**Cooperative Education (Co-ops)** are full-time, paid experiential opportunities lasting an average of three to six months over the course of a semester and may include part/all of the summer. In some fields (e.g., engineering), the student may alternate between full-time, on-campus study and periods of full-time work.

Searching and Applying for Internships and Co-ops

In addition to opportunities hosted by your academic departments, visit career.utk.edu and relevant sections in this guide to learn about searching for opportunities with industry-specific career coaches, online resources, Handshake, networking, career fairs, and on-campus events.

Part-time and Seasonal Jobs

**Two options to find Part-Time Jobs:**

**Federal Work-Study (FWS)** is financial aid that is based on financial need and must be earned through student employment. Many job opportunities are available to eligible students on- or off-campus, and these experiences can be great sources of professional development. The University of Tennessee’s Office of Financial Aid administers work study money and assignments.

**Student Job Location and Development (JLD) program:** The Center for Career Development & Academic Exploration houses this federal program, which offers assistance to students who may not qualify for the federal work-study program but who choose to work at various student employment opportunities throughout the university and community.

*Meet with our staff to discuss part-time employment.*
*Call or visit the Center for Career Development & Academic Exploration to schedule an appointment.*

**Part-time and Seasonal Jobs:** For the most current listing of available jobs login to Handshake (career.utk.edu/handshake) You can search for on-campus and local area opportunities.
To better serve your job search needs, the Center for Career Development & Academic Exploration has established a Career Coach program. Each college at the University of Tennessee is represented in our office by a staff member/coach who specializes in information on your particular major/college. Please feel free to contact our office at 865-974-5435 and make an appointment to meet your Career Coach.

Mary Mahoney  
mmahoney@utk.edu  
• Education, Health, and Human Sciences

Megan Butler  
mlaverty@utk.edu  
• Haslam College of Business majors

Simone Stewart  
sstewa42@utk.edu  
• Arts & Sciences  
• Social Work  
• Education, Health, and Human Sciences

Courtney Pelzer  
cpelzer@utk.edu  
• Haslam College of Business majors

Bukky Abdul  
abadul@utk.edu  
• Communication and Information  
• Arts & Sciences  
• Architecture and Design

Katie Wiley  
kperry20@utk.edu  
• Tickle College of Engineering

Kertesha Riley  
kriley6@utk.edu  
• STEM  
  - Science  
  - Technology  
  - Math  
• Nursing  
• Pre-Health majors

Alexis Andershock  
ksenter1@utk.edu  
• Herbert College of Agriculture  
• Environmental Sciences
The Center for Career Development & Academic Exploration strives to empower students to create and achieve career goals. As staff, we seek to create a welcoming environment respectful of all individuals’ unique backgrounds, beliefs, and goals. Our Inclusion Initiatives Career Coach can provide tailored support to help students navigate barriers they may face in their career development.

**Areas:**

- **Tailored Career Coaching**
  - Student Veterans
  - Students with Disabilities
  - Students of Color/Multicultural
  - LGBTQ+ Students

- **Programming**
  Examples: Disability in the Workplace Panel, Veteran Networking Night, Take Pride in Your Resume, Professionals of Color Panel, TRIO Talks with Career Development

- **Career Coaching Appointment Topics**
  - Creating a civilian-friendly resume
  - Disclosing disability or identity
  - How to receive reasonable accommodations
  - Developing self-advocacy skills
  - Finding inclusive employers
  - Accessing federal employment programs
  - Attending niche networking events
  - Utilizing identity-specific resources and job boards

- **Diversity, Equity, and Inclusion Committee**
  Leads the internal office committee that provides training, opportunities, and resources for staff to engage and learn about topics related to equity and inclusion.
TOP 5 PROFESSIONAL TIPS FOR GRADUATE STUDENTS

1  Preview

- **Possible opportunities in academia and industry** – envision yourself on different professional paths and compare to your values, skills, and interests.
- **Realities of the job market** – research the job market in your interest areas to know the trends and hiring needs.

2  Plan

- **Individual development plan** – knowledge of the skills and connections you have and those needed for desired career options allows you to be proactive with your goals and selective with your time.
- **Budgeting and savings** – starting now can allow for some flexibility during your job search.

3  Participate

- **Mentors** – seek out professional models that reflect your interests and needs.
- **Network** – build a professional network through individuals, organizations, conferences, and events - positive connections can keep you up-to-date and materialize into future collaborations, references, and/or job leads.
- **Experience** – develop needed skills and abilities and diversify your professional profile. Consider GRA/GTA, fellowships, internships, full- and part-time jobs, volunteering, presentations, etc.

4  Prepare

- **CV, resume, letters and statements** – maintain master documents along with several different versions reflective of your career interests. Get feedback from reliable sources such as mentors, faculty, and the Center for Career Development & Academic Exploration.
- **Interview skills** – practice interviews with a panel of professors or appropriate professionals, such as in the Center for Career Development & Academic Exploration.
- **Recommendations** – communicate with those who can speak of you enthusiastically and thoroughly. Approach them early and keep them informed during your job search.

5  Polish

- **Introductions** – develop your elevator pitch for your career and/or research goals.
- **Career competencies** – exemplify work ethic and demonstrate critical thinking/problem solving, communication, leadership/teamwork, and intercultural fluency.
- **Dress the part** – consider the attire and personal presentation of those in roles in which you aspire.
- **Social media and online persona** – use social media to your advantage, contributing positively and maintaining connections to your professional community.

The career and professional development process is not step-by-step, nor limited to your time as a graduate student. The process is life-long – it began long before you entered a graduate program and will most likely continue long after. We encourage you to be mindful of opportunities to practice these tips now and into your career. The following partners, in addition to your own departments, provide resources such as advising and consultation, workshops and networking events, and online materials that support graduate student career development:

- **Center for Career Development & Academic Exploration**
- **Graduate School**
- **University Library**
- **Tennessee Teaching and Learning Center**
- **Program for Excellence & Equity in Research (PEER)**
- **Center for International Education**
## CURRICULUM VITAE

The curriculum vitae (also referred to as the vita or CV) is a summary of one’s educational background and academic-related experiences and is used when applying for teaching and administrative positions in academia or for fellowships or grants.

