



CAREER DEVELOPMENT &
ACADEMIC EXPLORATION

VOL GUIDE TO RESUME WRITING



RESUME CHECKLIST

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 Academic Exploration 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

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

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

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

- 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!
- Consider having a separate resume that is in compliance with Applicant Tracking Systems (navigate to this section in the guide for more details).

CONTENT

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

IDENTIFYING INFORMATION

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)

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

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. Include the state and country if the college or university is outside of the United States. 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

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

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, country (if out of the US), 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 and individual job posting, 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

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

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

If you're a veteran or service member, the Center for Career Development and Academic Exploration 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 or Technical 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

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PERSONAL INFORMATION

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.

PORTFOLIO

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.

RESUMES & APPLICANT TRACKING SYSTEMS (ATS)

The use of Applicant Tracking Systems (ATS) has become common with organizations of every size. It is reported that 98% of Fortune 500 and over 66% of large companies use it. ATS is an integral part of how organizations now process resumes. Creating a resume that will be processed by an ATS means you need to think about the format, content, and use of keywords/phrases as you develop your document. An ATS is a software program that can automate and optimize the hiring process being able to filter out unqualified applicants. Keep in mind that any time you apply through an online form or portal most likely an ATS will “review” your resume.

ATS can be set to ask questions or have sections completed as part of the application process which enables the system to filter the viability of an applicant. The system will screen each application enabling the ATS to organize and rank applicants based on the position descriptions and needs of the employer. These systems allow businesses to collect information, organize prospects based on experience and skill set, and filter applicants.

Each person must be aware of the use of ATS. Being prepared with this information will enable you to create a resume that best highlights your experiences, skills, qualifications, training, and educational background. Your resume will need to be tailored for each position you apply to.

FORMATTING FOR ATS

- Submit your resume as a PDF file. After 80 to 100 uses or if it sits on your computer for 3 months with no use, your PDF can become corrupt. You can check this by copying and pasting all the information from your PDF to a word doc. If it loses all its formatting, your file is corrupt. This is easy to fix by accessing the original word file you used to create your resume and exporting a new PDF.
- Avoid templates, text boxes, columns, and tables; avoid using header and footer sections—keep everything in the body of the resume. TIP: You can use columns inside a section to list things like “skills”, but you MUST use bullet points in front of every list item.
- Use standard section headings on resume such as: Education, Experience, Activities, etc. TIP: ATS will take every section with the word “experience” in it as an important section. Consider changing section titles like “Activities and Organizations” to “Leadership Experience”.
- When adding numerical detail into the bullet points of your experience, consider using percentages and dollar amounts. ATS cannot differentiate between “4 hours of work” and the 4 in your phone number.
- Recommended fonts: Arial, Calibri, Georgia, Tahoma, Times New Roman.
- Font size 10 to 12; Margins .5 - 1 inch, left aligned. Keep your margins consistent around the page!

- Simple bullets can be used and vertical lines for dividers (ex: |).
- Avoid abbreviating months – use month and year (ex: December 2024).
- If resume is longer than one page avoid using name and full contact information on succeeding pages. Just list your name and page number in small font size in upper corner of pages.
- Avoid graphics as the images. They can get scrambled together in an ATS. In many ATS, your resume can be excluded from consideration if even 10% of your page is graphics (ie icons, fun borders, etc.) Resumes with graphics are best used when networking in person.
- Use correct spelling and grammar. Run resume through spell check/grammar and have someone else proof for any errors.

CONTENT

ATS are scanning resumes for words, phrases, titles, etc. that align with information in the job announcement. Pay close attention to items listed in Preferred and Required sections on the job announcement and make sure those match with information in your resume. Use exact wording for relevant information but do not copy the job announcement into your resume. For example, if a job announcement says experience in “managing a team” and you say “managing 10 team members” it will not recognize this as a match. A high score match is your goal to achieving contact from the organization and an interview. ATS scores your resume against the job description. Ideally you want to score around 80% and higher. You typically will not know how your resume scored.

Avoid abbreviating or using acronyms on your resume. If in doubt list both – i.e., Microsoft Office: Word, Excel, PowerPoint, Access. This clearly communicates you can use Microsoft Office Suite and its various software products. Another example listing Master of Business Administration (MBA) on your resume. By including both ways your degree can be listed assures one will match the ATS. If a job posting asks for “Point of Sales experience” make sure to write it out and not use POS or point of purchase. Pay close attention to industry specific words in the job announcement and make sure they are included on your resume.

When considering the length of your resume, one size doesn’t fit all. Some individuals may have a one-page resume while others who have more experience may be several pages. For a resume being reviewed by an ATS, length is not the main concern but how informatively and concisely you have worded your information is what is important.

Applicant tracking systems are here to stay. You may find that it is best to create multiple versions of your resume – a resume that you use in an ATS that specifically aligns your experiences, qualifications and education with the job description and industry; and a resume that may have more graphic touches for in-person networking. Be prepared for all settings.

