



CAREER DEVELOPMENT &
ACADEMIC EXPLORATION

VOL GUIDE TO RESUMES & COVER LETTERS



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This booklet is a comprehensive guide for preparing a resume and cover letter that will be effective in getting a job interview.










It represents the most current information gathered from references in the Center for Career Development & Academic Exploration and 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 or cover letter, 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.

BUILDING 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 because employers will spend less than 15 seconds reviewing each resume.

To begin, put together a complete inventory of your background—education, work, activities, volunteer work, skills and more. Use this worksheet to create an extensive list of your experiences and categorize them by type of experience. The categories will be helpful in determining your resume section headings.

Category	Prompt	Your Answers/Notes
 Education	What degrees are you working on or have you completed? Include school name, major minor, and GPA (if above 2.8).	
 Training/Certifications	Any formal certifications, licenses, or trainings you've completed (CPR, OSHA, software, etc.)?	
 Work Experience	List all jobs (part-time, full-time, internships, co-ops). Include employer name, your title, and dates.	
 Volunteer Work	Any unpaid experiences where you made an impact (clubs, community organizations, events)?	
 Campus Involvement	List clubs, organizations, and your roles. Were you an officer? Did you plan events?	
 Projects	Class, group, or independent projects that show off your skills. Include what you did and the results.	
 Technical/Computer Skills	What tools or software can you use? (Excel, AutoCAD, Canva, Python, etc.)	
 Languages	Do you speak any second languages? Note your level (fluent, conversational, beginner).	
 Other Strengths	Any soft skills (teamwork, leadership, communication) or unique experiences?	

CONTENT

Now that you've created your inventory and categorized them by type, use this section to help you develop the content of your resume section by section.

HEADING

At the top of the page, list your name, city/state in which you live, phone number, and email address. You may also include the URL of a personal website or your LinkedIn account if it represents you professionally, but exclude it if it contains personal information.

SMOKEY DOG

Knoxville, TN 37921

yourname@vols.utk.edu • www.linkedin.com/yourname • (555) 555-5555

Smokey Dog

Knoxville, TN 37921 | yourname@vols.utk.edu | linkedin/yourname | (555) 555-5555

OBJECTIVE (OPTIONAL)

The purpose of the 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.

Topics that can be included:

- 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
- Any strong geographic preference or restriction

The objective should be one or two short, simple phrases. A general objective can be useful in instances where you are handing out multiple resumes like job fairs or networking events. A specific objective is used when you are submitting applications or resumes to a select employer.

Objectives can be especially helpful when you are seeking a role in an industry that your expertise and/or education does not align with directly. However, if you are limited on space, you can remove this section of your resume.

GENERAL OBJECTIVE

Motivated and creative student seeking internship or entry-level opportunities in the software development industry

SPECIFIC OBJECTIVE

Aspiring software developer with strong foundations in computer science, problem-solving, and collaborative development, seeking an opportunity at Google to contribute to innovative user-focused technologies

EDUCATION

Degrees should be listed in reverse chronological order, including degree, expected graduation date, institution, location (city/state), major, and minor (if applicable). Include the state and country if the college or university is outside of the United States. 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 for graduate work.

- You may also include certifications or licenses relevant to your major and career objective, such as a teaching certificate or engineering-in-training designation.

Degrees below the bachelor’s level, as well as other schools you 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.

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’s clearly labeled (such as GPA in major, GPA in core curriculum, or GPA in upper-division courses).

EDUCATION	
The University of Tennessee, Knoxville, TN	May 2027
<i>Bachelor of Arts, Biochemistry & Cellular and Molecular Biology, Minor in Chemistry</i>	<i>GPA: 3.65/4.0</i>
Relevant Coursework: Cell Biology, Biochemistry, Microbiology	
EDUCATION	
The University of Tennessee, Knoxville, Tennessee	May 20xx
<i>Bachelor of Science, Public Affairs</i>	<i>GPA: 3.76/4.0</i>
<i>Minor in French</i>	
University Paris-Sorbonne, Paris, France	January 20xx-May 20xx
<ul style="list-style-type: none">Successfully completed six hours of French language and cultureLived with a host family for five months; spoke only French while in the home	

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 non conventional 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.

An example of a resume with relevant coursework listed can be found on page 19.

EXPERIENCES & ACTIVITIES

The experience section should include a wide variety of experiences including, but not limited to, part-time or full-time jobs, class projects, research, volunteer work, student organizations, and other relevant experiences.

The experiences section should be divided into multiple sections with specific headings to help organize the content in a format that is easy to read. Some example headings include: Work Experience, Volunteer Experience, Research Experience, and more.

You can use the list of your experiences that you created on page 4 to create sections based on the patterns found in your experience types.

Every experience should be listed in reverse chronological order (most recent to least recent). Experience sections can include but are not limited to the following types of experiences):

- Volunteer
- Part-Time Jobs
- Internships
- Class Projects
- Undergraduate Research
- Student Organizations
- Professional Affiliations
- Leadership
- Shadowing

The experience section is used to determine the students' skills and knowledge. The following information should be included with each experience:

- Employer/Organization name
- Location
- Position Title
- Start and End Date
- Detailed Experience Descriptions (or Action Statements)

Experience sections can be formatted in a variety of ways. You can view example resumes starting on page 16.

ACTION STATEMENTS

Each experience will have multiple action statements describing your job duties and accomplishments. The statements will need to provide clear details to ensure that the reviewer understands the descriptions and roles.

It is important that the action statements are tailored to each job description to ensure you are highlighting your qualifications for the specific role.

Action statements should start with action verbs like “organize,” “lead,” “assist,” and more.

You can find more action verbs on beginning on page 35.

Tips and Tricks for Action Statements

- Craft two to five bullet points for each experience that showcases your knowledge, skills, and accomplishments while in the role.
- Utilize industry verbiage to showcase your industry knowledge and understanding.
- Include details to ensure the statement is clear and showcases measurable outcomes.
- Show readers that you have developed career competencies, such as Critical Thinking, Communication, Teamwork, Technology, Leadership, Professionalism, and Career & Self-Development.
- Tailor to the job description language to showcase your qualifications.
- 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.

ADDITIONAL SECTIONS

There are other sections that can be included on a resume such as Honors and Awards, Professional Affiliations, Presentations and Publications, Skills, and Study Abroad.

The Center for Career Development & Academic Exploration encourages students to read through their resume and reflect on other skills and experiences they may want to share with an employer.

