Resume & Cover Letter Guide



Tusculum College

Office of Career Services

File Date 2/8/17

**Resumes & Cover Letters** **– are marketing tools used to tell your professional story.** *They communicate how an applicant’s skills, abilities and interests match a specific employer’s job requirements for a specific position. Employers are not seeking “the perfect candidate”, but rather a candidate who is a good “fit” for a specific job. Resumes are very individualized to person and type of job. Resume writing is a formal unique style of writing not used elsewhere. There are many different opinions about how to write a resume. Listed below are some general resume guidelines.*

***Research and extensive editing*** are necessary to write an effective resume and cover letter. It can easily take four hours to write an effective resume and cover letter.

***Research the job and company.***

Review:

* Job description for specific position
* Job description for same position at other companies
* Company culture, mission, and press releases found on company website
* Informational interviews with an acquaintance, who is working in the same position at another company, if possible

***Edit resume repeatedly*** for typos, spelling, grammar, brevity, and consistency in format. When you think the resume is ready to send, ask three more persons to proof your resume. Fresh eyes will often catch a mistake.

***Be concise,*** you have approximately 6 to 15 seconds to gain the attention of the employer. Focus on strengths. Use bullets on resumes (dashes, if an e-resume), to highlight achievements in quantifiable terms.

***Be honest and genuine.*** Never lie or misrepresent abilities on a resume or cover letter.

***Tell one story about your work.***  Include only relevant work experiences that highlight how your abilities/interests match the employer’s needs outlined in the job description.

***Critically important information should be listed in the top one third of resume page.***  Usually this is the contact information, objective or professional summary, education, and some of the relevant work experience. If the reader is not interested in the top third of the first page of a resume, it is usually discarded.

***Resume length*** should be appropriate for work experience. One page resumes are usually appropriate for traditional college students, who may not have much work experience. Non-traditional students, who have accrued many years of work experience, require a longer resume. ***Limit work experience to the last 10 to 15 years, in most cases.***

***Resume paper*** should be used to apply for jobs by USPS mail. Offer paper copies of resume to each interviewer, when interviewing. Take paper copies of resumes to interviews, even if you initially applied online. Resume paper should display a watermark when held up to a light. Only use conservative colors, white, ivory, or very pale gray, with no flecks or design. Use the same resume paper for references.

***Chronological or functional*** resumes may be used. Most employers prefer chronological resumes, especially for the traditional college graduate. Functional resumes may be used to highlight key functions used in multiple jobs over many years.

***Font and style*** of resume should be formal, consistent and easy to read. Ink color should be only black for the formal resume style. Recommended fonts are (Times New Roman, Arial, or Georgia) in a 10pt. to 12pt. size. Avoid casual fonts like Comic Sans. Headings in ALL CAPS look larger without using more space. Consistently using different styles (\*bullets, italics, bolding, ALL CAPS) with similar items guides the reader to skim the resume more efficiently. Use only one font, but vary style of key matching items in resume.

***Bullets*** allow the reader skim duties, skills and achievements completed in each position. Be very concise. Be consistent in formatting, using periods at the end of each statement or omitting periods from the end of each statement. ***Start each statement with an action verb in the appropriate verb tense.***

***Action verbs*** are used to initiate statements; omit personal pronouns. Eliminate any words that are not absolutely needed.

***Include relevant keywords*** from job description to meet online resume screening software requirements in resumes and cover letters. Spell out acronyms, degrees, and titles to increase keyword hits and ranking for interview selection. Be relevant; only applicable keywords improve your odds. (Headers and resume templates sometimes hide keywords from a software screening.)

***Contact information*** should be listed in an efficient format at the top of each page of resume. Contact information should include full name, address (city and state), phone number, professional email, and Linkedin URL if appropriate. (Email should be ***yourfullname@something.com*.** Email should not be work or school email. Email should be professional, not cute like *sexysuzy@something.com* or *profisher@something.com*) Contact information format should be used at the top of the reference page to match resume.

***References*** should be listed on a separate sheet from resume. Only submit references when requested. List three to five references on one sheet. For each reference include name, job title, name of employer, phone number, and email (physical address optional). Ask references for permission to list them as a reference. Email each reference a copy of your resume and cover letter, when you schedule an interview. Keep references posted on your job search. Professional references should be familiar with your work habits and performance, such as, former employers, faculty, co-workers, or supervisors for community service projects, not family members.

***Avoid visual clutter and photos.*** (Some employers like photos; others discard resumes, which have photos.) Employers typically view applicant’s social media postings online. Posting a professional photo on Linkedin is recommended. Applicants should list personal Linkedin URL in the contact information of resume, if profile is complete.

***Avoid passive or negative*** statements or tone. Avoid obscure terminology and slang. Avoid using abbreviations, unless obvious (Two letter state abbreviation, such as, TN; and GPA 3.5/4.0 are acceptable abbreviations.) Spell out numbers under 10, per APA writing style (other than GPA).

***Avoid listing unnecessary personal information***. For example, do not include health status, marital status, number and ages of children, age, weight, height, and military status, unless required for the specific job.

***Resume templates*** may be used to organize information. However, when applying online, resumes should be typed into a blank Word document, unless the application instructions direct otherwise. College Central Network (CCN) provides a resume builder with a free template, action word lists, and sample resumes at **www.collegecentral.com/tusculum.**

***Read and follow directions*** exactly as listed in the job description.

***Resume Construction*** should follow a traditional format and order. Only the most relevant information should be included. Sometimes good information is omitted to include information that is more important.

CONTACT INFORMATION – List name in 18 pt. font size at top of page. Then, list phone number, email, city, and state. (List Linkedin URL, if appropriate.)

OBJECTIVE – An objective statement clearly states which job the applicant desires in one short sentence. Most employers want to see an objective statement for a specific job.

EDUCATION – List all schools in reverse chronological order, listing most recent school experience first. List the name of school, location (city and state), degree, major(s) area(s) of study, expected date of completion, GPA (if 3.0/4.0 or higher), and possibly relevant coursework, if space allows.

SKILLS & CERTIFICATIONS – List knowledge of foreign languages, computer operating systems and languages, other special certifications related to the position.

EXPERIENCE - List all work experience in reverse chronological order with most recent work first. List all full-time, part-time, and internship positions (paid and unpaid).

* For each position, include name of company, city, state, dates of employment, and job title.
* Start each bullet with an action verb. Do not use “responsible for” or “duties include”
* List key skills and highlight accomplishments in measurable, quantifiable terms. Do not simply list all regular work duties.
* Use keywords to improve software screenings

COMMUNITY SERVICE – List relevant volunteer work, highlighting transferable skills in the same format as other work experience, if space permits.

HONORS & ACTIVITIES – This section may be used to highlight awards, collegiate athletics, and professional association involvement. Include officer positions to demonstrate leadership skills.

OTHER POSSIBLE CATEGORIES: Professional Summary, Professional Affiliations, Research, Publications, Conference Presentations, Leadership Experience, Class Projects, and Relevant Coursework

***WRITING COVER LETTERS***

***Cover letters*** explain how an applicant’s skills and interests match the needs of the employer, as outlined in the job description. Explain gaps in employment or a change of career, as needed. Cover letters should be three or four paragraphs of complete sentences, unlike the resume. Check cover letter carefully for typos and misspelled words. ***Be concise***. Do not to address the cover letter “To Whom It May Concern.” Research to find the name of the hiring manager.