Your CV should be long enough to thoroughly present all your qualifications in specific categories, which should be listed in order of relevance for the position you seek. While there is no universally accepted way to write a CV, here are some of the common components across disciplines:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Information</td>
<td>Full name, mailing address, phone number, and a professional email. On secondary pages, be sure to include your last name and the page number on each page of your CV.</td>
</tr>
<tr>
<td>Educational Background</td>
<td>List all earned academic degrees beginning with the most recent (exclude high school). Include name of institution, location, and dates of completed degrees/certificates.</td>
</tr>
<tr>
<td>Teaching Experience</td>
<td>List the courses, institutions, and dates where you have taught, and also include courses you are prepared to teach.</td>
</tr>
<tr>
<td>Research Experience</td>
<td>Include the name and location where the research took place and the advisor or faculty member that led the project. This section could include graduate research assistantships, post-doctoral fellowships, research projects, etc.</td>
</tr>
<tr>
<td>Professional/Work Experience</td>
<td>List any full-time or internship experience that is relevant to your field.</td>
</tr>
<tr>
<td>Publications</td>
<td>Include full bibliographic citations of your articles, monographs, research, book chapters, etc. with bold-faced font to highlight your name in the citation (publications “under review” and “in press” may be used if appropriate).</td>
</tr>
<tr>
<td>Presentations</td>
<td>Describe the talk title, name of conference, dates, and location – distinguishing between those presentations to which you were specifically invited and others.</td>
</tr>
<tr>
<td>Academic Service</td>
<td>List all departmental and university groups, committees, advisor positions or task forces which you served on.</td>
</tr>
<tr>
<td>Awards/Honors</td>
<td>List all fellowships, scholarships, grants, teaching or research awards and the name of the related institution and dates.</td>
</tr>
<tr>
<td>Professional Affiliations/Memberships</td>
<td>Include any memberships in professional organizations and significant appointment/election to positions on committees.</td>
</tr>
<tr>
<td>Optional Categories</td>
<td>These could include, but aren't limited to: skills, foreign languages, foreign travel, thesis/dissertation committee responsibilities, academic advising, research activities, relevant skills, and grant writing/participation.</td>
</tr>
</tbody>
</table>

For more individual help with getting started and critiquing your CV, contact the Center for Career Development and Academic Exploration for an appointment with your Career Coach at (865) 974-5435. To see examples in specific fields, visit our website at career.utk.edu.
RESUME CHECKLIST

1 FORMAT
- Easy to scan through (not read)
- Concise (one page)-preferably
- Can use between ½ “to 1” margins all the way around page
- 8.5 x 11 resume/bond paper (if printed)
- No colors or flashy font styles (10–12 pt font size)
- Looks professional, organized, and aesthetically pleasing

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

3 OBJECTIVE (Optional)
- States what type of job(s)/industry you are seeking, when, and geographic location
- No pronouns are used and no period at end

4 EDUCATION
- Only schools from which you received degrees are listed; high school removed after freshman or early sophomore
- Graduate school is listed first (if applicable)
- Degree(s) are spelled out (not abbreviated)
- List Major(s), Collateral(s), Concentration(s), and minor(s)
- Expected graduation month and year is included (may use dates attended by freshman thru early junior)
- Overall and major GPAs are included (if over 2.80)

5 RELEVANT COURSEWORK (Optional)
- List courses relevant to the job (not just in your major)
- Bullet format and columns if needed
- Spell out the name/subject of the course

6 EXPERIENCE
- Jobs/internships are listed in reverse chronological order (most recent is first)
- Month and year started and ended are included (“present” if still working)
- Include the city and state of the job location
- Include your job or internship title
- List major achievements and relevant skills developed/displayed in bullet point format – use desired position description to determine relevant information to include
- Start each statement with an action verb
  Bullet point formula: “Skill-based Action verb + Task + Outcome or purpose”
- Utilize numbers and metrics when appropriate (Ex: which resulted in a cost savings of $1,500)
- More than one Experience section if needed to highlight relevant jobs/internships (e.g. Additional Work Experience)

7 HONORS & AWARDS
- Name of honor/award/scholarship is included (little or no description is needed)
- Dean’s list is included (3.7/4.0), # of semesters

8 COMPUTER & TECHNICAL SKILLS
- Software and languages are listed (if relevant)
- Begin with those that are relevant to the field or position and not every other applicant will know

9 ACTIVITIES
- Name of organization and any leadership positions listed with dates held
- Limited description of responsibilities/achievements in bullet points under leadership roles (similar to work experience format)

10 VOLUNTEER EXPERIENCE
- Name of organization is listed (limit description unless major project or achievements)

11 FOREIGN LANGUAGES
- Described as either “Fluent”, “Working knowledge” or “Familiarity with ...”

12 STUDY ABROAD EXPERIENCE
- Include location, school, and dates
- List or describe courses studied in bullet point format
- Describe any relevant projects in bullet point format
- Other International experience that included work, internship or volunteering is included in an appropriate Experience section

OTHER SECTIONS TO CONSIDER
Licenses, Certifications, Relevant Projects, Job Shadowing, Achievements, Professional Associations, Presentations, etc.
Sarah Jane Jones
1521 Cumberland Ave. • Knoxville, TN 37916 • (865) 595-0000 • jones@utk.edu

Objective
Sales Representative with a major manufacturer with opportunity to advance into management

Education
The University of Tennessee, Knoxville
Bachelor of Science in Business Administration, Marketing
Overall GPA: 3.2/4.0
Completed 12 hours in Retail and Consumer Science

Honors
Dean’s list four semesters
Phi Chi Theta, Professional Women’s Business Fraternity

Experience
August XX-present
BELK
Salesperson
• Sell women’s clothing and suggest appropriate accessories
• Conduct inventory; arrange displays of merchandise
• Received performance-based salary increases

Knoxville, TN

DILLARD’S DEPARTMENT STORE
Salesperson/Clerk
• Promoted to salesperson after three months; sold clothing and accessories in Junior Department
• Designed and arranged displays for Back-to-School promotions
• Assigned to buyer for six weeks, included trip to New York market

Nashville, TN

WALGREENS
August XX-May XX
Cashier
• Collaborated with store manager on orientation and assignments for new employees
• Oversaw cash drawer and made bank deposits
• Assisted pharmacist as needed

Knoxville, TN

American Marketing Association, 20XX-present
Vice President, 20XX-XX
Treasurer, 20XX-XX

Delta Delta Delta Sorority, 20XX-present
Panhellenic Representative, 20XX-present
Rush Chairman, 20XX-XX
• Coordinated eight committees
• Increased membership by 20%

Activities

Additional Information
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
Tanisha Jones
2000 Sunshine Ln., Knoxville, TN, 37921
(865) 123-4567 • tjones92@vols.utk.edu
www.linkedin.com/in/TanishaJones

EDUCATION
The University of Tennessee, Knoxville
Bachelor of Science in Mechanical Engineering
May 20XX
GPA: 3.25/4.00
Major GPA: 3.61/4.00

TECHNICAL SKILLS
- 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 research 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
Kroger Marketplace
Knoxville, TN
October 20XX-April 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
- Business & Prof. Communication
- Brand Management
- Thermal Engineering
- Business Software Application
- Sales Force Management
- Engineering & Waste Reduction
RESUME SAMPLE - EARLY COLLEGE

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

Objective
To obtain a part-time job with the Knoxville YWCA

Education
The University of Tennessee, Knoxville
Bachelor of Arts in History
Minor in Business
West High School, Florence, SC
GPA: 3.25/4.00

Experience
Chick-fil-A, Knoxville, TN
Salesperson
- Assist up to 100 customers per shift in selection of items to ensure satisfaction
- Promote new menu items to customers in effort to increase sales
- Resolve customer complaints by effectively communicating
- Collaborate with a team of five to complete orders in a timely manner
- Prepare meals utilizing company quality control guidelines