The following list includes optional sections that students can include based on their experience in an industry.

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.

Honors and Awards

- Dean's List four semesters
- Member of Student Government Association
- Phi Eta Sigma Honor Society
- Volunteer Scholarship

Skills:

Include any specialized skills, training, certification, or licenses that are related to your industry as well as additional technical skills that would aid you in the industry, such as foreign language ability, ability to sign for the deaf, licenses, etc.

Soft skills such as communication, leadership, etc. should not be listed in this section.

Many employers desire specific technical skills, and you should include this information (programs, languages, applications, hardware, etc.) if you have the skillset. Depending on your skill level, you may prefer to have a separate Computer Skills heading. If not fully proficient, consider listing statements like "Working Knowledge of..." and "Familiar with...".

Skills

- Proficient in R
- Familiar with SPSS and SQL
- Working Knowledge of Spanish

Study Abroad:

Include a study abroad section when you want to highlight your international experience. You can include your study abroad under Education, Experience, International Experience, Activities, or Additional Information.

Make sure to include dates, locations, and special skills or strengths you gained (for example, language skills, critical thinking, or experience with cultural diversity).

Glorious Gardens Study Abroad

UT Student

United Kingdom and France

May 20xx-June 20xx

- Toured around 10 European gardens, five cultural sites, and five architectural landmarks
- Engaged in discussions with classmates, faculty, and site hosts on the history and culture of landscapes
- Assessed sustainable landscaping practices and created a report comparing Europeans and the United States landscape practices

Publications:

You should list any publications you have done on your resume to show your expertise and contributions within the field. Publications can also establish credibility and promote one's dedication to professional development.

Incorporating your publications into your resume involves providing bibliographic citations for articles, research reports, journal chapters, or any other works you've authored or coauthored effectively highlighting your scholarly contributions. We recommend that you follow the citation style most relevant in your field such as APA, Chicago, MLA, etc.

Publications:

Johnson, H., Jones, B., & Smith, L. (2023). "The Impact of Climate Change on Desert Regions." *Environmental Science Journal*, 32(2), 451-483. DOI: 10.54321/esj.2023.11.1

TECHNOLOGY AND RESUMES

APPLICANT TRACKING SYSTEMS (ATS)

Applicant Tracking Systems (ATS) is a software program that employers use to automate and optimize the hiring process, being able to filter out unqualified applicants.

The system reviews the applicants resumes searching for the parameters the employer sets and organizes applicants based on the position descriptions and needs of the employer. ATS scores your resume against the job description. Ideally, you want to score around 80% or higher.

The use of Applicant Tracking Systems (ATS) has become common with organizations of all sizes. It is reported that 98% of Fortune 500 and over 66% of large companies use it. Creating a resume that will be processed by an ATS is a crucial skill to ensure success in a job or internship search. Employers use various platforms like Oracle, Taleo, ADP, and more.

The main strategies to ensure your resume is scanned well on an ATS platform are to create a basic easy-to-read format and tailor your content to the job description.

Tips and Tricks on Navigating ATS:

- Avoid templates, text boxes, columns, tables, and header/footer sections
- Do not abbreviate or use acronyms on your resume
- Use exact wording from the job description, especially from the Preferred and Required sections
- 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.
- Submit your documents as a PDF
- Test your resume by using Generative AI to scan like an ATS

HOW TO USE GENERATIVE AI WHEN BUILDING A RESUME

Generative AI has recently become more prevalent in job searches and is a fast-growing industry with many advantages available to students.

AI can be helpful in crafting your resume by providing ideas to fuel your writing. AI can help you build a resume tailored to your specific application through organizational structure, brainstorming bullet points, selecting verbiage, and more.

The following page contains the top three ways the Center for Career Development & Academic Exploration recommends students use AI to help with resumes:

1. Tailoring Your Resume

Prompt: “I will send you a job description for a job I am interested in. Please identify the top 10 skills related to this position for me to highlight on my resume. [INSERT JOB DESCRIPTION].”

Follow-Up Prompt: “Here are my previous work experiences and responsibilities as listed on my resume. [INSERT WORK EXPERIENCES FROM RESUME]. How can I reword my duties to highlight the skills you identified above?”

Disclaimer: Review information in bullet points provided for accuracy.

2. Helping Enhance Bullet Points

Prompt: “I am writing my resume for a job application and need help improving my bullet points. How can I make this statement better? [INSERT STATEMENT].”

Follow-Up Prompt: You can ask specific questions based on the bullet point suggestions.

Disclaimer: Review information in bullet points provided for accuracy.

3. Scanning for ATS

Prompt: “Here is my resume [INSERT RESUME]. Can you scan based on the applicant tracking system [INSERT APPLICANT TRACKING SYSTEM NAME]?”

Follow-Up Prompts: “What would my score be on [Applicant Tracking System Name] with this resume?” “How can I reword my duties to receive a higher score on the ATS platform?”

Want to learn more AI tricks for your career projection? Check out our website at **career.utk.edu** with example prompts for research new opportunities, interview preparation, and more!

MILITARY EXPERIENCE

If you're a veteran or service member, the Center for Career Development & 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 using military-specific terminology.
- Keep the names of specific products, techniques, or tools only if they are relevant to the position for which you are applying.
- 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

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

SAMPLE RESUMES

The next 12 pages will contain the following example resumes:



Agriculture

Page 16



Architecture

Page 17



Art

Page 18



Business

Page 19



Education

Page 20



Engineer

Page 21



First-Year

Page 22



Health

Page 23



Leadership

Page 24



Policy

Page 25



Social Service

Page 26



STEM

Page 27

Ally Agriculture

Knoxville, TN 37996 | (555) 555-5555 | aagriculture@vols.utk.edu | www.linkedin.com/in/AllyAgriculture

EDUCATION

The University of Tennessee, Knoxville, Herbert College of Agriculture
Bachelor of Science in Animal Science, Minor in Biological Science
Concentration: Bioscience

May 20XX

GPA: 3.9/4.00

RELEVANT EXPERIENCE

University of Tennessee, Office of Undergraduate Research & Fellowships

Student Assistant, Dr. Downey's Animal Behavior and Welfare Lab

April 20XX – Present

- Assist in hands-on data collection, including transporting and weighing calves, and weighing feed and water, contributing to the accuracy of longitudinal growth and intake studies
- Collect and analyze behavioral data from video and in-person observations, identifying key trends in animal stress responses
- Participate in team meetings and provide updates on research progress, supporting collaborative decision-making