***The introductory paragraph*** should clearly state which position you seek. Explain how you learned about the position, through a job advertisement or referral. If referred, list the name of the person who referred you.

***The middle paragraph*** should state why your skills and interests are a good “fit” for the employer’s needs, based on the advertised job description. Explain why you are interested in the company and the position.

***The closing paragraph*** should be short. Ask for an interview and include your contact information (professional email and phone number). Close the letter with “Sincerely”, “Best Regards”, or another formal business style. ***Do not forget to sign your cover letter!***

Joe Pioneer Smith (Sample Template)

(123) 456-7890 / Firstname.Lastname@mailservice.com / City, ST

**OBJECTIVE**: To obtain employment as XYZ job title at XYZ company

**EDUCATION** (List education section near top of resume for recent graduates or those changing careers)

**Tusculum College**, Greeneville, TN, Month 20XX (Be consistent in placement and format of dates)

*Bachelor of Arts (or other degree) in Business Administration (or other Major), Minor in English (or other Minor), GPA X.X/4.0 (if 3.0 or higher)*

**Related Coursework**: (Important for accounting, computer science, and some other majors that teach languages and other specific skills, only list most important.)

**PROFESSIONAL SKILLS & CERTIFICATIONS** (If applicable)

*(List technical skills, languages, computer software systems/languages, check the job description for required and preferred skills. List all that match your abilities.)*

Examples: C#, Java Script, C++, Spanish, Finra/Securities License - Series 6, Adobe Photoshop, Adobe InDesign, Microsoft Office Applications, Grant Writing & Research, Typing Speed 80 WPM, Social Media Marketing, First Aid/CPR certification, and others. (List skills in bulleted form, unless space is limited)

**EXPERIENCE**

**Most Recent Employer**, City, ST, Month 20XX – Month 20XX (may list dates at right margin, align)

*Job Title*

* Begin each bulleted statement with an action verb (align all bullets, periods optional, be consistent)
* List skills and key responsibilities
* List accomplishments in quantifiable terms, whenever possible

**Previous Employer**, City, ST, Month 20XX – Month 20XX

*Job Title*

* Begin each bulleted statement with an action verb (periods optional, be consistent)
* List skills and key responsibilities
* List accomplishments in quantifiable terms, whenever possible

**Internship Employer**, City, ST, Month 20XX – Month 20XX

*Internship Title*

* Begin each bulleted statement with an action verb (periods optional, be consistent)
* List skills and key responsibilities
* List accomplishments in quantifiable terms, whenever possible

**COMMUNITY SERVICE**

**Name of Organization**, City, ST, Month 20XX – Month 20XX

Volunteer

* List only skills and information transferable to the position targeted in this resume.

**HONORS & ACTIVITIES**

**Name of Organization**, City, ST, Month 20XX – Month 20XX

*Volunteer*

* List skills, which are transferable to position targeted in this resume
* List leadership positions in clubs
* List athletic participation and awards
* List academic honors (awards, scholarships, dean’s list, etc…)

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| ACTION VERBS Continued | | | | | | | | |
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*Internship Title*

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*SAMPLE COVER LETTER*

John Doe

P.O. Box 5082

60 Shiloh Road

Greeneville, TN 37743

December 7, 2015

Ms. Sally Smith

Director of Recruiting

The Home Depot Headquarters

2455 Paces Ferry Road

Atlanta, GA 30339

Dear Ms. Smith:

“If you do what is easy, your life will be hard but if you do what is hard, your life will be easy.” This quote by Les Brown defines my attitude about a career. I am contacting you to apply for a marketing internship with Home Depot for the summer of 2016. After completing two summer internships in sport management and marketing, I am prepared to make a contribution to your corporate marketing internship with Home Depot. It would be a good fit for my skills, interests, and abilities.

In May 2016, I will graduate with a Bachelor of Arts in Sport Management from Tusculum College, where I participated on the Men’s Golf team. My golf experiences shaped me to be ethical, passionate, and performance-driven. My first summer internship was at Cragun’s Legacy Courses, a premier golf resort in Minnesota; where I worked as an Assistant Pro Shop Manager, providing excellent customer service and helping promote the addition of FootGolf to the resort. I enjoy finding ways to help people connect to a great product.

Last summer, I completed an internship with AGV Sports Group Inc. as a management intern, assisting with marketing and running other office operations. I think these two internship experiences have prepared me to make a meaningful contribution as a Home Depot marketing intern.

I would like to schedule an interview to discuss your summer marketing internship position for the summer of 2016. If interested, please contact me at #123-456-7890 or email jdoe@tcstudents.tusculum.edu. I look forward to speaking with you!

Sincerely,

John Doe

*SAMPLE TAX ACCOUNTING INTERNSHIP COVER LETTER*

Mr. John Tax Smith

Smith CPAs

123 Main Street

Greeneville, TN 12345

jtsmith@smithcpas.com

Dear Mr. Smith,

My name is Joe Accountant, I am a senior at Tusculum College majoring in business management with a focus of accounting, and I am very interested in acquiring an internship with your company. My career services director, Robin Lay, has informed me that you may be looking for interns for the spring of 2017 tax season. I believe that I would be a perfect fit to fill this position.

Because of the skills I acquired in my tax classes at Tusculum and work experience, I am prepared to provide effective assistance to your company during this very busy time. Working with Zaxbys restaurants over the past five years has developed many skills that would correlate to the requirements of a tax accounting internship. For three of the past five years, I have worked in a management position, developing strong crisis management and excellent interpersonal skills, as well as, learning to work efficiently with others. The franchise owner for these stores has repeatedly expressed confidence in me as one of the most trusted employees in his stores. With accounting being the focus of my degree, I am very interested in an internship with your company during the busy tax season. I also hope to build upon the knowledge I have already gained from my previous work and schooling.

I am confident that, given the opportunity, I could be as helpful to your company, as I have been to my Zaxbys employer. If interested, please contact me to schedule an interview for an internship at joe.accountant@gmail.com or 123-456-7890. I look forward to hearing back from you.

Sincerely,

Joe Accountant

*SAMPLE COVER LETTER*

**Joe College**

60 Shiloh Road, Greeneville TN. 37743 123-456-7890 joecollege@yahoo.com

Tennessee Department of Correction

Rachel Jackson Building, 6th Floor

320 Sixth Avenue North

Nashville, TN. 37243

To whom it may concern:

I recently became aware about the possibility of completing an internship with the Tennessee Department of Correction. I am very much interested in obtaining an internship with the Tennessee Department of Probation and Parole, as I am currently a senior working toward my Bachelor’s Degree in Criminal Justice.

An internship with the Tennessee Department of Probation and Parole would allow me to assist the department with the knowledge and skills I have obtained as a Criminal Justice major, and the experience would better prepare me, once I graduate, to work in this field. However, an intern working for the Tennessee Department of Probation and Parole needs to be more than just someone who is majoring in Criminal Justice and who has a long-term goal of a career in the field. An intern needs to be intelligent, possess a strong work ethic, and exhibit a sense of civic obligation. At Tusculum College, I have pushed myself to earn a 3.6 GPA while working part-time as a student tutor and a full-time student athlete. I am a five-time Dean’s List and Athletic Director’s Honor Roll recipient. I have over 300 volunteer hours in the local community, having volunteered at multiple locations.