Self-employed Child Care, Knoxville, TN
Nanny
- Provided care, safety, and nutrition for up to four children at a time, ages 0-14
- Demonstrated ability to handle emergency situations effectively
- Determined and implemented wide range of activities for different age levels
- Tutored children on various topics and aided them in completing school assignments

Activities
Pride of the Southland Marching Band
West High School Marching Band
1st Chair
- Led section of 10 students in learning songs and perfecting technique
- Provided assistance in developing music skills for fellow students

National Honors Society
Vice President
- Organized social events for over 100 members
- Planned fundraising events resulting in over $3,000 donated to charities
- Led meetings by preparing an agenda in advance and keeping students engaged

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

Additional Information

Develop Career Tools
# COVER LETTER CHECKLIST

## 1. HEADING
- **Your Contact Information:** Name, address, phone number, email
- **Date:** month/day/year
- **Company Information:** Name of specific person or appropriate title (if available) and address
- **Formatting:** Matches formatting of resume heading

## 2. SALUTATION
- Dear title and name (e.g., Mr., Ms., Dr., or just first & last name if unclear)
- If name is unavailable, includes title of relevant position (e.g., Dear Hiring Manager, Dear Search Committee, Dear Intern Coordinator)

## 3. CONTENT
- References the position of interest
- Identifies where you learned of the opportunity
- Indicates why you are interested in position and organization
- References your strongest, most relevant qualifications
- Identifies follow up actions (e.g., I may be contacted at...)

## 4. CLOSING
- Sincerely,
- Space down and include your signature
- Typed name below signature

## 5. VISUALS & FORMATTING
- Professional appearance: No typos, misspellings, improper grammar, slang, or informal language
- Formal/Business letter style format (see sample)
- Same font style and size as resume (10-12 pt)
- If printed, use 20 bond paper
- If emailing, uses body of email or attaches with a distinct title (e.g., name_cover letter)
1 221 Cumberland Avenue  
Knoxville, TN 37916  
May 17, 20XX  

Mr. Fred Bower  
Vice President of National Sales  
Drexel Heritage Furnishings  
3130 McGinnis Road  
Drexel, NC 28619

2 Dear Mr. Bower:

3 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, internet) you learned of the opening or received his/her/their name.

Second Paragraph. State why you are interested in the position, the company, 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, etc... Assure the employer that you are the person for the job.

Concluding Paragraph. In the concluding paragraph, indicate what you want to happen next, i.e., if you want an interview, then request a meeting. 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 assist in a speedy response. Finally, close the letter with a statement or question that will encourage a response. For example, state that you will be in the city where the company is located on a certain date and that you would like to arrange a meeting. Or, if the company is local, indicate that you will call on a certain date to arrange for an appointment. Or, ask if the company will be recruiting in your area, or if any additional information or references would be helpful.

4 Sincerely,

Jane H. Smith

Enclosure
Prepare a page separate from your resume that lists the names, titles, addresses, and phone numbers of three to five professional references (e.g., current or former supervisors, faculty members, coaches, or advisors) to provide to a prospective employer if requested.

Ask for permission to send out their name and contact information as a reference. If you have not talked to them in a while, be sure to contact them and reconnect.

Send references a copy of your updated resume and cover letter and relevant information such as a copy of the job description or graduation program information.

Choose a format that best fits your needs and preferences and matches your resume heading and format. Include their names, email and mailing address, phone number, job titles, employers, and relationship to you (e.g., former supervisor).

Keep your references up-to-date on your progress and be sure to thank them after your search or your graduate school application process is complete.

**Davy Crockett**
County Road 23
Greene County, TN 37743
(423) 555-4234
davycrockett@utk.edu

References

**Ms. Samantha Cunningham**
Owner, Cunningham Family Farm
54 Country Road
Knoxville, TN 37919
(865) 555-5276
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
Greene County, TN 37743
(423) 555-2223
smokeydog@mansbestfriend.com

**Carl Walter Young**
55 Callaway Drive • Knoxville, TN 37919 • (865) 555-0022
cyoun@ymail.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

**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
Student Activities
Knoxville, TN 37996-4010
(865) 555-9942
gmichael@utk.edu
Once you a draft of your resume/cover letter the next step is to have it critiqued. The Center for Career Development & Academic Exploration offers both Walk-In Critiques or Scheduled Critiques.

Walk-In Hours

- No appointment is necessary during one of these drop-in times, but it is on a first-come, first-serve basis.
- Sessions are roughly 15 minutes long.
- Bring a printed copy of your resume.
- Visit career.utk.edu for current walk-in hours.

Appointments

- For a more in-depth critique, you can schedule an appointment with a career coach that is designated to your major area of study.
- Appointments roughly take between 30 minutes - 1 hour.
- To schedule an appointment, please visit Handshake, call (865) 974-5435, or stop by the CCDAE reception desk Monday-Friday 8:00 am - 5:00 pm.
INTERVIEW CHECKLIST

Before the Interview

Research the Organization

- **Position:** qualifications/characteristics/experiences, career paths, training/development
- **Organization:** mission/culture, products/services, customers/clients, size, location(s), competitors, market share/stock value/sales, new ventures/current trends
- **People:** name/role of interviewer

**Resources**

- position descriptions, organization’s website and social media (e.g. LinkedIn), Glassdoor.com, Vault.com, CareerShift, chambers of commerce, industry publications, current news, libraries

Know Yourself

- What are your skills and accomplishments? Strengths and weaknesses?
- How do these qualifications relate to the position description?
- Why are you interested in the position? Organization?
- What examples can you use in interviews as evidence of your qualifications and interest?
- What questions should you ask to learn more and show interest?

**Resources**

- organization research, your resume, Career Readiness Self Assessment on page 1

Prepare for the Day-of-Interview

- **Questions & Answers:** Learn about various types of interviews and questions and how to give strong answers. Prepare an introduction, most relevant STAR stories, and questions for the interviewer. Conduct a practice interview with a coach or on Big Interview. *(See page 22)*
- **Questions for the Interviewer:** Prepare 3-5 questions about the job, organization, training, career field, and/or interviewer.
- **Professional Dress:** Review professional dress guidelines to make a good first impression.
- **Location:** Know how to get to the interview location and how long it takes at the time of your interview. Practice the technology and understand best practices if a virtual or phone interview.
- **Materials:** Print additional resumes, a list of references, work samples and transcripts (if needed). Carry a padfolio containing pen and paper for notes, questions, and resumes.

**Resources**

- practice interviews (Big Interview or CCDAE appointment), the Interview Guide, career.utk.edu
INTERVIEW CHECKLIST

During the Interview

Be Prompt and Prepared
- Arrive 10-15 minutes early.
- Bring your materials neatly organized in your folio.

Make the First Impression Count
- Dress professionally and pay attention to personal grooming.
- Be polite and friendly to everyone you encounter at the organization.
- Give a firm handshake and smile!
- Avoid using your phone while at the organization. Be sure to silence it!
- Avoid nervous laughter, inappropriate conversations, and filler words (um, like, kinda, etc.)