Animal Welfare Club

Event Co-chair

October 20XX – Present

- Attend bi-weekly meetings to discuss animal welfare research, contributing to collaborative insights and staying up to date on current issues and best practices in the field
- Coordinate with fellow event board members to plan service events, guest speakers, and field trips, increasing member engagement by 12%
- Prepare students for AVMA Animal Welfare Assessment Contest in the Fall and Spring semesters, resulting in improved team performance and confidence

University of Tennessee Extension - Blount County

Student Intern

August 20XX – December 20XX

- Assisted with 4-H Club meetings at four Carter County elementary schools
- Organized meetings with five classes of approximately twenty students each at Blount County Schools to promote Agriculture Literacy
- Established positive relationships between Blount County 4-H with the Blount County School system
- Tutored two 4-H members how to complete a 4-H Honor Club and All-Star application

WORK EXPERIENCE

Coffee and Chocolate

Barista, Cashier

September 20XX – Present

- Provide customer service to patrons through cashier and barista responsibilities by ensuring their order is created and served in a timely manner
- Handle cash and card transactions, amounting to total daily values of \$400 - \$800
- Assess inventory needs and report to stocking manager to help prevent shortages and maintain smooth operations

ACTIVITIES

Study Abroad, Smith Center for International Sustainable Agriculture

Costa Rica

January 20XX

- Observed sustainable practices in organic farming, production, and the relationship between ecotourism and community development
- Immersion into the landscape and culture of host country, including trekking through stunning nature parks and sighting hundreds of species of plant and animal wildlife

HONORS & AWARDS

- Dean's List Recipient

Fall 20XX-Spring 20XX

Archie

(555) 555-5555 | aarchitect@vols.utk.edu | aarchitect@myportfolio.com

Architecture**SUMMARY OF QUALIFICATIONS**

- Proficient in Revit, Rhino, and Enscape for BIM modeling and visualization
- Internship experience assisting with schematic design and construction documents
- Studio background in housing, adaptive rescue, and urban public space
- Strong communication skills developed through TA role and group projects

EDUCATION**University of Tennessee, Knoxville**

May 20XX

*Bachelor of Architecture (BArch) Minor in Design Studies***HONORS****National Competition Winner**

20XX

*Traveling Fellowship LINK***Tennessee Design Award**

Fall 20XX

*Nominee***EXPERIENCE****Your Favorite Architects**

City, State

Intern

May 20XX-Current

- Supported design development and drafting tasks for mixed-use and residential projects using Revit and AutoCAD
- Built physical models and prepared digital diagrams for client presentations and internal design reviews
- Conducted zoning and site research to inform early-phase concept development
- Collaborated with project teams to update drawing sets in response to client feedback and code requirements

University of Tennessee – College of Architecture + Design

Knoxville, TN

Teaching Assistant, 2nd Year Design Studio

August 20XX - December 20XX

- Provided technical and design feedback to undergraduate students during desk crits and pin-ups
- Demonstrated rendering and digital modeling techniques in Rhino, Enscape, and SketchUp
- Assisted in managing studio operations, preparing review materials, and supporting critique logistics
- Graded project submissions and mentored students on portfolio preparation and design thinking

UTK Architecture Student Ambassadors

August 20XX-December 20XX

Peer Mentor

- *Mentored first-year B.Arch students on design studio culture, time management, and portfolio building*
- *Led tours for perspective students and assisted with open house and review day events*

SKILLS**Modeling/Drafting**

- Revit (Proficient)
- AutoCAD (Proficient)
- ArchiCAD (Proficient)
- SketchUp (Beginner)
- Rhino (Intermediate)

Visualization

- Enscape3D (Proficient)
- Lumion (Intermediate)
- Vray (Intermediate)

ARTIE ART

Aart0@vols.utk.edu - (555) 555-5555 – myart@myportfolio.com

EDUCATION

The University of Tennessee, Knoxville | *Knoxville, TN*
Bachelor of Arts, Studio Art

May 20XX

SELECTED EXHIBITIONS

Paintings

“Shape of Smokey” | Red Gallery, *Knoxville, TN*

March 20XX

“Neyland at Night” | Broadway Studios & Gallery, *Knoxville, TN*

October 20XX

“The Handprinted Rock” | Mighty Mud Galleries, *Knoxville, TN*

May 20XX

Ceramics

“Rock” | UT Downtown Gallery, *Knoxville, TN*

May 20XX

“Torchbearer” | Ewing Gallery of Art + Architecture, *Knoxville, TN*

February 20XX

RELEVANT EXPERIENCE

Visitor Services Representative

May 20XX – Present

Knoxville Museum of Art | *Knoxville, TN*

- Provide personalized customer service when interacting with visitors, answering questions about the museum’s ever-changing exhibitions and programs
- Manage admissions, memberships, and retail transactions using point-of-sale systems, while maintaining accurate records and promoting museum offerings
- Support museum security and safety protocols, monitor gallery spaces, and assist with special events

Studio Programs Intern

May 20XX – August 20XX

Whitney Museum of American Art | New York, NY

- Supported artists-in-residence by preparing materials, mixing paints, and maintaining studio spaces, gaining direct exposure to contemporary art production
- Conducted research on featured artists for the purpose of educational content in community programs
- Participated in and observed professional-level studio practices through critiques and feedback sessions with various artists-in-residence

STUDENT INVOLVEMENT

UTK Print Club

January 20XX – Present

Vice President | *Knoxville, TN*

- Oversee coordination of printmaking events and critiques, communicating with club Communications Chair and Events Liaison to ensure smooth event execution and high turnout
- Mentor new members on safe and effective practices, reinforcing printmaking fundamentals
- Collaborate with faculty and visiting artists to organize print-focused workshops

GRANTS, ACHIEVEMENTS, AND AWARDS

Finalist, *Smokey the Dog Artist Grant*

May 20XX

Winner, Dorothy Dille Art Scholarship

May 20XX

SKILLS & PROFICIENCIES

Clay Mixing

Pit Firing

Painting

Printmaking

Mold Making

Electric Kiln Firing

Drawing

Adobe Creative Suite

BENNY BUSINESS

Knoxville, TN 37921 • (555) 555-5555
bbusiness@vols.utk.edu • www.linkedin.com/in/bennybusiness

EDUCATION

The University of Tennessee, Knoxville, Haslam College of Business
Bachelor of Science in Business Administration
Major: *Business Analytics* Concentration: *Information Management*
Knoxville, Tennessee
Graduation: May 20XX
Cumulative GPA: 3.25/4.00
• Dean's List: Fall 2026, Spring 2027