I believe that my strong work ethic and civic mindedness qualify me as an excellent candidate for this intern position. I would like the opportunity to meet with you to discuss this internship and would be extremely grateful for the opportunity.

Thank-you for your time and consideration.

Sincerely,

Joe College

**‍**SAMPLE CURRICULUM VITAE (THREE PAGES)

**Jane P. Medical**

60 Shiloh Road, Greeneville, TN 37743 | 123-456-7890 | janepmedical@yahoo.com

**OBJECTIVE**

*To obtain admission to the Quillen College of Medicine at East Tennessee State University for the term starting fall of 2015*

**EDUCATION**

**TUSCULUM COLLEGE**, Greeneville, TN August 2011 – May 2015

*Bachelor of Arts in Biology; Chemistry and Psychology Minor*

GPA: 3.76

MCAT: 28 Verbal: 10 Physical Science: 7 Biological Science: 11

**WORK EXPERIENCE**

**THE COUNTRY CLUB**, Morristown, TN May 2013 – August 2013

*Assistant Tennis Director*

Provided housekeeping and landscaping to office

Managed opening and closing of facilities

Coached tennis lessons to various age groups

**GORDON COUNTY PARKS AND RECREATION**, Calhoun, GA May 2012 – August 2012

*Secretary*

Assisted the Director of Gordon County Parks and Recreation

Directed phone calls and walk-ins to the correct location

Managed opening and closing of facilities

**JOB SHADOWING EXPERIENCE**

**ADAIRSVILLE FAMILY MEDICINE – Byron Littlefield, D.O.**, Adairsville, GA August 2014

*Student* *Observer* - *27 hours*

Shadowed Dr. Littlefield in his family medicine practice

Participated in patient consults

**NORTHWEST GEORGIA MEDICAL GROUP – Scott LePor, D.O.**, Calhoun, GA July 2014

*Student* *Observer* *- 20 hours*

Observed Dr. LePor’s patient consults in his family medicine office

**GORDON HOSPITAL – Brent Box, M.D.**, Calhoun, GA December 2013

*Student* *Observer* *- 40 hours*

Witnessed several outpatient surgeries

Joined Dr. Box in patient check-ups in the Progressive Care Unit

**TAKOMA MEDICAL ASSOCIATES – Daniel Lewis, M.D.**, Greeneville, TN May 2013 – June 2013

*Student Observer - 40 hours*

Assisted Dr. Lewis with patient consults in his family medicine office

**HONORS & AWARDS**

**ITA SCHOLAR ATHLETE**, Intercollegiate Tennis Association July 2012 & July 2014

Recognized any varsity letter winner with a grade point average of at least 3.50 that has been enrolled at present school for at least 2 semesters

**ITA ALL-ACADEMIC TEAM**, Intercollegiate Tennis Association July 2012 – July 2014

Recognized any ITA program that had a cumulative team grade point average of 3.20 or above

**CHARLES OLIVER GRAY SCHOLARS LIST**, Tusculum College July 2012 – July 2014

Awarded to students who had been named to the Dean's List for two or more consecutive semesters

**SAC COMMISSIONER’S HONOR ROLL**, South Atlantic Conference June 2012 – June 2014

Recognized student-athletes who carried at least a 3.30 cumulative grade point average and completed at least one

season in their designated sport Page 1

**ATHLETIC DIRECTOR’S HONOR ROLL**, Tusculum College May 2012 – May 2014

Acknowledged student-athletes that accumulated a grade point average of 3.0 or higher

**DEAN’S LIST**, Tusculum College December 2011 – May 2014

Acknowledged full time students with a 3.50 grade point average or higher

**MOST VALUABLE PLAYER**, Tusculum College Women’s Tennis Team May 2014

Recognized team member that displayed exemplary teamwork, leadership, and match play ability

Voted on by fellow teammates

**EXTRACURRICULAR ACTIVITIES**

**PIONEER STUDENT ATHLETE ADVISORY COUNCIL** August 2012 - Present

*Tennis* *Representative*

Generated a student-athlete voice within Tusculum College

Solicited student-athlete responses to proposed NCAA Division II legislation

Organized community service efforts

**WOMEN’S TENNIS TEAM** August 2011 - Present

*Team* *Member*

*Captain* – August 2013 – Present

Participated on 2014 Conference Championship winning team

Displayed teamwork and organizational skills

Portrayed leadership and empathy for teammates

**ALPHA CHI NATIONAL HONOR SOCIETY** October 2013 - Present

*Member*

*Secretary* – May 2014 – Present

Admitted to honor society when juniors or seniors are amongst the top 10 percent of their classes academically

Promoted academic excellence and character among college and university students

**PRESIDENT’S SOCIETY** May 2014 - Present

*Student* *Ambassador*

Coordinated activities with the President of Tusculum College, Dr. Nancy Moody

Furnished campus visits and tours

Provided availability once a week for on-call status in the Office of Admission

**STUDENT GOVERNMENT JUDICIAL BOARD** September 2014 - Present

*Associate* *Justice*

Performed as the student voice in accordance with the Code of Student Conduct in the Tusculum College handbook

Recommended appropriate consequences for those found responsible of violations of rules

**SCIENCE CLUB** September 2014 - Present

*Member*

Contributed to the reestablishment of the Science Club at Tusculum College

**COMMUNITY SERVICE**

**SAFE HARBOR HOMES,** Greeneville, TN February 2014 – March 2014

*Student Volunteer*

Participated in class project for Biological Service Learning to design the Dating Violence Awareness Garden to heighten awareness of domestic violence at Tusculum College

**GREENE COUNTY HUMANE SOCIETY**, Greeneville, TN February 2012 – December 2013

*Student Volunteer*

Provided basic housekeeping and exercised animals

**RURAL RESOURCES**, Greeneville, TN September 2014

*President’s Society Volunteer*

Provided basic landscaping services for the offices

Page 2

**HABITAT FOR HUMANITY**, Greeneville, TN September 2014

*President’s Society Volunteer*

Painted a wheelchair ramp for community member at their home

**MAKE-A-WISH FOUNDATION**, Greeneville, TN August 2012 - Present

*Pioneer Student Athlete Advisory Council Volunteer*

Participated in various fundraisers to raise money for the foundation

**RELEVANT COURSEWORK**

BIOL-101 General Biology I 4.00

BIOL-102 General Biology II 4.00

BIOL-201 Genetics 4.00

BIOL-202 Microbiology 4.00

BIOL-205 Morphology/Taxonomy of Vascular Plants 4.00

BIOL-224 Mycology 4.00

BIOL-230 Medical Terminology 2.00

BIOL-302 Human Physiology 4.00

BIOL-303 Histology 4.00

BIOL-304 Human Anatomy 4.00

BIOL-315 Cellular and Molecular Biology 4.00

BIOL-354 Service Learning in Biological Sciences 4.00

CHEM-101 General Chemistry I 4.00

CHEM-102 General Chemistry II 4.00

CHEM-203 Organic Chemistry I 4.00

CHEM-204 Organic Chemistry II 4.00

CHEM-301 Biochemistry 4.00

MATH-140 Elementary Statistics 4.00

MATH-180 Pre-Calculus 4.00

PHYS-201 Physics I 4.00

PHYS-202 Physics II 4.00

PSYC-101 Essentials of Psychology 4.00

PSYC-200 Developmental Psychology 4.00

PSYC-220 Abnormal Psychology 4.00

PSYC-318 Behavioral Pharmacology 4.00

PSYC-345 Biological Foundations of Behavior 4.00

**REFERENCES**

**FaCulty**

*Associate Professor of Chemistry*

Tusculum College

60 Shiloh Road

P.O. Box 5082

Greeneville, TN 37743

423-636-7300 Ext. 5300

[cprofessor@tusculum.edu](mailto:nmoody@tusculum.edu)