Questions & Answers
- Answer questions relevantly and concisely. Think through unexpected questions to determine the qualification or characteristic the interviewer is looking for and your most relevant answer or STAR story.
- Ask questions from your list when prompted. Some may have been answered in conversation, only ask what has not already been covered or follow-up questions.

Closing
- Close by restating your interest. Be enthusiastic!
- Thank the interviewer and ask for a business card.
- Ask about the next steps (if not discussed yet).

After the Interview

Follow Up
- Send a thank you note (email or hand-written).
- Jot down information about the interview.

Evaluate
- **The Job/Company:** Are they a good fit for you? Pros vs. Cons?
- **Yourself:** Am I a good fit for the job? Organization? Were you prepared for the interview? Would you do something different next time?
INTERVIEW FORMATS

Depending on the type, size, and location of the organization, number of applicants, and your current stage in recruitment, the interview process, format, and question set can vary significantly from one employer to the next. Potential employers may utilize a mixture of the following:

- **Screening Interview**: short, first round of interviews that narrow down applicants for follow-up, in-depth interviews. While there are exceptions, these are often held on-campus or via phone/virtual.

- **On-campus**: organization visits the University to interview multiple candidates. Typically, these are screening interviews to select the most qualified candidates for advanced interviews in the organization's offices. These are most often scheduled on Handshake or at career fairs and take place in the Center for Career Development & Academic Exploration – there will be some exceptions, so always check before the interview.

- **On-site**: organization hosts you at their location where you can see their facilities and meet multiple employees. These interviews can vary significantly. They range from a short, one-hour interview to a lengthy multi-day visit including travel and meals. Interviews may be individual or in groups, and you may be asked to prepare a presentation or other assessment in advance.

- **One-to-one**: you plus one (maybe two) interviewers.

- **Panel**: you plus a panel of interviewers. **TIP**: Be sure to make eye contact and involve all participants.

- **Phone/Online**: conducted via phone or online software (e.g., Skype, Zoom). Typically, these are screening interviews and/or are utilized when location and travel are not cost-effective or efficient. **TIP**: You still need to mentally and physically prepare yourself to be professional - be aware of your surroundings and distractions, body language, verbal cues, dress, and eye contact.

- **Group**: you plus a group of other candidates respond to prompted questions or other activities. **TIP**: Focus on positively participating and making your case rather than competing with the other candidates.

Three Main Question Styles

- **Traditional**: open-ended questions about background, interests, skills, and reasons for applying. **TIP**: Know your resume and how it relates to the qualifications and experiences. Be prepared to give details of various experiences.

- **Behavioral**: situation-based questions to evaluate skills, abilities, and interests and to assess candidate’s willingness to learn and adapt from both positive and negative experiences. These often begin with “Tell me about a time...” as the premise is that past behavior predicts future behavior on the job. (See pages 23 & 24) **TIP**: Provide concrete examples applying the STAR (Situation/Task, Action, Result) format.

<table>
<thead>
<tr>
<th>STAR TECHNIQUE</th>
<th>EXAMPLE ANSWER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Situation/Task</strong>: Concisely give the context and identify task/project that you performed.</td>
<td>Advertising revenue was falling off for my college newspaper, The Beacon, and large numbers of long-term advertisers were not renewing contracts.</td>
</tr>
<tr>
<td><strong>Action</strong>: Thoroughly describe the actions you took using “I” language and being specific to your actions and skills utilized. Be specific, avoid generalities.</td>
<td>I designed a new promotional packet to go with the rather sheet and compared the benefits of Beacon circulation with other ad media in the area. I also set up a special training session for the account executives with a Haslam College of Business Administration professor who discussed competitive selling strategies.</td>
</tr>
<tr>
<td><strong>Result</strong>: Summarize the specific results that were directly related to your actions.</td>
<td>We signed contracts with 15 former advertisers for daily ads and five for special supplements. We increased our new advertisers by 20 percent over the same period last year.</td>
</tr>
<tr>
<td><strong>Learned (if relevant)</strong>: Summarize what you may have learned from this experience and how you may have applied to future tasks.</td>
<td>I learned that listening to the customer’s needs and strict attention to detail are critically important in customer service.</td>
</tr>
</tbody>
</table>

- **Case**: problem-solving questions designed to evaluate how the candidate analyzes the circumstances, asks for information, and gets to an answer. **TIP**: Think out loud, use pencil and paper and ask clarifying questions, if needed.
Commonly Asked Interview Questions

- Tell me about yourself.
- What are your long-range and short-range goals?
- Why did you choose this major? This career path?
- Why should I hire you?
- What motivates you?
- What is your greatest strength?
- What is a weakness you have?
- Why is your GPA not higher?
- What have you learned from participation in extracurricular activities?
- What do you know about our company?
- Will you relocate? Does relocation bother you?
- Describe your most rewarding college experience.
- Are you a team player?
- How would you describe yourself?
- What do you see yourself doing five years from now?
- Do you have a geographical preference? Why?
- What have you learned from your mistakes?
- Why did you seek a position with this company?

Interview Practice

One of the most effective ways to prepare for an interview is to practice. The Center for Career Development & Academic Exploration offers multiple ways for you to practice and hone your interviewing skills in realistic interview simulations.

Practice Interview Appointments

Career Coaches and peer career advisors also conduct in-person practice interviews for any student who wants to practice or prepare for an upcoming interview. Generally, the practice interviews last 45 minutes to one hour and they are excellent ways to gain some feedback and coaching about your interviewing performance. To schedule an appointment, please visit Handshake, call (865) 974-5435, or stop by the CCDAE reception desk Monday-Friday 8:00 am – 5:00 pm. Remember to bring a copy of your resume and an example job description to the practice interview appointment to get the greatest benefit from the experience!

Big Interview®

Big Interview® is an innovative tool that allows you to practice your interview skills from anywhere online as long as you have access to a webcam. Big Interview® creates a realistic interview experience where you are asked challenging questions and must respond. The questions are the same questions you might get in a real job interview. You can use Big Interview® whenever you want, as often as you want, to prepare for any employment opportunity. More companies are replacing their in-person recruitment practices with virtual interviews, so Big Interview gives you an opportunity to practice in that environment.
<table>
<thead>
<tr>
<th>Competency</th>
<th>Definition</th>
<th>Examples of Behavioral Interview Questions</th>
</tr>
</thead>
</table>
| Critical Thinking| Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information. | • Give an Example of a time you used good judgement and logic to solve a problem.  
• Tell me about a situation where you had to deal with an upset customer, co-worker or group member.  
• Tell me about a difficult decision you have had to make and the reasoning you used to make the decision.  
• Tell me about a time when you worked in a situation where rules or guidelines were not explicit. How did you accomplish the task and what guided your decision-making process? |
| Communication    | Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization. | • Describe a time in which you were able to influence someone’s opinion.  
• Tell me about a time when you successfully delivered a presentation what made it successful?  
• Discuss an effective written document or report you completed. What made it successful?  
• Discuss an effective written document or report you completed. What made it effective and why are you particularly proud of it?  
• Tell me about a time when you did not communicate well. What did you learn form it? |
| Teamwork         | Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities. | • Tell me about a time when you successfully built and maintained a relationship with a coworker or client. What were your strategies?  
• Describe how you have contributed to an organization's or employer's mission.  
• Tell me about a time when you worked on a team. What was your role and impact on the team? |
| Technology       | Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals. | • Describe a challenge you had in solving technical or software related problem. What were your steps and what was the outcome?  
• Tell me about a time when you sought to develop technical skills with a software or tool. What was your learning process?  
• Provide an example of a time when you had to change how you work and adapt to a new technology.  
• Have you ever had to introduce a new process or technology to a group of people? If so, Please explain your method. |