Haslam College of Business Study Abroad Program
Global Business Study Program
Barcelona, Spain
May 20XX– July 20XX
• Studied international business strategies and supply chain management in a global context
• Completed coursework on market analysis and business development in European economies

EXPERIENCE

Axle Logistics
Business Analytics Intern
Knoxville, Tennessee
May 20XX – Present
• Analyze transportation and logistics data to optimize supply chain efficiency
• Develop dashboards using Excel and Tableau to track key performance metrics
• Collaborate with cross-functional teams to improve customer service and operation

Torch Fund (Student Investment Fund)
Analyst
Knoxville, Tennessee
August 20XX – Present
• Conduct financial analysis and market research to identify investment opportunities
• Present investment recommendations to fund managers based on data-driven insights
• Monitor portfolio performance and provided reports on key financial metrics

RELEVANT PROJECTS

Haslam College of Business – Data Analytics Project
Project Lead
Knoxville, Tennessee
January 20XX – May 20XX
• Led a team in analyzing business data to develop predictive models for sales forecasting
• Utilized Python and SQL to clean, analyze, and visualize large data sets
• Presented findings and actionable recommendations to faculty and industry professionals

LEADERSHIP

Excel Club
Active Member
Knoxville, Tennessee
August 20XX – Present
• Engage in professional development workshops and networking events
• Participate in case study competitions focused on data-driven business solutions

Haslam Ambassadors
Student Ambassador
Knoxville, Tennessee
August 20XX – Present
• Represent the Haslam College of Business at prospective student events
• Coordinate campus tours and outreach initiatives to engage incoming students

Eddy Education

Knoxville, TN • eeducation@utk.edu • (865) 974-5435 • LinkedIn Address

EDUCATION

University of Tennessee, Knoxville	Knoxville, TN
<i>Master of Science in Teacher Education</i>	May 20XX
<i>Concentration: Social Sciences Education Professional Internship</i>	
University of Tennessee, Knoxville	Knoxville, TN
<i>Bachelor of Science in Education</i>	May 20XX
<i>Concentration: Secondary Social Science Education</i>	

LICENSURE

Tennessee Practitioner Teach License	Issued: June 20XX
Endorsement: Middle Grades Social Science 6-8	Renewal Date: June 20XX

TEACHING EXPERIENCE

Bearden Middle School	Knoxville, TN
<i>7th Grade Student Teacher</i>	August 20XX - May 20XX
<ul style="list-style-type: none"> Taught three, 60-minute social studies classes with class sizes ranging from 22 to 26 students Developed lesson plans for conceptual understanding and real-world application of classroom concepts Utilized classroom management strategies from regular instructional planning meetings Initiated and maintained contact with parents, teachers, and administrators 	
South-Doyle Middle School	Knoxville, TN
<i>6th Grade Practicum Student</i>	January 20XX – May 20XX
<ul style="list-style-type: none"> Co-taught instructional units for 15 days using various techniques of scaffolding strategies Attended monthly departmental meetings and weekly faculty meetings 	
Whittle Springs Middle School	Knoxville, TN
<i>8th Grade Practicum Student</i>	August 20XX – December 20XX
<ul style="list-style-type: none"> Designed and implemented small group instruction as well as curriculum activities Observed 8th grade social studies classes, noting teaching styles and classroom management techniques 	

WORK EXPERIENCE

School Aged Child Care (SACC)	Franklin, TN
<i>Group Associate and Camp Counselor</i>	May 20XX – August 20XX; May 20XX – August 20XX
<ul style="list-style-type: none"> Supported the development of kindergarten through 5th grade aged children Supervised and engaged students in daily recreational and enrichment activities 	

LEADERSHIP EXPERIENCE

Student Council for Exceptional Children	Knoxville, TN
<i>UTK Chapter Treasurer/Secretary</i>	October 20XX– May 20XX
<ul style="list-style-type: none"> Managed both physical and virtual organizational documents and records Annotated bi-semesterly organizational meetings and ensured prompt distribution to members 	
<i>UTK Chapter Member</i>	January 20XX – May 20XX

CERTIFICATES & SKILLS

Google Certified Educator; Level 1	June 20XX– June 20XX
Educational Software: Canvas Infrastructure (proficient) and Kahoot (basic)	
Operational Software: PowerPoint (advanced), Excel (proficient), and Word (proficient)	

Emma Engineer

Knoxville, TN | (555) 555- 5555 | eengineer@vols.utk.edu | www.linkedin.com/in/EmmaEngineer

EDUCATION

The University of Tennessee — Knoxville, TN
Bachelor of Science in Mechanical Engineering

May 20XX
Cumulative GPA: 3.75/4.0; Major GPA: 3.7/4.0

TECHNICAL SKILLS

- **Applications:** SolidWorks/EPDM, PTC Creo/Winchill (PLM), Fusion, Pro-e/Creo
- **Manufacturing:** CNC Millin, VARTM, Lathe
- **Programming:** C++ Programming, MATLAB

ENGINEERING EXPERIENCE

Senior Design ProJet with DENSO — Knoxville, TN
Team Member

August 20XX- Present

- Optimize waste management processes by collaborating with a multidisciplinary team to improve the removal, containment, and disposal of foreign materials, leading to a 4% reduction in waste accumulation and inefficiencies.
- Conduct in-depth market research on waste removal and recycling technologies, analyzing industry trends to provide data-driven recommendations to enhance the company's decision-making process for sustainable waste management solutions.
- Lead the design, prototyping, and testing of three functional prototypes, ensuring they meet employer specifications regarding size, weight, energy efficiency, and durability while aligning with industry standards.

Norfolk Southern --- Norfolk, VA
Carbon Reduction Intern

May 20XX- August 20XX

- Carried out extensive research on industry standards for carbon emissions, analyzing federal regulations, corporate sustainability benchmarks, and emerging technologies to support the development of sustainable engineering practices.
- Worked closely with the lead engineer to assess production workflows and identify key sources of carbon emissions, utilizing data analysis and on-site observations to pinpoint inefficiencies and areas for improvement.
- Developed four strategic proposals to integrate carbon reduction initiatives into system operations, considering feasibility, cost-effectiveness, and scalability; successfully built and tested two working prototypes to evaluate potential implementation and measure long-term environmental and operational impact.