**FACULTY**

*Associate Professor of Biology*

Tusculum College

60 Shiloh Road

P.O. Box 5082

Greeneville, TN 37743

423-636-7300 Ext. 5300

[bprofessor@tusculum.edu](mailto:dmcginn@tusculum.edu)

**COACH**

*Head Men’s and Women’s Tennis Coach*

Tusculum College

60 Shiloh Road

P.O. Box 5300

Greeneville, TN 37743

423-636-5300

[tcoach@tusculum.edu](mailto:tarnett@tusculum.edu) Page 3

*SAMPLE EXECUTIVE RESUME FOR 15 YEARS EXPERIENCE (TWO PAGES)*

**Joseph D. Executive**

60 Shiloh Road, P.O. Box 5082, Greeneville, TN 37743 · #123-456-7890 · joseph.executive@email.com

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**FACILITIES PROFESSIONAL**

Excited to support the infrastructure and assets of your organization

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**PROFESSIONAL PROFILE**

* Seasoned facilities professional, with experience working in industrial environments in both military and civilian settings.
* Exceptional project manager, who brings a collaborative approach to successful, value-added assignments.
* Driven achiever with extensive problem-solving experience, who provides measurable process cost savings, while enjoying a fast-paced environment with multiple priorities.
* Strong communicator, who can deliver effective presentations to management and floor associates, while maintaining strong business-to-business relationships.
* Effective leader, who demonstrates a leadership style that promotes mutual trust and professional example, while working with staff from diverse backgrounds.

**AREAS OF EXPERTISE**

Toyota manufacturing methods in processes Proficient in ISO quality system Implementation of robotics

New product change-over Complex material handling conveyors Cooling water maintenance

HVAC chillers Financial planning and budgeting Quality assurance

Electrical distribution to 600V Specification writing Project estimating

Auto-Cad® Manual blueprinting and drawing Customer support

RFI, RFP, and RFQ processes Chemical handling and disposal Solid waste management

Emergency power generation Testing of critical assets Tooling development

Fork lift repair MS Office Suite® MS Project®

Lotus Notes® Visual management Infrared PM Technologies

Crane, hoist and runway installation Product manipulators AGV’s

**PROFESSIONAL EXPERIENCE**

**Maintenance Supervisor,** Toro Company, Windom, MN, Jul 2012 - Nov 2013

* Managed and provided technical support for seven union millwrights for assembly operations.
* Prepared and managed all purchasing for the millwright department, and perishable tools for assembly lines.
* Successfully introduced 5S program to maintenance department and stores area.
* Provided sourcing, purchasing, and accounting for multiple accounts.
* Provided logistical support and project management for capital projects.

**Project Manager,** CB Roofing Construction, Lenoir City, TN 37771, May 2011 – June 2012

* Provided site surveys and prepared bids for upcoming commercial roofing projects.
* Managed labor and worked with property managers for successful project completion.
* Purchased commercial roofing, and presented value-added engineering to property owners and managers.

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**Facilities Manager,** Exedy America, Mascot, TN 37806, Sept 2009 – Feb 2011

* Installed underground press scrap removal conveyor during two-week facility shutdown.
* Resolved cooling water leaks and maintained exact coolant levels.
* Successfully restored cooling machinery to regular operation and favorable condition.

**Project Manager – Estimator,** Alliant Electric, Knoxville, TN, 37932, June 2007 – Aug 2009

* Estimated major electrical projects throughout the southeast United States.
* Provided support and project management for multiple projects.
* Engaged with local codes enforcement officials to resolve issues involving rights of way, build-outs of aged buildings, and other major issues.
* Managed purchasing and logistics to ensure project materials arrived at work sites at specific times.

**Facilities Manager,** DeRoyal Industries, Powell, TN, 37849, Apr 2003 – May 2007

* Acted as project manager for construction of new manufacturing facility in Santiago, Dominican Republic.
* Supplied support for multiple manufacturing facilities located in East Tennessee, Florida, and Central America.
* Upgraded existing facilities to current FDA Standards.
* Provided research, purchasing, and logistics for multiple plant capital improvements.
* Completed budgeting for multiple departments.

**Maintenance – Facilities Supervisor,** Sea Ray Boats, Inc., Vonore, TN 37885, Feb 1988 – Apr 2003

* Managed the construction of two pre-cast manufacturing buildings of 30,000 square feet and one metal manufacturing building of 15,000 square feet.
* Managed all facilities sourcing, purchasing and logistics for supplies and capital projects.
* Implemented computerized maintenance management software program.
* Personally introduced robotics to the boat manufacturing process, first in class.

**MILITARY EXPERIENCE**, 1974-1987

* Damage Controlman, First Class, E-6, *United States Coast Guard.*
* Held staff position at United States Coast Guard Ninth District, Cleveland, Ohio, Naval Engineering Branch.

**EDUCATION & TRAINING**

* Bachelor of Science in Management, Tusculum College, Greeneville, TN, graduated December 2015.
* United States Coast Guard Law Enforcement School, Yorktown, VA.
* United States Coast Guard Marine/Environmental Protection School, Yorktown, VA.
* Damage Control “A” School, Governor’s Island, NY.
* Damage Control “C” School, Governor’s Island, NY (Advanced Welding).
* Nuclear, Biological, and Chemical Warfare School, Philadelphia, PA.
* United States Maritime Administration Fire Fighting School, Toledo, OH.

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*SAMPLE BIOLOGY RESUME*

JESSICA DOE

(123) 456-7890 / Jessica.Doe@gmail.com / Greeneville, TN

Objective: To obtain an internship at Bright’s Zoo for spring 2016

Education

**Tusculum College**, Greeneville, TN August 2015-Present

*Bachelor of Arts in Biology*

* GPA 3.65/4.0

**Walters State Community College**, Greeneville, TN August 2012-May 2014

*Dual Enrollment with High School-General Studies*

* President’s List

**Chuckey-Doak High School**, Afton, TN August 2010-May 2014

*Graduated with Honors*

* High School Diploma
* Aim Scholar, National Honor Society, Graduation with Distinction, TN Scholar
* Completed five years of JROTC leadership course

Experience

**Food City**, Greeneville, TN 37745 May 2012-Present

*Cashier*

* Provide strong customer service, while assisting customers with purchases
* Display excellent interpersonal communication skills
* Demonstrate ability to complete tasks efficiently

**Personal Farm,** Two Family Farms in Greene County March 2002 - Present

*Farm hand, Animal Caretaker*

* Grew up on family farm assisting with the care of animals

Professional Skills

* Above average computer skills (Microsoft office, file management, photo editing and graphics)
* Leadership, time management, and record and finance management