Adapted from the NACE Career Readiness Competencies
<table>
<thead>
<tr>
<th>Leadership</th>
<th>Recognize and capitalize on personal and team strengths to achieve organizational goals.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Give an example of a time you showed initiative and took the lead on a project.</td>
</tr>
<tr>
<td></td>
<td>• Give an example of a time when you motivated others.</td>
</tr>
<tr>
<td></td>
<td>• Tell me about a time when you delegated tasks to others. How did you decide what to delegate to different individuals?</td>
</tr>
<tr>
<td>Professionalism</td>
<td>Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.</td>
</tr>
<tr>
<td></td>
<td>• Give an example of a time you set a goal and the steps you took to achieve it.</td>
</tr>
<tr>
<td></td>
<td>• Tell me about a time when you went above and beyond to get the job done.</td>
</tr>
<tr>
<td></td>
<td>• Tell me about a time when you had several obligations and had to prioritize? Were you successful?</td>
</tr>
<tr>
<td></td>
<td>• Give an example of a time when you tried to accomplish something and failed. How did you handle the situation?</td>
</tr>
<tr>
<td>Career &amp; Self-Development</td>
<td>Develop oneself and one’s career through continual personal and professional learning, awareness of strengths and weaknesses, navigation of career opportunities, and building relationships.</td>
</tr>
<tr>
<td></td>
<td>• Tell me about a time when you have received feedback from others. What did you learn and how have you utilized it?</td>
</tr>
<tr>
<td></td>
<td>• Give an example of a time when you have acted with integrity in a job or organization.</td>
</tr>
<tr>
<td></td>
<td>• What have you done during your time in college to become better prepared for your career?</td>
</tr>
<tr>
<td></td>
<td>• Tell me about a professional accomplishment you are proud of.</td>
</tr>
<tr>
<td>Equity &amp; Inclusion</td>
<td>Demonstrate the awareness, attitude, knowledge, and skills required to equitably include people from different cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.</td>
</tr>
<tr>
<td></td>
<td>• Tell me about a time when you recognized and overcame your own biases.</td>
</tr>
<tr>
<td></td>
<td>• Give me an example of a time when you have worked with people who have different beliefs and values than you.</td>
</tr>
<tr>
<td></td>
<td>• Give an example of a time when you showed inclusivity to others.</td>
</tr>
</tbody>
</table>

Adapted from the NACE Career Readiness Competencies
DRESS FOR SUCCESS: BUSINESS PROFESSIONAL

Appropriate attire for interviews and job fairs

These are general dress guidelines. Standards of dress may vary between industries and companies. Always research prior to an interview to adhere to company culture, when in doubt dress business professional.

GROOMING
• Hair and facial hair should be neatly styled
• Nails should be clean
• No heavy cologne or perfume
• Natural style makeup

ATTIRE
• Matching, two-piece dark colored suit (navy, charcoal, black - solid or light stripes)
  • Jacket sleeve length should fall 1 inch below wrist, sleeve of shirt should extend 1 inch beyond the suit jacket sleeve
  • Pant leg should touch the front of the shoe and fall above the heel in the back
  • Skirt should be knee length when standing and thighs covered when seated
  • Suits usually have tacking stitches to hold blazer vents and pants pockets in place before purchase; make sure these are removed
• Conservative tie or bow tie- no flashy designs or colors
• Dress shirt or blouse with a conservative neckline (mild/neutral color)
• All clothes ironed

ACCESSORIES
• Conservative accessories; no flashy designs or jewelry
• Carry a padfolio, professional bag, or simple purse

SHOES
• Polished dress shoes, flats, or heels
• No sneakers or open-toed shoes
• Dark or neutral dress socks or pantyhose

OPTIONS

MATCHING SUIT & DRESS SHOES

Trans Professional Dress Tip: Whether to dress according to traditional, cisgender norms or wear clothes that allow you to express your gender identity can be a difficult decision and will likely be impacted by the employer or industry. For organizations that are more LGBTQ-inclusive, you may feel comfortable wearing clothes typically associated with your gender identity. Some candidates may choose to dress in gender-neutral, androgynous clothing. Utilize resources like the HRC Corporate Equality Index (hrc.org) to get a sense of how open and accepting a company is. Career Coaches are also available to talk about your specific situation.
**DRESS FOR SUCCESS: BUSINESS CASUAL**

*Appropriate attire for information sessions and other less formal employer events*

These are general dress guidelines. Standards of dress may vary between industries and companies. Always research prior to an interview to adhere to company culture, when in doubt dress business professional.

**GROOMING**

- Hair and facial hair should be neatly styled
- Nails should be clean
- No heavy cologne or perfume
- Natural style makeup

**ATTIRE**

- Dress shirt, polo shirt, sweater, or blouse
- Ties are optional
- Chinos or dress pants
- Dresses or skirts should be knee length when standing and thighs covered when seated
- No jeans, shorts, sundresses, or athletic wear
- All clothes ironed

**ACCESSORIES**

- Conservative accessories; no flashy designs or jewelry
- Carry a padfolio, professional bag, or simple purse

**SHOES**

- Oxfords, derbys, loafers, flats, wedges, or heels
- No sneakers

**OPTIONS**

- **SWEATER & BLOUSE, KNEE-LENGTH SKIRT, & DRESS SHOES**
- **DRESS SHIRT, CHINOS, & DRESS SHOES**

**Trans Professional Dress Tip:** Whether to dress according to traditional, cisgender norms or wear clothes that allow you to express your gender identity can be a difficult decision and will likely be impacted by the employer or industry. For organizations that are more LGBTQ-inclusive, you may feel comfortable wearing clothes typically associated with your gender identity. Some candidates may choose to dress in gender-neutral, androgynous clothing. Utilize resources like the HRC Corporate Equality Index ([hrc.org](http://hrc.org)) to get a sense of how open and accepting a company is. Career Coaches are also available to talk about your specific situation.
HANDSHAKE

Handshake, the University of Tennessee’s job and internship platform, connects students to thousands of jobs, internships, and employers using simple and powerful search tools and alerts. You can quickly access your account by logging in at career.utk.edu/handshake.