CAMPUS INVOLVEMENT

Alpha Omega Epsilon — *STEM Professional and Social Sorority*
Vice President

August 20XX-Present

- Lead recruitment planning and execution, coordinating events and outreach strategies to attract and engage potential new members
- Serve the Knoxville community through volunteering for numerous organizations such as Love Kitchen, Ronald McDonald House, and Young Williams Shelter to aid in a healthy community and environment

The American Society of Mechanical Engineers (ASME)
Member

August 20XX-Present

- Active member of ASME, engaging in professional development and networking opportunities
- Attended an ASME conference to hear and learn from experts in the field

RELEVANT PROJECTS

Automatic Satellite Tracker, Circuits and Electromechanical Components

- Built automatic satellite tracker by integrating SatPC32 software and a designed/fabricated mechanical rotor.
- Utilized C++ to display elevation/azimuth angles relative to observer and the objects' identity on LCD screen.

Felix First-Year

Knoxville, TN | ffirstyear@vols.utk.edu | linkedin.com/FelixFirst-Year

EDUCATION

The University of Tennessee, Knoxville

May 20XX

Bachelor of Arts in History

Minor in Business

West High School, Florence, SC

June 20XX

GPA: 3.45/4.0

EXPERIENCE

Chick-Fil-A, Knoxville, TN

September 20XX - Present

Team Member

- Assists up to 100 customers per shift in selection of items to ensure satisfaction
- Promote new menu items to customers, driving sales and customer engagement
- Resolve customer concerns through clear and effective communication
- Collaborate with a team of five to complete orders in a timely manner
- Prepare meals in accordance with company quality control standards

Self-Employed Child Care, Florence, SC

June 20XX - August 20XX

Nanny

- Provided care, safety, and nutrition for up to four children at a time ages 0-14
- Effectively managed and resolved emergency situations, ensuring safety of children
- Created and facilitated activities to engage children of varying developmental stages
- Tutored children on various topics and aided them in completing school assignments

ACTIVITIES

Pride of the Southland Marching Band

August 20XX - Present

- Collaborate with a diverse team to execute precise musical performances for large audiences
- Adapt quickly to changing formations and cues, enhancing the synchronization of the ensemble
- Maintain and care for musical equipment, ensuring that instruments are performance-ready

West High School Marching Band

August 20XX – May 20XX

First Chair Clarinet

- Led section of 10 students in learning songs and perfecting techniques
- Supported peers in developing music skills through personalized guidance and practice

National Honor Society

Vice President

- Coordinated and executed social events for a community of over 100 members
- Developed fundraising events resulting in over \$3,000 donated to charities
- Facilitated effective meetings by preparing detailed agendas and engagement activities

ADDITIONAL INFORMATION

Leadership Excellence Scholarship Recipient

April 20XX

West High School Leadership Development Conference Speaker

March 20XX

Proficient in American Sign Language

EDUCATION

The University of Tennessee, Knoxville, TN

May 20XX

Bachelor of Science, Biochemistry & Cellular and Molecular Biology, Minor in Chemistry

GPA: 3.65/4.0

Relevant Coursework: Cell Biology, Biochemistry, Microbiology

CLINICAL EXPERIENCE

University of Tennessee Medical Center, Knoxville, TN

Volunteer, Renal Dialysis Center

September 20XX - Present

- Deliver compassionate care and emotional support to patients undergoing renal dialysis by building and maintaining meaningful relationships, fostering a positive environment
- Collaborate with medical staff to ensure pod units are fully stocked and operate efficiently

Supportive Services for Veterans and Families Programs, Knoxville, TN

Volunteer, Volunteers of America

September 20XX- May 20XX

- Cultivated relationships with low-income veteran families through weekly conversations
- Supported outreach efforts, case management, and the process for securing VA and other essential benefits for clients and their families

SHADOW EXPERIENCE

Memphis Health Center, Memphis, TN

Shadowing

December 20XX - February 20XX

- Completed 60 hours of shadowing with Dr. Susan Johnson, a general practitioner
- Observed Dr. Johnson's patient interactions during examinations and through the explanation of diagnoses
- Gained a greater understanding of the strong communication skills needed to be a physician

University of Tennessee Medical Center, Knoxville, TN

Shadowing

October 20XX

- Shadowed various Emergency Room doctors for two eight-hour shifts
- Witnessed a wide variety of cases and the fast-paced, dynamic nature of an emergency room
- Developed an understanding of the adaptability and quick decision-making required to succeed as a physician in this environment

RESEARCH EXPERIENCE

University of Tennessee, Knoxville, TN

Research Assistant, Department of Microbiology

May 20XX-Present

- Engineer single amino acid mutations in sulfite reductase, an enzyme involved in sulfur metabolism
- Maintain lab equipment cleanliness and managed inventory of office and lab supplies

Research Assistant, Biochemistry & Cellular and Molecular Biology

May 20XX- August 20XX

- Investigated cell responses to a mutant yeast protein in a protein trafficking research laboratory
- Performed site-directed mutagenesis via PCR to introduce mutations and transform genes into yeast cells
- Assessed protein stability and ubiquitination through immunoblotting, and analyzed protein localization using immunofluorescence

PUBLICATIONS

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

Leah Leadership

Knoxville, TN 37920

Lleadership@vols.utk.edu | (555) 555-5555

EDUCATION

The University of Tennessee, Knoxville (UTK) **May 20XX**

Bachelor of Science in Psychology

GPA: 3.85

Minor in Child and Family Studies

LEADERSHIP EXPERIENCE

Student Government Association, (UTK) **April 20XX-Present**

Vice President

- Provided strategic leadership for the student government representing over 20,000 students, collaborating with executive board members to develop and implement initiatives that enhanced campus culture and life
- Oversaw and coordinated the work of three committees, ensuring alignment with organizational goals and effective student representation
- Managed a budget of \$5,000, allocating funds to student-led programs, events, and initiatives with a focus on equity and engagement

First Year Council

- Collaborated with peers to identify and advocate for initiatives that would improve the first-year student experience
- Contributed to the planning and execution of programs aimed at increasing engagement and belonging amongst first-year students
- Attended campus events and forums to represent the first-year perspective and build connections with university leaders and stakeholders

Alpha Phi Omega

September 20XX- May 20XX

Recruitment Coordinator

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

ADDITIONAL EXPERIENCE

Chick-fil-A

February 20XX-July 20XX

Salesperson

- Delivered fast, friendly, and accurate service to customers in a high-volume, fast-paced environment
- Resolved customer concerns with professionalism and efficiency to ensure high levels of satisfaction, aligning with Chick-fil-A's customer service standards