*SAMPLE ACCOUNTING RESUME*

Jane P. Coed

123-456-7890 / 60 Shiloh Road, Greeneville, TN 37743 / jane.p.coed@gmail.com

EDUCATION

**TUSCULUM COLLEGE,** Greeneville, Tennessee

*Business Administration, Accounting Management Candidate*  December 2015

* Completed related undergraduate courses: Accounting Principles, Intermediate Accounting, Auditing, Cost Accounting, and other Business Administration courses
* Dean's List 2011-2015; SAC Commissioner Honor Roll 2011-2015; GPA 3.732/4.000
* Scholarship Athlete, Softball (2011-2015) Volleyball (2015); MVP, 1st Team All-Conference Utility Player, 2nd Team All-Conference 1st Base, 2nd Team All-Region 1st Base, 2nd Team All-Conference Shortstop

EXPERIENCE

**Rodefer moss & co, pllc,** Greeneville, Tennessee

*Intern* January 2015 – April 2015; August 2015 – Present

* Consistently provided excellent customer service with a positive attitude
* Worked closely with Mr. Curtis Morrison, Manager, in solving daily accounting activities
* Mastered the process of completing and filing individual and business tax returns
* Participated in multiple auditing projects – scanning in documents, preparing paperwork, and joining Mr. Curtis Morrison to meet with clients

**Forward Air, inc.,** Greeneville, Tennessee

*Intern*  May 2015 – August 2015

* Worked collaboratively with Mr. Jeff Taylor, Vice President of Procurement, in multiple accounting-related and maintenance-related projects
* Involved in multiple internal audits of Forward Air’s tractors, trailers, and forklifts
* Helped develop a capital expenditure spreadsheet to help identify equipment needs throughout the country
* Developed an understanding of the trucking/logistics industry through reconciliations, invoicing, audits of equipment, and trend analyses
* Analyzed Forward Air’s financials, creating trend analyses for gas and oil, propane, and dock maintenance
* Demonstrated professional competency in utilizing Microsoft Excel to create spreadsheets and to input data for multiple projects
* Assisted vendors through email and via phone to resolve discrepancies
* Worked closely with three LED companies to develop a comparative analysis to assist Jeff Taylor in determining a capital expenditure decision for certain Forward Air locations

**NIKE,** Howell, Michigan

*Sales Associate* November 2010 - January 2011

* Greeted customers, described merchandise and explained use and operation of merchandise
* Recommended, selected, and helped customers select merchandise based on customer needs and desires
* Answered questions regarding the store and its merchandise
* Monitored and identified security risks, and demonstrated competency in preventing merchandise loss
* Managed inventory stock and requisitioned new stock

Special interest

* Selected and represented the USA in the softball Indoor World Cup in Amsterdam, 2011
* Attended the Women in Leadership Convention, Lansing, Michigan, 2010
* Volunteered around the college community doing clean-up of historical buildings, the local Humane Society, and the local children’s shelter: 50+ hours
* Volunteered doing youth sports’ camps with my high school, teaching kids fundamentals of softball, volleyball, and basketball: 350+ hours

|  |  |
| --- | --- |
| Joe Pioneer | *SAMPLE ACCOUNTING INTERNSHIP RESUME*  123 Main Street  Greeneville, TN 37743  joe.pioneer@gmail.com  (123) 456-7890 |

**OBJECTIVE**

To obtain an accounting internship with a CPA firm

**EDUCATION**

**Tusculum College** (Greeneville, TN) Graduating May 2016

Major: Management Accounting Minor: International Business, GPA: 3.97

Related Coursework: Principles of Accounting I & II, Intermediate Accounting I & II, Finance, Marketing, Management, Principles of Economics I & II, Tax I & Tax II

Special Skills: Word, Excel, PowerPoint, and Access; utilized accounting software to post transactions to ledger and construct financial statements

**EXPERIENCE**

**Accounting Intern** (Oak Ridge, TN) May 2015 – August 2015

Oak Ridge National Laboratories

* Completed cost accounting procedures for a national government research facility

**Roane Street Grill** (Harriman, TN) May 2014-August 2014

Cashier/Waiter

* Developed strong interpersonal skills utilized with a diverse population
* Handled over $1000 cash on a daily basis, accurately
* Impacted co-workers, positively

**Oak Ridge Country Club** (Oak Ridge, TN) April 2011-November 2011

Cart-Boy

* Awarded Employee of the Month, after completing first month of work
* Worked with a diverse group of people, including over 300 club members
* Earned the respect of fellow employees and members of the country club

**HONORS & ACTIVITIES**

* Tusculum College Golf Team Member
* Tusculum College’s President’s Society Member
* Tusculum College Business Club, Treasurer
* Alpha Chi Honor Society, Member

*SAMPLE FINANCE RESUME WITH TWO YEARS EXPERIENCE IN FIELD*

John Finance

123-456-7890 John Finance@gmail.com Greeneville, TN

QUALIFICATIONS SUMMARY

Successful young entrepreneur with a proven track-record in obtaining performance-driven results. Demonstrated expertise in creating a strong financial platform, built upon strategic partnerships and networking, with a national client base.

PROFESSIONAL MEMBERSHIPS, LICENSURE & CERTIFICATIONS

**Finra/Securities License,** Series 63 July 2015 – July 2017

**Finra/Securities License**, Series 6 June 2015 -2017

**Pearson Vue/State of Tennessee,** Disability Insurance July 2014 – July 2018

**Pearson Vue/State of Tennessee**, Life Insurance June 2014 – August 2017

**Pearson Vue/State of Tennessee**, Long Term Care Provider June 2014 – July 2017

**Young Professionals of Tri-Cities,** Johnson City and Kingsport, TennesseeJuly 2015 – Present

**Urban League**, Knoxville, TN July 2015 – Present

**100 Black Men,** Knoxville, TN

*(Businessmen committed to economic development, financial literacy, empowerment and cultural awareness)*

EDUCATION

**American College of Finance,** Erie, PA July 2015 - Present

*Professional Courses: Certified Financial Planner Designation Coursework*

**Tusculum College**, Greeneville, TN August 2012 - Present

*Bachelor of Arts, Business Administration,* GPA 3.2/4.0

PROFESSIONAL EXPERIENCE

**Northwestern Mutual**, Johnson City, TN June 2014 – Present

*Intern Financial Representative*

*Counsel clients to understand the importance of proper financial planning in the various stages of life, tailoring each portfolio to the unique needs of each client*

* Demonstrate powerful networking skills in both rural Appalachian, as well as, urban, culturally-diverse markets
* Integrate video conferencing to market financial practice, nationally
* Ranked nationally as seventh-leading intern in the company, during first year of internship
* Produced $30k in sales, since January 1, 2015

**Tusculum College**, Greeneville, TN January 2014 – May 2014

*Intern – Multicultural Program Specialist*

*Assisted Student Life Coordinator in organizing events to create a welcoming environment*

*and to address issues of diversity on campus, enriching appreciation of diversity on campus*

OTHER EXPERIENCE

**McDonald’s**, Greeneville, TN/Summer 2014 & Atlanta, GA/Summer 2013 May 2013 – June 2014

Crew Member/Cook

*Prepared food in a fast-paced environment*

**Atlanta Bonded Warehouse**, Atlanta, GA May 2013 – August 2013

*Stacker/Line Worker*

*Assembled and stacked packaged boxes of chocolates on a pallet for distribution to stores*

*SAMPLE CHEMISTRY RESUME (VETERAN)*

**John Veteran Doe**

123-456-7890 \* johnvdoe[@hotmail.com](mailto:kyle.bittner@hotmail.com) \* Greeneville, TN

**CAREER OBJECTIVE:** Laboratory Technician

**SUMMARY OF QUALIFICATIONS**

Proven laboratory technician, radiological technician, and nuclear power operator. Demonstrated the ability to analyze water samples, used trend analysis to anticipate chemistry conditions, and maintained records for inspection. Prepared radioactive material transfers and maintained 100% accountability of radioactive material for four years. Demonstrated excellent organizational and planning abilities for scheduling maintenance and ensuring all equipment was in proper calibration and ready for use. Led evolutions as a supervisor utilizing procedures with an exceptional attention to detail.