Sarah Jane Jones

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Objective	Sales Representative with a major manufacturer with opportunity to advance into management	
Education	The University of Tennessee, Knoxville	
May 20XX	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	BELK	Knoxville, TN
August XX-present	<i>Salesperson</i>	
	<ul style="list-style-type: none"> • Sell women's clothing and suggest appropriate accessories • Conduct inventory; arrange displays of merchandise • Received performance-based salary increases 	
Summers XX-XX	DILLARD'S DEPARTMENT STORE	Nashville, TN
	<i>Salesperson/Clerk</i>	
	<ul style="list-style-type: none"> • 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 	
August XX-May XX	WALGREENS	Knoxville, TN
	<i>Cashier</i>	
	<ul style="list-style-type: none"> • Collaborated with store manager on orientation and assignments for new employees • Oversaw cash drawer and made bank deposits • Assisted pharmacist as needed 	
Activities	American Marketing Association, 20XX-present	
	<i>Vice President, 20XX-XX</i>	
	<i>Treasurer, 20XX-XX</i>	
	Delta Delta Delta Sorority, 20XX-present	
	<i>Panhellenic Representative, 20XX-present</i>	
	<i>Rush Chairman, 20XX-XX</i>	
	<ul style="list-style-type: none"> • Coordinated eight committees • Increased membership by 20% 	
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	

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

- 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

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

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

John Stephens

jstephens@utk.edu

Current Address:	865-555-5555	Permanent Address:
1720 Melrose H-233		5432 Red Rover Lane
Knoxville, TN 37916		Florence, SC 29553

Objective	To obtain a part-time job in the Knoxville YWCA	
Education	The University of Tennessee, Knoxville	Aug. 20XX–Present
	Bachelor of Arts in History Minor in Business	
	West High School, Florence, SC	June 20XX
	GPA: 3.25/4.0	
Experience	Chick-fil-A, Knoxville, TN	Sep. 20XX–Present
	<i>Salesperson</i>	
	<ul style="list-style-type: none"> • 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	June 20XX–Aug. 20XX
	<i>Nanny</i>	
	<ul style="list-style-type: none"> • 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	Aug. 20XX–Present
	West High School Marching Band	Aug. 20XX–May 20XX
	<i>1st Chair</i>	
	<ul style="list-style-type: none"> • Led section of 10 students in learning songs and perfecting technique • Provided assistance in developing music skills for fellow students 	
	National Honor Society	
	<i>Vice President</i>	
	<ul style="list-style-type: none"> • 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 	
Additional Information	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

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

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

- 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

The University of Tennessee, Knoxville

Bachelor of Arts in Psychology

Minor: *Child and Family Studies*

May 20XX

GPA 3.7/4.0

RELATED EXPERIENCE

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

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

Mental Health Association of East Tennessee 20XX-Present

Boys & Girls Club Volunteer 20XX-20XX

HONORS

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

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

RELEVANT SKILLS

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

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

HONORS

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

EDUCATION

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

EXPERIENCE

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

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

PROFESSIONAL EXPERIENCE

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

- 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

The University of Tennessee, Knoxville

MBA, with emphasis in Marketing and Management

BBA, with double majors in Marketing and Finance

TECHNICAL SKILLS & TRAINING

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

Dale Carnegie Sales Training

COVER LETTER

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.

Anita Jones

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(865) 123-4567 | AnitaJones92@utk.edu
www.linkedin.com/in/AnitaJones

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, examples, 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,

Anita Jones

Anita Jones

APPENDIX A

Career Readiness Competencies & Your Resume or CV

How can your resume or CV reflect the competencies employers are seeking?

Competency & Definition <i>Consider printing a position description & circling the words and synonyms below that appear in it. Bullet points should reflect these words/synonyms.</i>		Give specific examples & quantify where possible <i>Club/organization, internship, co-op, part or full-time job, assistantship, creative inquiry, research, study abroad, volunteering, special project, etc.</i>
Critical Thinking	Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.	Example: Marketing Internship: Created strategic marketing plans by conducting extensive research for various clients
Communication	Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.	
Teamwork	Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.	
Technology	Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.	
Leadership	Recognize and capitalize on personal and team strengths to achieve organizational goals.	
Professionalism	Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in interest of larger community and workplace.	
Career & Self Development	Identify skills, strengths, knowledge, experiences, and areas of growth related to career goals; navigate job options and pursue opportunities	
Equity & Inclusion	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

Management & Leadership	improved	Communication	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	Technical
executed	solved	influenced	transmitted	adapted
expanded	specified	informed	tutored	analyzed
generated	sponsored	interacted	wrote	applied
governed	stipulated	interpreted		assembled
handled	streamlined	interviewed	Research	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
Organizational	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	Levels of Proficiency (adjectives)	Clinical	
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
8AM-5PM

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