Elmer Brine Pool

March 20XX-February 20XX

Lifeguard

- Communicated clearly with patrons to provide guidance, enforce safety protocols, and promote respectful behavior
- Completed regular safety drills and certifications, maintaining readiness for emergency situations

PETER POLICY

Knoxville, TN 37920 | (555) 555-5555 | ppolicy@vols.utk.edu | linkedin.com/peterpolicy

EDUCATION

The University of Tennessee, Knoxville, Tennessee	May 20XX
<i>Bachelor of Science, Public Affairs</i>	GPA: 3.76
<i>Minor: French</i>	
Universite Paris-Sorbonne, Paris, France	January 20XX - May 20XX
<ul style="list-style-type: none"> Successfully completed six hours of French language and culture Lived with a host family; spoke only French while in the home 	

PROFESSIONAL EXPERIENCE

Tennessee State House of Representatives	Nashville, Tennessee
<i>Intern</i>	May 20XX - August 20XX
<ul style="list-style-type: none"> Assisted legislative staff and representatives with policy research, bill tracking, and constituent communications, contributing to informed decision-making during committee sessions Attended floor sessions to take notes, summarize discussions, and observe the legislative process in action Researched pending legislation and current issues, equipping representatives with timely, accurate data to support key initiatives 	
City of Knoxville	Knoxville, TN
<i>Intern</i>	January 20XX - December 20XX
<ul style="list-style-type: none"> Supported community engagement initiatives, including organizing public events, responding to resident inquiries, and facilitating outreach campaigns Assisted in the development and implementation of municipal programs by conducting research, analyzing data, and drafting reports for 10 city departments 	

LEADERSHIP EXPERIENCE

Student Government Association	April 20XX - Present
<i>Commuter Student Representative</i>	
<ul style="list-style-type: none"> Advocated for the student body by collaborating with administrators, faculty, and peers to address concerns, develop initiatives, and implement policies enhancing campus life Drafted and passes legislation designed to assist the commuter student parking experience, leading to a 20% decrease in parking concerns on student survey 	
Baker School Ambassadors	August 20XX – Present
<ul style="list-style-type: none"> Represented the Baker School at official events, engaging with prospective families, students, and community members to promote programs and initiatives Conducted campus tours, presentations, and Q&A sessions, effectively communicating the school's values culture, and academic opportunities 	

SKILLS

Languages: French (Conversational)

EDUCATION**University of Tennessee, Knoxville**

Knoxville, TN

Bachelor of Arts in Psychology

May 20XX

*Minor: Child and Family Studies***Vol Edge Program**

Virtual

Completed February 20XX

- Completed five self-paced career development modules focused on building in-demand professional skills
- Strengthened resume writing, interviewing, and networking skills to effectively communicate qualifications to employers
- Learned strategies to maintain well-being and resilience throughout the career journey

RELATED EXPERIENCE**Child and Family Tennessee**

Knoxville, TN

Prevention Services Supervisor

July 20XX-Present

- Instruct expectant adolescent mothers in essential independent living skills, promoting self-sufficiency and confidence
- Collaborate on a five-person team to assess, evaluate, and enhance programming effectiveness for maternal support services
- Co-facilitate a weekly support group for 15 adolescent mothers, fostering community, emotional well-being, and peer connection
- Lead and supervise a team of eight university volunteers, coordinating their efforts in life skills instruction, community engagement, and administrative support.

Blount County Children's Home

Maryville, TN

Student Counselor

May 20XX-August 20XX

- Supervised and mentored a group of 10 at-risk children, fostering a safe, supportive, and engaging environment
- Planned and led structured recreational activities including swimming lessons, nature hikes, and team-building exercises
- Responded effectively to crisis situations, coordinating with Mobile Crisis Units, Knoxville Police Department (KPD), and emergency services as needed
- De-escalated conflicts among children by applying organizational policies, trauma-informed practices, and proven behavioral techniques

VOLUNTEER WORK**Boys & Girls Club Volunteer**

20XX- Present

Volunteer East Tennessee

20XX-20XX

EDUCATION**The University of Tennessee, Knoxville**, College of Arts and Sciences

Knoxville, TN

Bachelor of Science in Neuroscience

Graduation: May 20XX

Major: *Neuroscience* Minor: *Psychology*

Cumulative GPA: 3.85/4.00

Dean's List recipient

- Magna Cum Laude Fall and Spring 20XX-20XX

CLINICAL EXPERIENCE**Scribe America**

Knoxville, TN

Medical Scribe

October 20XX – Present

- Collaborate with healthcare providers to document patient information accurately and efficiently using the EPIC electronic medical record system
- Accompany the provider to accurately record and document patient visits and procedures
- Transcribe diagnoses, symptoms, and results of laboratory and radiographic tests and pend orders for referrals, tests, medications, and procedures as directed by physician

Remote Area Medical

January 20XX - May 20XX

Volunteer

- Collaborated with healthcare professionals during mobile clinics to provide free medical, dental, and vision care to underserved populations; supported efforts to reduce health disparities through outreach, fundraising, and logistical support

RESEARCH**University of Tennessee**

Knoxville, TN

Supervised Neuroscience Research Lab

June 20XX – August 20XX

- Developed a knowledge base of the process of the scientific method as it relates to health psychology research.
- Appraised and critiqued psychological knowledge and research, leading to increased scientific inquiry and critical thinking
- Judged, supported, and defended professional knowledge through effective communication channels, such as writing and/or interpersonal interactions
- Discussed ethical standards regarding psychological research and critiqued modern research

LEADERSHIP AND AWARDS**Pi Beta Phi Fraternity for Women**

Knoxville, TN

Active Member

August 20XX - Present

- Participate in recruitment efforts, showcasing Pi Beta Phi's values and traditions to potential new members.
- Represent Pi Beta Phi in campus-wide events and collaborations with other Greek organizations
- Contribute to the overall growth and success of Pi Beta Phi through dedication, teamwork, and commitment to its values

Leadership and Nominating Committee

January 20XX - December 20XX

- Served as a member of the Leadership Nominating Committee for Pi Beta Phi, actively participating in the selection process for future executive board members
- Collaborated with committee members to review applications, conduct interviews, and make informed decisions regarding leadership positions within the sorority

CERTIFICATIONS

- CPR and Basic Life Support (BLS) Certification: *Expires December 20XX*
- First Aid Certification: *Expires May 20XX*
- Psychological First Aid Certification: *Expires March 20XX*

REFERENCES

Having a list of references when submitting applications is an important piece of the process. Your references can verify your experience, skills, and work ethic, adding credibility to your application.