To maximize Handshake’s potential in your job or internship search, be sure to use the following tips when you are logged in to your Handshake account:

**Update your Profile**

- Click the “My Profile” tab on the right-hand side under your name.
- Add copies of your resume/cover letter/transcript to the “Documents” section for easy access.
- Stand out to employers by filling out the various sections of your profile and upload relevant work samples.

**Employer Search**

- Search for employers by name, locations, employer type (size/public/private/government), or industry under the Employers heading.
- On the employers’ Handshake page, view any current jobs/internships they have posted, upcoming campus events they are attending, and on-campus interview opportunities.
- Once you find an employer of interest, you can click on the star in the right-hand corner of their employer page to follow them. You will then receive updates when they post a new job, internship, or event on-campus.

**On-Campus Interviews**

- Click the “Events” choice then click on On-Campus Interviews to select employers you may want to interview with.
- Follow directions to submit your resume for consideration.
- Most companies only allow you to sign up for an interview after a pre-selection process. If you are selected, you will be able to sign up for a time on their interview page.

**Events Tab**

- Click on the Events tab to see upcoming job fairs, workshops, events, etc.
- See career workshops, employer panels, and online events hosted by the Center for Career Development & Academic Exploration.
- Information sessions hosted by employers on campus or virtually will also be listed under the events tab.
- Click Career Fair to see information specifically about upcoming job fairs.
- When you have clicked on a career fair, click on “All Employers” to see who will be attending. Click “View Details” under an employer’s name in the list to learn more about the company, job openings they have posted on Handshake, and more.

**Job/Internship Search**

- Click the Jobs tab and use the filters to search for opportunities.
- View Saved jobs/internships by clicking on the Jobs choice and then on the Saved option.
Interview “No Show” and Late Cancellation Policy

Submitting a resume requesting an interview and scheduling an interview are formal commitments to the employer. If you are selected for an interview for which you submitted a resume, you are committed to scheduling an interview and showing up for the interview unless a legitimate reason arises.

A “No Show” is defined as someone who:

1. Submits a resume expressing interest for an interview and is selected by the employer for an interview, but fails to schedule an interview time.
2. Schedules an interview with an employer and does not show up for the interview.
3. Cancels an interview less than 24 hours before the interview.

If you violate the No-Show policy, your Handshake account will be deactivated and your On-Campus Recruiting privileges will be suspended. In order to reinstate your account, you must meet with Sr. Assistant Director Mary Mahoney.

Acceptance Policy for Permanent and Internship Jobs

After accepting a job offer, you should NOT continue to interview. You must notify the Center for Career Development & Academic Exploration of your acceptance and cease further activity.

Accurate Representation Policy

Always provide accurate information during the job search process. Do not falsify work experience, GPA, dates, eligibility, leadership roles, etc.

Graduate Placement Survey

All students graduating in Academic Year 2020 - 2021 will be required to complete a Post-Graduate Survey in order to maintain access to the Handshake system as Alumni. You will be contacted via email following your graduation to complete this survey. Prompt response to the Survey will guarantee that your account will not be suspended.

Conclusion

This policy is in place to protect you, the student. No-shows hurt the University’s reputation with employers and deny other students an interview spot of which they might have taken advantage. We will do everything we can to work with you, but we ask you to be responsible and avoid No-Shows. If you have questions about this code, please contact the center at (865) 974-5435.

Important Note

The Center for Career Development & Academic Exploration and the Handshake system serve as a referral source for jobs and other opportunities and generally cannot make specific recommendations regarding off-campus employers. The center makes no guarantees about the positions listed by the office. The center is not responsible for safety, wages, working conditions, or any other aspects of off-campus employment. While we expect employers to adhere to ethical standards, we are not able to research the integrity of each organization or individual that lists a job with us. Students and alumni are urged to ask good questions and use common sense when applying for any job or internship, particularly with respect to employment in a private home or other opportunities not affiliated with an established public or private sector organization. We encourage you to research prospective employers using resources made available by the center, as well as other tools, such as the internet.

The Center for Career Development & Academic Exploration provides opportunities for University of Tennessee students and alumni to develop job-search skills and provides resources to help identify potential employment. The center does not guarantee job placement for students nor for alumni.

Please contact the center with questions or concerns, if you believe any employer listing jobs or internships on Handshake has misrepresented opportunities or has otherwise engaged in unethical conduct concerning recruitment or employment practices.
LinkedIn

LinkedIn is a professional networking site that helps people find and share opportunities. You can connect with and keep up-to-date with your network, which is key when job searching. You can also find alumni groups, job postings, company information, and much more. To create your profile, visit www.linkedin.com. Your LinkedIn profile is the resume every potential employer will see. Even if you don’t use LinkedIn on a regular basis, the people looking to hire you will. See LinkedIn Profile Basics for information on creating your profile on page 30. Join groups to network and establish yourself as a voice in your field. Research the influencers in your field and model your profile layout after them.

Facebook

The fact that Facebook has more than 600 million active users is a good enough reason to use it as a job search and networking tool. Many businesses that know the power of the web are already there. Another thing that you should note as a job seeker is that many recruiters are constantly scouring social networking sites to reach out to potential candidates, and Facebook is a platform they don’t ignore. If you are thinking of using social sites as a job search tool, you should definitely have a presence on Facebook. When you search for a particular term on Facebook, you can narrow it down to people, pages, groups, link, etc. which give you a wide range of options as to who to network with and reach out to. Two very important features of Facebook are “Facebook Pages” and “Facebook Groups”.

Twitter

More people are using Twitter to find jobs. Not only are people on Twitter to look for jobs, but employers are also looking for people to hire. Some are on Twitter specifically to recruit. Connect with people in the companies and jobs that you are looking to get into, tweet questions you may have in your field, use Twitter search to look for jobs that are tweeted using keywords that pertain to what you are looking for, tweet that you are job hunting, etc. Try searching for and using these hashtags: #jobs, #hiring, #tweetmyjobs, #careers, #jobposting, #employment, #recruiting, #jobsearch, #joblisting.

Email

Many use this form of communication in a highly informal manner. The first rule of thumb is - Think before you write. Just because you can send information faster than ever does not mean that you should click the “Send” button as quickly as possible. Keep your messages concise. The screen only shows about one half of a hard-copy page. Save longer messages and formal reports for regular or overnight mail. However, do not keep your text so short that the reader has no idea what you’re talking about.

DO NOT TYPE IN ALL CAPS! It may appear that you are yelling. Additionally, do not type in all lowercase. Know that professional communication must be professional and if you violate the rules of grammar and usage, you make it difficult for the reader to interpret your message.

The subject line is important. Use it to get the reader’s attention. Replace vague lines (My Resume or Publishing Job) with clear statements.

Proofread your message. We recommend that you also use a spell and/or grammar checker. You do not want to damage your credibility with a misspelled word.

Need help with creating a professional presence online?

OIT training staff can help you put your best foot forward with social media and other technologies. Learn how to set up your LinkedIn account, get a one-on-one consultation on your profile, and learn the software to design your resume or personal website. Check out what OIT has to offer at oit.utk.edu/training.
**LinkedIn Profile Basics**

**Photo**
- It does not need to be a fancy, professionally taken photograph, just make it friendly and appropriate. Keep your field in mind, matching your style with the appropriate style of your field.