**EDUCATION**

**Tusculum College**, Greeneville, TN May 2016

*Bachelor of Arts, Chemistry*

Operational Water Chemistry and Radiological Controls – Pearl Harbor, HI February 2013

Engineering Laboratory Technician – Ballston Spa, NY December 2009

Naval Nuclear Prototype – Ballston Spa, NY July 2009

Naval Nuclear Power School – Goose Creek, SC June 2008

**Concordia University**, Portland, OR August 2000 – December 2003 (incomplete)

**PROFESSIONAL EXPERIENCE**

**United States Navy** *Supervisor* June 2013 – January 2015 *Nuclear Operator*  December 2009 – June 2013 Operated mechanical equipment in the nuclear propulsion plant using operating procedures. Performed required radiological surveys and maintained radiological records. Implemented radiological controls associated with maintenance. Maintained water chemistry specifications and analyzed data to monitor trends and anticipate necessary evolutions. Supervisor of nuclear propulsion plant evolutions.

**OTHER WORK EXPERIENCE**

**Cracker Barrel Old Country Store** April 2015 – Present

*Server* Serve food, place orders, greet customers, and provide great customer service.

**UPS (United Parcel Service)** *Package Handler* June 2004 – January 2007

Sorted packages by zip code and loaded into appropriate trucks, trailers, or planes for safe shipping to their destination.

**Elmer’s Restaurant**  *Server*  June 1999 – January 2007

Served food, placed orders, greeted customers and provided great customer service.

*SAMPLE RESUME CRIMINAL JUSTICE INTERNSHIP*

**Joe College**

60 Shiloh Road Greeneville, TN 37743 123-456-7890 joecollege@yahoo.com

**Objective:**

* To obtain an internship with the Tennessee Department of Correction/Probation and Parole

**Education:**

**Tusculum College** – Greeneville, TN (2012-Present)

*Currently a Senior enrolled in the Criminal Justice Program, GPA 3.6/4.0*

* Internship with the United States Marshal Service (2015)
* Internship with the United States Probation Office (2015)
* Graduate of the Tennessee Bureau of Investigation’s Criminal Justice Academy (2015)

**Employment:**

**Tusculum College** – Greeneville, TN (2013-Present)

*Tutor*

* Qualified to tutor students in both Criminal Justice and Wellness

**Stan’s BBQ** – Greeneville, TN (2012-2015)

*Drive Through Window & Register, Host, Fry Cook, Dishwasher and Bus Boy*

**Volunteer Experience:**

* Over 300 accumulated volunteer hours at Laughlin Memorial Hospital, Davy Crockett Birthplace State Park, Chuckey Elementary School, Doak Elementary School, Greeneville Boys and Girls Club, Wellington Place, and Towering Oaks Baptist Church

**Affiliations:**

* Pioneer Student Athletic Advisory Committee (2013-Present)
* Tusculum College Cross Country (2012-Present)
* Laughlin Memorial Hospital Volunteer (2009-Present)
* National Honor Society (2011-2012)
* Greene County Youth Leadership (2010-2011)
* Greene County Youth Council (2010-2011)

**Accomplishments:**

* Five Time Dean’s List and Athletic Director’s Honor Roll recipient (2012-Present)
* Laughlin Memorial Hospital Scholarship winner (2012)
* Appointed the Honor of Aide-de-Camp by State Senator Steve Southerland, (2011)

State Representative David Hawk, and State Representative Jeremy Faison

(Delegate of Greene County Youth Leadership)

* Honor Graduate (2012)
* Outstanding Service to Greeneville-Greene County Award (2011)
* Greeneville High School Track & Field 4x800 meter relay State Champion (2012)
* Four time Track & Field All-State Honoree (2011-2012)
* Cross Country Conference Champion (2011)

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| *SAMPLE ENGLISH/MARKETING RESUME(TWO PAGES)*  **Jane Doe Smith** |
| 123.456.7890, greeneville,TN, Jane.D.Smith@gmail.com |

**OBJECTIVE**

To serve as the marketing director for the Catalyst Coffee Company

**EDUCATION**

Tusculum College (Greeneville, TN) (Graduation anticipated in May 2016)

* Bachelor of Arts, Journalism and Professional Writing
* GPA in major 4.0/4.0, total GPA 3.2/4.0

**pROFESSIONAL EXPERIENCE**

Meco Corporation (April 2015–present)

A family-owned, American business, Meco Corporation, also a division of UNAKA, is a contract manufacturer that also produces tables, chairs and grills

Marketing intern

* Performs an online audit of each grill-related product
* Compiles all feedback from online and customer service representatives
* Creates individual analysis for each product and presents to Bob Hebner, vice president of strategic development, and Whitney Winter, product manager, who then present findings to Mark Proffitt, president of Meco Corporation, and other executives
* Recommends solutions to address the top customer complaints
* Revises product content and specifications
* Facilitates product information updates to online retailers and customer service
* Maintains relationships with retailer contacts
* Handles website content and design updates via platforms Magento and Yolanada
* Designs banners and ads
* Produces the writing for user manuals and other technical content
* Developed video manuals through VideoScribe
* Coordinated the development of a video with a Tusculum College alumni to be used for marketing purposes
* Rebranded the 2016 product catalogue

*Frontier Magazine* (2014–present)

The student oriented newspaper and magazine at Tusculum College with both online and print editions

Editor-in-chief, assistant editor, copy editor

* Assumes final responsibility for all content regarding the *Pioneer Frontier* newspaper and the *Frontier Magazine*
* Manages all aspects of production for both the newspaper and the magazine
* Guides the staff and handles revisions with them
* Organizes budget for both publications, as well as the online edition of the *Tusculum Manifesto*
* Develops content and handles all revisions with staff members
* Ensures the mechanical and grammatical correctness of all copy
  + Proofreads and edits all copy in Microsoft Word before layout
  + Creates and maintains the house style sheet for *Frontier Magazine*
  + Submits weekly reports to the advisor of the publications

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ASafeHarborHome, Inc. (2013–present)

A nonprofit organization dedicated to housing victims of domestic violence and the homeless with disabilities

Volunteer, intern

* Writes press releases about upcoming events
* Develops and maintains relationships with service learning class volunteers
* Reaches out to newspapers, radio stations and televisions stations to raise awareness
* Serves by editing and proofreading documents, newsletters and manuscripts
* Formats the official webpage and other documents
* Designs newsletters in Microsoft Outlook
* Assists in coordinating fundraisers and outreach events
* Aids in writing grants and compiling financial information into a budget

Phoenix Circle (2013–2014)

A student-run organization at Tusculum College of like-minded individuals who gather to explore and study the different religions of the world