Who Could You Ask to Be Your Reference?

Professional references include people who can attest to your skills and qualifications. Consider listing your current supervisor, past employer, colleague, instructor, coach, or advisor.

It's important that you always ask permission before listing someone as a reference. It's also important to ask them if they can provide a positive reference, so you understand if they would be a helpful resource for you.

Where Should My References Go and What Information Should I Include?

Your references should be listed on a separate page from your resume, but both should be included when submitting an application.

The reference page should include the reference's name, title, work address, phone number, email, and relation to you (supervisor, coach, etc.).

Jim Halpert

Knoxville, TN 37919
(555) 555-5555
yourname@vols.utk.edu

References

Mr. Michael Scott
Regional Manager, Dunder Mifflin
1725 Slough Avenue
Scranton, PA 18503
(555) 555-5555
michaelscott@dundermifflin.com
Outward bound supervisor

Dr. Dwight K. Schrute
Associate Professor
Herbert College of Agriculture
University of Tennessee, Knoxville
2621 Morgan Circle Drive
Knoxville, TN 37996-4506
(555) 555-5555
dwightkschrute@tennessee.edu
Undergraduate Research Supervisor

Ms. Kelly Kapoor
Store Manager
JCPenney
Knoxville, TN 37996-4506
(555) 555-5555
kellykapoor@jcp.com
Former Supervisor

DAVY CROCKETT

Knoxville, TN 37919
(555) 555-5555
yourname@vols.utk.edu

REFERENCES

Dr. Jim Bob Tennessee
Associate Professor
Baker School of Public Policy & Public Affairs
University of Tennessee, Knoxville
1640 Cumberland Avenue
Knoxville, TN 37916
(555) 555-5555
jbtennessee@tennessee.edu
Faculty Mentor

Mrs. Emily Larson
Student Government Association Director
University of Tennessee, Knoxville
1502 Cumberland Avenue
Knoxville, TN 37916
(555) 555-5555
emilylarson@tennessee.edu
SGA Advisor

Mr. Smokey D. Dog
Owner, Smokey's Cafe
67 Main Street
Knoxville, TN 37996
(555) 555-5555
smokeydog@mansbestfriend.com
Former Supervisor

COVER LETTERS

A cover letter is your chance to go beyond the resume—showcasing your interest in a specific role and organization, and making a compelling case for why you're a strong fit.

Often called an application letter or letter of inquiry, it should be personalized, well-written, and **tailored to each opportunity**.

Use your cover letter to expand on key points from your resume, not repeat them. Keep it professional, polished, and error-free—your writing is a reflection of your communication skills.

A well-crafted, thoughtful cover letter can make a lasting impression.



Keep it to one page, matching the formatting of your resume (same font and style).



Address your letter to a specific person when possible, if you are unclear to whom to address it, you can simply address it “Dear Hiring Manager”.

Highlight your most relevant strengths and connect your experience to the job for which you are applying.

Express why you are interested in the specific role. Demonstrate that you've researched the company by referencing its mission, values or projects, and explain how your background aligns with their needs.

Signing your name can add a nice personal touch to your cover letter.

Sarah Martin
Knoxville, TN 37921
(865) 123-4567 | student@vols.utk.edu

November 12th, 2024

Hiring Manager
Regional Hospital
315 S Manning Blvd
Knoxville, TN 37921

Dear Hiring Manager,

I am writing to express my interest in the Patient Care Technician position at Regional Hospital. I am currently completing my Bachelor of Science in Nursing at the University of Tennessee Knoxville and I will be graduating in May 2027. I am eager to further my nursing education by gaining patient care experience at a renowned facility like Regional Hospital.

Throughout my academic career, I have gained skills to assist me in my nursing career. Working an on-campus job has strengthened my abilities in time management and teamwork. Specifically how to collaborate with different individuals to effectively manage the storefront. In addition to my on-campus job, I am an active member of the Student Nurses Association at the University of Tennessee. Being a part of a like-minded group allows me to further my knowledge of the nursing field by attending different career panels, and discussions while being exposed to new opinions and ideas from fellow students.

In addition to my academic career, I have demonstrated a commitment to furthering my understanding of the nursing profession. I succeed in fast-paced environments and team collaboration, while also prioritizing my quality of work. Also, managing my time effectively when multiple tasks are brought upon me.

I am specifically interested in working at Regional Hospital because of its devotion to quality care for all. I believe having the ability to work with your team will greatly benefit my nursing education and success in my future career. I would welcome the opportunity to further discuss how my skills, academic background, and passion for nursing align with the position. Thank you for considering my application. I look forward to the opportunity to contribute to your team and grow as a future nurse.

Sincerely,
Sarah Martin
Sarah Martin

SAMPLE COVER LETTERS

James Patel
123 S Volunteer Street
Knoxville, TN 37912
(865) 123-4567
GoVols@vols.utk.edu

August 29, 2024

Proctor & Gamble

Dear Hiring Manager,

I am excited to submit my application for the Brand Manager position at Procter & Gamble. Enclosed is my resume, which highlights my relevant experiences and skills, and I am eager to bring my background in marketing and analytics to your esteemed team.

Currently, I am pursuing a Bachelor of Science in Business Administration with a major in Marketing and a collateral in Business Analytics at the University of Tennessee Knoxville, where I maintain a 3.65 GPA. My academic focus, combined with my practical experience, positions me well for a role at P&G, a company that has set the benchmark for brand management and innovation.

In my recent role as a Service Intern at J&J Healthcare, I tackled key communication challenges and developed a marketing brochure to address these issues. I extracted and analyzed audit data, leading to a potential cost-savings report and improved patient care quality. These experiences have honed my ability to drive strategic solutions and enhance operational efficiency, skills that I am eager to apply to the Brand Manager role at P&G.

During my internship at Haslam & Associates, I utilized Salesforce to manage daily tasks and customer interactions. I trained in Data Story techniques, which allowed me to gather and analyze data to improve customer insights. These experiences align with P&G's emphasis on leveraging data for strategic decision-making and brand growth. Additionally, my training in R-Studio, Alteryx, and Tableau complements P&G's focus on data-driven marketing strategies.

I am especially impressed by P&G's commitment to treating Brand Managers as true business leaders, responsible for driving brand success through innovative strategies and collaborative efforts across functions. I am eager to contribute to P&G's mission of delivering powerful brand experiences and positively impacting consumers worldwide.