**Background Image**
- It’s a good idea to change the background image from the default blue lines to something that reflects your industry or your personality.

**Headline**
- Share any interests you are enthusiastic about and the exciting projects you want to accomplish in the future, but don’t be too cute or too personal.

**Summary**
- Tell people your motivations, talents and skills. Consider sharing your plans for future projects.

### Add New Profile Section

#### Background
- **Work Experience**
  - List your work history including any contracts or internships.

- **Education**
  - Get more profile views by adding your school.

#### Skills
- **Skills**
  - Showcase your strengths as a professional.

#### Projects
- **Projects**
  - Add compelling projects to demonstrate your experience.

#### Honors & Awards
- **Honors & Awards**
  - Feature the recognition you’ve earned.

#### Organizations
- **Organizations**
  - Show your involvement with communities that are important to you.

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Adapted from the LinkedIn Profile Checklist

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**Develop Career Tools**
GET STARTED WITH YOUR JOB SEARCH (5 STEPS)

1 Target your Search

Identify your desired career field(s), job function/title(s), and location(s) that meet your interests, qualifications, and values.

- **Career Field:** This is broadly defined as the type of industry or organization. You might target these based on your knowledge areas and interests or due to high availability of targeted job functions/titles or within a desired location. (e.g., nonprofit management, entertainment, education, healthcare, technology, law, finance, etc.)
- **Job Function/Title:** This is a specific role within an industry or organization. One industry or organization may have a variety of roles. Target these based not only on your interest, but also the skills and experiences you have gained that meet the requirements to do this work. (e.g., teacher, accountant, legal assistant, event planner, recruiter, social media coordinator, data analyst, etc.)
- **Location:** Location is dependent both on your personal values and availability of the job or relevant organizations in that area. You may target a specific city, region, or country; a particular industry hub; or a location near family.

2 Identify Potential Opportunities

Create an ongoing list of organizations that meet your criteria and explore their relevant positions, hiring process, and opportunities to connect.

**Major and Industry Specific Resources**

- **Career Coaches:** Meet with a Center for Career Development & Academic Exploration Career Coach to help you identify your strategies. *(See page 7)*
- **Major and Industry Specific Exploration Resources:** Coaches have compiled resources by industry at career.utk.edu.

**Online Databases**

- **Handshake:** Search for organizations, jobs and internships, and events exclusive to UT students. Handshake is used for on-campus interview scheduling. *(See page 27)*
- **LinkedIn:** Follow organizations of interest and identify connections and jobs. *(See page 30)*
- **CareerShift:** Search jobs and organizations by industry. You can also identify alumni connections. Visit career.utk.edu or Handshake for free student access.
- **Vault:** View rankings and reviews of organizations and expert career advice including exploration and research, sample interview questions, resumes, cover letters, and more.

**On-campus Recruiting**

Organizations visit campus to meet students at events such as career fairs, Career Conversations, panels, and on-campus interviews. Recruiting begins in early fall and spring - view these opportunities on Handshake *(See page 27)*. You may also view a list of organizations that have participated in on-campus recruiting in past years in the Post Graduation Section.

- **Career Fairs:** Various general and major/industry specific career fairs are hosted throughout the year. *(See page iii)*
- **On-campus Interviews:** Organizations post opportunities, schedule interview dates, and select applicants through Handshake to interview at the Center for Career Development & Academic Exploration.
- **On-campus Events:** Events, such as employer information sessions, Career Conversations, panels, etc., are hosted throughout the year. *See career.utk.edu for updated events calendar.*
GET STARTED WITH YOUR JOB SEARCH (5 STEPS)

Alumni

Alumni are an excellent source for advice and career information based on their own career path. You can explore opportunities to connect with alumni at Center for Career Development & Academic Exploration hosted programs such as VoL-to-Vol and in the Professional Career Guide Directory, city-based alumni chapters, and local networking events hosted by the Alumni Association - visit alumni.tennessee.edu.

Other Networking Opportunities

- **Social Media:** Many organizations utilize their own pages in LinkedIn and other media. You can follow them to stay current on news and opportunities. *(See page 29)*
- **Experiences:** Connections you make in experiences, such as internships, can provide expert career advice, make referrals, and offer their own opportunities. *(See page 5)*

3 Apply!

Use the resources in this guide and at career.utk.edu to create excellent career tools such as resumes, cover letters, and career profiles, and to develop strong interviewing and etiquette skills.

4 Keep Track and Evaluate

Be sure to keep track of your applications, next steps, and outcomes so that you can evaluate your strategies, make appropriate adjustments, and decide on offers.

5 Decide and Accept

Review full compensation and other criteria to determine if you will accept or decline offers. After accepting an offer, withdraw from any other searches for which you are seriously being considered (i.e., those that have progressed past the initial application phase). This is a courtesy to the recruiter and to others who are interested in the position.

*Uncertain?*

*Meet with your Career Coach or explore ideas at career.utk.edu.*
Networking is the process of gathering helpful information to research career paths and develop future job leads from personal contacts and actual professionals in your field of interest. Studies show that only 20% of jobs are actually posted—leaving 80% to be discovered or developed. Therefore, networking is the #1 way most people actually find a job or internship.

5 Steps to Get You Started

1. Develop your list of current and potential contacts:
   - Friends, family, and neighbors
   - Supervisors and colleagues (past and current)
   - Faculty, administrators, other students, and alumni
   - Contacts in your campus and community activities
   - Connections met at on-campus recruiting events
   - Members of professional organizations and career societies

2. Do some research on the industry:

   Do some research on the industry and the potential contacts using LinkedIn, CareerShift, Handshake, Vault, and other industry-specific websites at career.utk.edu.

3. Create or update your career tools:

   Create or update your career tools and online networking profiles to present your best image and accomplishments (e.g., resumes, LinkedIn, portfolio, blog, social media sites, etc.)

4. Develop your 30-second Introduction:

   Think about your education, interests, skills, and values along with the industries, locations, and types of jobs that interest you. Consider how you your contact relates and how they might assist you.

   **Example:**

   Hi, I’m Mary Jones. I’m a psychology major at the University of Tennessee and I’m interested in the field of human resources. I became interested in human resources last summer when I interned at XYZ Company and got to know the Human Resource Director there. I found her job very interesting. She worked in all aspects of employee relations and hiring. When I returned to school this fall, I decided to add a business class and joined the Human Resource Management Association. Next semester I will begin taking courses as a management major and I hope to obtain an internship in human resources next summer.

5. Activate your Network:

   Networking opportunities present themselves in a variety of ways, ranging from spontaneous encounters to planned events such as on-campus career fairs. You will want to be prepared to respond effectively in those spontaneous conversations, but also to take steps to create opportunities to connect by reaching out and by participating in career programs.
CAREER FAIR TIPS

Before

• Dress to impress! (Business casual or better)
• Get your resume reviewed.
• Print out several copies of your resume on resume paper.
• Invest in a professional portfolio to carry your resume copies, paper and a pen.
• Do your research:
  Look at the list of employers attending on Handshake.
  Build your Top 10 list.
  Research your top companies.
  Nothing impresses an employer less than an interviewee who asks “So what do you do?”.
• Prepare and practice your elevator pitch.