Co-founder, treasurer

* Wrote, edited, proofread, and formatted all official documents
* Designed all promotional material distributed on campus and online
* Co-coordinated all meetings, events, and presentations
* Gathered and compiled all financial information in a budget and presentation
* Served as a photographer and online media coordinator

The Communications Office at Tusculum College (2012–present)

Office that provides information and publications to inform and promote the college’s students, faculty and staff, and alumni via press releases, newsletters, and biannual magazines

Work study, writer, intern

* Writes articles and press releases published in the alumni magazine and online
* Ghostwrites quotes and speeches for public relations purposes
* Assists in editing and proofreading various documents, such as press releases, newsletters and the alumni magazine, *Tusculum*
* Serves by photographing for the magazine
* Designs photobooks and presentations for assorted uses

**Program Skills**

* Adobe Photoshop
* Adobe InDesign
* Adobe Illustrator
* Adobe Premiere
* Shutterfly
* Microsoft Word
* Microsoft PowerPoint
* Microsoft Publisher
* Microsoft Excel
* Adobe Reader

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*SAMPLE BUSINESS/POLITICAL SCIENCE RESUME*

JOE COUNCIL

60 SHILOH RD, GREENEVILLE, TN 37743 | (123) 456-7890| JOE.COUNCIL@GMAIL.COM

OBJECTIVE

To job shadow an attorney practicing corporate law in the specialization of human resources or arbitrage

‍

EDUCATION

Tusculum College, Greeneville, TN | May 2015

Bachelors in Business Administration [Concentration: Economics and International Business]

Minor: Mathematics

Bachelors in Political Science

Minor: Psychology

PROFESSIONAL SKILLS

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|  |  |
| Grant Writing and Research | **Typing Speed 80 WPM** |
| Parliamentarian Procedure | *Microsoft Office* Applications |
| Media Relations and Promotions | Graphic Design |

EXPERIENCE

Management trainee Intern | enterprise rent-a-car| may 2014-sep. 2014

Performed several tasks involving customer service, vehicle preparation, and sales experience.

Resident Assistant | Tusculum College | Aug. 2013-Present

Enhanced the quality of living in the residence hall, provided academic support and campus information and attended to the security and safety of residents.

Director of Community Engagement andInteractive Learning | Center for Economic Development and Entrepreneurship | Aug. 2012-Present

Coordinated programs and career development material to increase professionalism in the Northeast Tennessee region.

Shelby Farms Park Intern | Shelby Farms Park Conservancy | May 2013-Aug. 2013

Developed “Planned Giving Program” documents for Shelby Farms Park Conservative while aiding with grant research and writing.

HONORS & ACTIVITIES

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| Tusculum College Homecoming King | **2013** | **Student Government Secretary** | **2014-2015** |
| Whitehaven High School Fortune 500 | 2010 | Tusculum Student Body President | 2012-2013 |
| Youth About Business Finance Officer | 2010 | Student Activities Board Chair | 2012-2013 |
| Newsweek Magazine Feature | 2009 | Black Student Union President | 2011-2014 |
| Y-USA and Amway Global Award | 2009 | Int’l Bonner Volunteer Program | 2011-2014 |

*SAMPLE PSYCHOLOGY RESUME (TWO PAGES)*

**Wanda Pioneer Job**

Greeneville, TN | 123-456-7890 | wanda.p.job@gmail.com

**OBJECTIVE**

To obtain a job in the field of mental health located in East, TN.

**EDUCATION**

**Tusculum College,** Greeneville, TN (August 2012- May 2016)

*Bachelor of Arts in Psychology, Concentration of Applied Psychology & Minor in Religious Studies*

Pursuing Psychology Honors Program

GPA: 3.5/4.0

**PROFESSIONAL EXPERIENCE**

**Tusculum College Tutoring Center, Greeneville, TN (August 2014—Present)   
*Psychology Tutor***

* Assist students in academic growth, time management skills, study skill, and provide encouragement and motivation.
* Created advertisement for the tutoring center, and schedule appointments

**Enterprise Rent-A-Car, Greeneville, TN (May 2015- August 2015)   
*Management Trainee Intern***

* Provided excellent customer service, assisted customers in selection and purchase of merchandise, created and managed sales comparison spread sheet, marketed to corporate accounts, and managed insurance rentals
* Number one intern for the months of May and July of 2015

**First Baptist of Greeneville, Greeneville, TN (August 2014—March 2015)   
*Intern***

* Schedule events, provided personal counseling and mentoring, organized activities, created power points, operate music soundboards, and teach music

**Belk Department Store, Greeneville, TN (August 2013—November 2014)   
*Sales Associate***

* Provided excellent customer service, assisted customers in selection and purchase of merchandise, unloaded stock, and organized merchandise

**Tusculum College/ Chance Program, Greeneville, TN (August 2012—May 2013)**

***Coordinator/ Mentor***

* Created and executed lesson plans and activities, scheduled meetings with team members, created schedules, and monitored program activities

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**STUDENT ORGANIZATIONS**

**Tusculum College Student Government Association (August 2014-Present)**

***Secretary, SGA Senate.***

* Represent the students affectively, remaining objective, presenting to the President and Cabinet of the college, and creating ideas to better student life.

**Block 2.1 Committee: Tusculum College (November 2014-January 2015)**

***Student Representative, School of Nursing, Psychology, and Allied Health***

* To objectively discuss and form a new scheduling system for Tusculum College
* Actively participated in committee discussion as 1 of 4 selected student representatives
* Collected data from results of student surveys, and presented to the Board of Trustees

**Beta Sigma Phi (August 2012—August 2014)**

***Treasurer/Head of Fundraising Committee/Chair of Social Committee***

* Create and maintain a budget for the organization, design fundraisers, plan social events, and delegate responsibilities

**Crave College Ministry (August 2013-Present)**

***Coordinator, Manager, and Praise Band Member***

* Founded the ministry with a team of three in 2013
* Create the set list, organize activities, teach lessons, communicate with church sponsor, and create advertisements for the ministry

**CIVIC ENGAGEMENT/COMMUNITY SERVICE EXPERIENCE**

**First Baptist of Greeneville: Mission Greeneville (August 2014-Present)**

*Volunteer, Chaperone, Mentor, and Coordinator*

**Hillcrest Baptist Church Outreach (January 2010-Present)**

*Volunteer and Program Coordinator*

**The Love Kitchen (March 2011-Present)**

*Volunteer*

**Beta Sigma Phi Service Committee (August 2012-May 2014)**

*Event Planner and Coordinator*

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*SAMPLE SPORT MANAGEMENT RESUME (TWO PAGES)*

**John Doe**

LinkedIn: www.linkedin.com/in/johndoe-1234567890

jdoe@tcstudents.tusculum.edu / 123-456-9876 / Greeneville, TN

**CAREER OBJECTIVE:**  To obtain a marketing internship with The Home Depot

**SKILLS**

* Great workflow, organization and priority management skills
* Excellent customer service, interpersonal, and team-building skills
* Experience in marketing and advertising with social media and community partners

**EDUCATION**

**Tusculum College**, Greeneville, TN May 2016 *Bachelor of Arts, Sport Management* - GPA: *3.72/4.00*

Key Courses: Sport Marketing, Sport Finance, Sport Communication, Principles of Accounting, Principles of Management, Organization Administration & Supervision of P.E./Athletics, Managing Legal Aspects of Sport.