Thank you for considering my application. I look forward to the opportunity to discuss how my background and skills align with the goals of P&G and how I can contribute to your team's success.

Sincerely,

James Patel

JEREMY JONES

Knoxville, TN 37914 • (865) 000-000

student@vols.utk.edu • [PortfolioLink.com](#) • [www.linkedin.com/in/JeremyJones](#)

October 12, 2028
WVLT-Grey Television Network
6450 Papermill Dr NW
Knoxville, TN 37919

Dear WVLT,

I am strongly interested in the News Multimedia Journalist intern position at WVLT. As a second-semester junior at the University of Tennessee, I serve as the managing editor for The Volunteer Channel. I had the opportunity to work alongside your award-winning team over the summer, and now I am eager to continue to expand my skillsets as I approach graduation.

My passion for storytelling and reporting is evident in my managing editor and political reporter role. I oversee reporters who produce content for our weekly newscast. In addition to my editorial responsibilities, I contribute multiple packages, and voice overs for our newscast. My summer internship at the station has only deepened this passion, and I am confident in my ability to deliver news with compelling storytelling and reporting skills.

My extensive knowledge of the Grey Television Network and what viewers care about enables me to contribute to the station's integrity. With my three years of experience in student media, I have learned how to tell a story for the student community. However, an internship at WVLT would allow me to expand my audience reach. In just over three months, I learned more during my internship than in my college degree, simply because you learn from your mistakes. For instance, during the summer, I interviewed the City Manager, Peyton Manning, to get an update on the Westside Connector. That day, I learned the importance of knowing your story and what data has been reported previously as a multimedia journalist. The WVLT internship taught me many skill sets, and I am eager to continue growing my journalism career.

Thank you for considering my application. I would be extremely grateful for the opportunity to gain real-world experience at WVLT as a Spring Future Focus Intern.

Sincerely,

*Jeremy Jones***Jeremy Jones**

APPENDIX A: CAREER READINESS COMPETENCIES & YOUR RESUME OR CV

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



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 the interest of the larger community and workplace



Career & Self-Development

Develop oneself and one's career through continual personal and professional learning, awareness of strengths & weaknesses, navigation of career opportunities, and building relationships

Adapted from the NACE Career Readiness Competencies

APPENDIX B: ACTION VERBS

Management & Leadership

achieved	considered	emphasized	improved	overhauled	required
administered	consolidated	encouraged	incorporated	oversaw	restored
allocated	contracted	enforced	increased	planned	reviewed
analyzed	controlled	engineered	initiated	prepared	scheduled
appointed	converted	enhanced	inspected	presided	secured
approved	coordinated	established	inspired	prioritized	selected
arranged	correlated	evaluated	instituted	procured	settled
assembled	decided	executed	launched	produced	signed
assigned	delegated	expanded	led	provided	solved
attained	designated	generated	maintained	recommended	specified
authorized	determined	governed	managed	reevaluated	sponsored
awarded	developed	handled	merged	regulated	stipulated
chaired	directed	headed	motivated	rejected	streamlined
completed	disapproved	hired	navigated	reorganized	strengthened
conceived	discharged	hosted	organized	replaced	supervised
conducted	eliminated	implemented	outlined	reported	terminated

Communication

addressed	consulted	enlisted	lectured	proofread	researched
advertised	contacted	explained	listened	proposed	resolved
arbitrated	conveyed	expressed	marketed	publicized	responded
arranged	convinced	facilitated	mediated	published	reunited
articulated	corresponded	formulated	moderated	purposed	showed
authored	counseled	furnished	motivated	recommended	solicited
called	debated	incorporated	negotiated	reconciled	specified
circulated	defined	influenced	notified	recruited	spoke
clarified	demonstrated	informed	observed	redirected	suggested
coached	described	interacted	oriented	referred	summarized
collaborated	developed	interpreted	outlined	reinforced	synthesized
communicated	directed	interviewed	participated	related	translated
composed	edited	involved	persuaded	renegotiated	transmitted
condensed	elicited	joined	presented	reported	tutored
conferred	emphasized	judged	promoted	represented	wrote

Research

analyzed	detected	formulated	located	solved
clarified	determined	gathered	measured	studied
coded	diagnosed	identified	organized	summarized
collected	disproved	inquired	remodeled	surveyed
compared	evaluated	inspected	repaired	systematized
conceived	examined	interpreted	reported	tested
conducted	experimented	interviewed	researched	wrote
contrasted	explored	invented	reviewed	
critiqued	extracted	investigated	searched	

Technical

adapted
analyzed
applied
assembled
budgeted
built
calculated
computed

conserved
constructed
converted
correlated
debugged
designed
determined
developed

devised
engineered
fabricated
financed
fortified
handled
inspected
installed

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

Organizational

approved	completed	engineered	monitored	recorded	solved
arranged	conducted	executed	obtained	registered	sorted
assembled	controlled	expanded	operated	reserved	standardized
catalogued	corrected	filed	ordered	responded	submitted
categorized	correlated	generated	organized	retrieved	supplied
charted	corresponded	implemented	prepared	reviewed	systematized
classified	determined	incorporated	processed	routed	tabulated
coded	dispatched	inspected	procured	scheduled	updated
collected	distributed	logged	provided	screened	validated
compiled	eliminated	maintained	purchased	set up	verified

Levels of Proficiency (Adjectives)

accurate (in)	intermediate (knowledge of)
adept (in, at)	judicious
advanced (knowledge of)	keen (sense of, understanding of)
alert (in)	knowledge (of)
competent	master (of)
concise	perception (of)
conversant (in)	perceptive
detailed (knowledge of)	practical (experience in)
effective (in)	proficient (in)
empathy	relentless (pursuit of)
exceptional	rudimentary
expert (in, at)	sensitive (to)
extraordinary	skilled (at, in)
fluent (in)	sophisticated (understanding of)
functions (well)	strong (sense of, background in)
gifted	successful (in, at)
good (at)	uncommon
great	understanding (of)
high (degree of)	unusual

Clinical

admitted	charted	educated	qualified	provided	reviewed
advanced	charged	evaluated	listened	referred	secured
advocated	consoled	examined	monitored	regulated	supported
aided	counseled	guided	nursed	repaired	sutured
assigned	diagnosed	helped	practiced	reset	trained
assessed	distributed	identified	prevented	resourced	volunteered
cared	documented	informed	proceeded	restricted	



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