During

• Pause and take a deep breath when you arrive.
• Make a lap and scope out the companies.
• Look for a map.
• Choose a “practice” organization to talk to first.
• Focus on what you can offer the organizations at each visit (not what they can do for you and your career).
• Take notes after speaking to an organization:
  Name of representative you spoke with
  Any follow up-directions
  Contact information
• Don’t forget to say thank you!

After

• Reflect on organizations you spoke with.
• Follow up!

See dates for career fairs and other upcoming events on pg. iii and at career.utk.edu.

Prepare for the Search
What is the salary range for someone with your education and experience? Salaries can depend on the job and the geographic location. The following links will help you investigate how job salaries or offers compare to those surveyed. Along with researching salary, researching the cost of living of potential employer locations is important.

### Salary Calculators

- Job Seekers Salary Calculator (http://www.jobsearchintelligence.com/etc/jobseekers/salary-calculator.php)
- Salary.com (http://www.salary.com)
- BankRate (http://www.bankrate.com/brm/movecalc.asp)

### Salary Surveys & Resources

- CareerOneStop (http://www.careeronestop.org/SalariesBenefits/SalariesBenefits.aspx)
- Jobstar (http://jobstar.org/tools/salary/index.php)

### Salary Negotiation

Many new college grads only have a vague idea of what they want and need in terms of the money they’ll earn with their first job. Here are some tips that you should keep in mind.

- **Plan Ahead:** Before the interview, research the company’s salary ranges and benefits. Think about what you want from the job, both salary and benefits.
- **Don’t agree too quickly:** The employer may offer the job and salary simultaneously. Never say yes right away. Instead, tell them that you will think about the offer and will get back to them within a certain time frame.
- **Everything Counts:** When calculating your salary, remember to include the value of benefits, such as bonuses, commissions, health insurance, flexible spending accounts, profit sharing, paid vacation, and stock offerings.
- **Do Your Homework:** The best way to know what you should be making is to see what others in your position make. You can also check with trade associations or browse through other job postings to see how your salary compares to others.
- **Don’t Get Personal:** The employer doesn’t care about student loans, etc. Your salary will be based on the hirer’s assessment of three things: *Your ability to do the job, the organization’s budget, and market rates for your job.*

**“I have an offer but am still waiting on another….now what?”**

- **Stall:** Take time to think about opportunities before deciding. Ask for more time or get the offer in writing. Employers are expected to give you due diligence to make a decision (one week minimum).
- **Contact other employer:** Inform them of the situation and see if they can speed up their process or let you know where you stand.
- **Don’t burn bridges!** There are major ethical considerations if you renege on offer. You represent your peers and the University of Tennessee. See Code of Conduct on page 28 for specifics.

### Cost of Living

Along with researching salary, researching the cost of living of potential employer locations is important. As you may know, the cost of goods may vary greatly between two cities. “Cost-of-Living” is usually considered as the composite cost of groceries, housing, utilities, transportation, health care, clothing, and entertainment within a city. The ACCRA (www.accra.org) collects data to produce a comparable index; however, many non-profit and for-profit organizations charge for up-to-date “Cost-of-Living” reports.
When appropriate, graduate or professional school can have significant impact on your future career, but is also a significant investment of time, energy, and financial resources. Reflect on your career goals and research your options to help you decide when and where advanced education is right for you. Use these resources at career.utk.edu or pick up a copy of the Graduate School Admission Guide to help you as you explore your options, prepare, and apply to graduate school. Career Coaches are also available by appointment to help with each stage of this process.

Tips for Getting Started

Meet with your Center for Career Development & Academic Exploration Career Coach early in the process.

• Discuss your career objectives and goals for graduate school.
• Get help answering questions about the various parts of the application process, including admission essays or personal statement reviews.

Attend annual Center for Career Development & Academic Exploration sponsored and other Graduate School events.

• Look for events during graduate school prep month in October and other opportunities throughout the year.

Additional Graduate School Resources

• GradSchools.com (http://www.gradschools.com/)
• Graduate Guide (http://www.graduateguide.com/)
• Peterson's Graduate Search (https://www.petersons.com/graduate-schools.aspx)
• The Princeton Review (http://www.princetonreview.com/grad-school)
• PhDs.Org (http://www.phds.org/)
APPLICATION TIMELINE

The following timeline relates to those who plan to attend graduate school soon after graduation. If you are one of the many who choose to take gap years before attending, meet with a Career Coach to discuss how you might adjust this timeline to fit your goals.

**Freshman-Sophomore Year**

- Engage in career explorations activities to identify potential career paths.
- If you are pursuing areas such as law, medicine, or veterinary sciences, identify the typical prerequisite courses needed for graduate school.
- Meet with a Career Coach to discuss ways to build your resume freshman and sophomore year.

**Junior Year - Summer Before Senior Year**

- Finalize the type of graduate program that is consistent with your career goals—meet with your Career Coach and relevant faculty members to discuss plans.
- Identify a list of prospective schools – identify requirements and compare to your criteria.
- Sign up for and begin preparing for entrance exams (e.g., GRE, GMAT, LSAT, MCAT) required by your program of choice.
- Begin looking into financial aid, such as loans, scholarships, fellowships, and graduate assistantships.

**Senior Year**

**August-September**

- Write a rough draft of your personal statement or essay and get reviewed by faculty or CCDAE.
- Take entrance exams if you haven’t done so already.
- Meet with program representatives – by phone or in-person.

**Senior Year**

**October-December**

- Generate a final list of universities and complete application forms.
- Finalize versions of your personal statement to address each program’s specific requirements.
- Order transcripts from all of your post-secondary institutions.
- Meet with your recommenders to discuss your program choices and give them information they will need to write the recommendations.
- Fill out the FAFSA to qualify for federal aid.
- Research any deadlines to apply for graduate assistantships or other aid offered by your program or other departments on campus.

**Senior Year**

**February-March**

- Plan a visit to meet with faculty members and current students in the program.
- Prepare for any interviews if required. (See page 19)

**Senior Year**

**April-May**

- You should start to receive admission offers around April.
- Assess your financial aid package.
- Make a decision—call other programs to decline or withdraw.
- Write thank you letters to those who helped you during this process.
Class of 2020 Career Outcomes (August 2019, December 2019, May 2020)
Information gathered on 72% of graduating students
WHERE ARE YOU GOING?

Graduate School.
Job.
Military.
Service Corps.

Fill out your career profile and share your success!

https://tiny.utk.edu/careerprofile

Not sure of your next step?
For resume and interview preparation, job search assistance, or graduate school guidance, stop by the Career Development and Academic Exploration.
We are open to alumni!

For more information, visit career.utk.edu.
### PAST RECRUITING EMPLOYERS

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