**EXPERIENCE**

**AGV Sports Group, Inc.,** Frederick, MD May – July 2015

*Head Management Intern (Unpaid)*

Reported directly to the owner of the company. Provided organization, leadership, critical thinking, and logistical tactics for the office headquarters. Communicated with customers, license holders, manufacturers and distributors. Conducted interviews and lead end of the day meetings with all interns. Completed 190 hours of unpaid internship experience over 12 weeks.

* Demonstrated proficiency in contact management skills
* Assisted with an eBay marketing project

**Tennessee Smokies Baseball**, Kodak, TN February 6, 2015

*Job Shadow Volunteer (one day)*

* Observed the Director of Corporate Sales and participated in two corporate client meetings.

**Cragun’s Resort and Hotel on Gull Lake**, Brainerd MN May-August 2013 and May-August 2014 *Assistant Pro Shop Manager*

Provided excellent customer service in a courteous, prompt and efficient manner at all times. Helped market the resorts addition of FootGolf to the community. Added value to the resorts golf facebook page. Assisted in managing the Par 3 clubhouse and main golf course clubhouse. Assisted in management of golf outside service activities as a shift supervisor. Assisted in running Jr. Golf programs as well as teaching weekly S.N.A.G golf lessons.

* Increased Facebook page “Likes” by 27% (400) during the summer of 2014 Page 1

**EXTRACURRICULAR ACTIVITIES & COMMUNITY SERVICE**

**Tusculum College Golf Team -***Member*  Fall 2012-Spring 2015

* 2 MVP awards
* GCAA Cleveland Golf/Srixon All-America Scholar and Capital One Academic All-District Team Junior Year
* SAC Tournament Champion (2015) and All-Tournament Team Junior & Sophomore Year
* SAC All-Conference Second Team Freshman year

**Community Service Projects**, Greeneville, TN Fall 2012-Fall 2015

* Helped host a student engagement golf clinic on campus with Tusculum’s Golf teams

**Tusculum College Athletics:**  Fall 2013 - Present

*PSAAC President*:2015-Present

*PSAAC Representative: Fall 2013-Present*

* Lead the Pioneer Student-Athlete Advisory Committee through the school year and organize fundraising events as a Make-A-Wish volunteer
* Implemented a patron reward card for athletic events

**Tusculum College Athletic Administration** Spring 2015

*Sport Management Clinical Class Volunteer*

* Helped review and add material to the college’s Student Athlete Handbook
* Organized lacrosse halftime show
* Organized lists for the director of media relations
* Provided feedback about athletic events at campus

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*SAMPLE SPORT SCIENCE RESUME*

**Jane Doe**

865-456-7890 \* 3185 Lakeshore Drive, Knoxville, TN 39801 \* jane.doe@gmail.com

**OBJECTIVE**

To obtain a Stadium Operations Assistant Internship with the Tennessee Smokies

**EDUCATION**

**Tusculum College,** Greeneville, TN August 2013-Present

*Bachelor of Arts, Sports Science, Minor: Coaching -* GPA 3.3/4.0

Related Coursework: Coaching of Baseball, Managing Legal Aspects, Motor Development, Statistics, Sports Officiating and Senior Seminar

**EXPERIENCE**

**Select Specialty Hospital,** Knoxville, TN May 2013-Present

*Materials Manager (summers and holiday breaks)*

* Order supplies and equipment
* Track equipment inventory used by staff and patients
* Bill patients for the use of equipment and supplies
* Maintain a monthly budget of approximately 42K for purchases of supplies and equipment
* Commended by supervisors for high flexibility in scheduling, efficiency in work productivity, and providing great customer service to patients

**Tusculum College Softball Team**, Greeneville, TN August 2013-Present

*College Work Study/Student Assistant*

* Complete grounds keeping projects for the softball field, such as, reconstructing the mounds after games and practices on the field and in the bullpen
* Launder uniforms after games
* Provide skills training on pitching techniques for camps for prospective athletes

**COMMUNITY SERVICE**

**The Plaza-Assisted Living Facility**, Greeneville, TN September 2015

*Service Learning Class Volunteer*

* Assisted residents with the following activities: light housekeeping/cooking, making lists, and completing payments
* Conducted a group arts and crafts project and helped organize The Plaza’s Fall Festival

**Humane Society**, Greeneville, TN August 2014

*Nettie Day Volunteer*

* Organized food pantry, exercised and washed animals, in addition to weeding and landscaping gardens

*SAMPLE INFORMATION TECHNOLOGY RESUME*

John P.C. Doe

123.456.7890 / 2222 American Way, Greeneville, TN / johnpcdoe@gmail.com

OBJECTIVE

Internship in Computer Information Systems

EDUCATION

**Tusculum College**, Greeneville, TN (anticipated graduation) December 2016

*Bachelor of Arts, Business Administration, Concentration in Information Technology*

**Related Coursework**: Information Assurance, Information Systems, Networking, Data Base Training/ My SQL, Finance, Accounting 1&2, Programming, Web Design, Economic 1&2, Business Principles of Management, Ethics Strategies Policies

**Relevant Software Skills**: Microsoft Office Word and Excel, C++, JavaScript, Html, Python My SQL Database, XML, Visual Basic

INFORMATION TECHNOLOGY EXPERIENCE

**Information Systems Department/ Tusculum College**, Greeneville, TN August 2013 – May 2015

*Information Technology Technician – Part Time College Work Study*

* Inspected equipment and read order sheets to prepare for delivery to users.
* Read technical manuals, conferred with users, and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
* Set up equipment for employee use, performed and ensured proper installation of cable, operating systems and appropriate software.

**Student Success Department/Tusculum College**, Greeneville, TN August 2012 – May 2013

*Data Entry Clerk – Part Time College Work Study*

* Entered new student information profile data into the online contact management system.

OTHER EXPERIENCE

**Tusculum College**, Greeneville, TN August 2014 - Present

*Phonathon Caller – Part Time*

* Call former donors to request donations and type account information into the record.

**Fatz Restaurant**, Greeneville, TN October 2015 - Present

*Host – Part Time*

* Supervise and coordinate activities of dining room staff to provide fast and courteous service to patrons.
* Provide excellent customer service, while greeting and seating guests.
* Demonstrate strong interpersonal skills, while training dining room employees.

*SAMPLE SPORT MANAGEMENT TWO-PAGE RESUME*

Jane Doe

123.456.7890 / Greeneville, TN /Jane.Doe@gmail.com

**EDUCATION**

**Tusculum College,** Greeneville, TN Expected graduation date December 2016

*Bachelor of Science, Sport Management*

* Member of Women’s Golf Team August 2013 - Present
* Member of Pioneer Sports Action Committee August 2016 – May 2017
* Captain of Women’s Golf Team August 2015 – April 2017

**PROFESSIONAL SKILLS & ATTRIBUTES**

Hard working, dedicated, responsible, energetic, trustworthy, passionate

**EXPERIENCE**

**International Junior Golf Tour**, Hilton Head, SCAugust 2016 – November 2016

Part Time Tournament Coordinator

*Worked with the IJGT to provide golf tournaments for junior golfers to showcase their skills and compete at a high level of competition.*

* Completed various event-planning activities: setting-up registration, printing paperwork, setting-up the course (tees and hole locations), marking the course, assisting with on-course rulings, and scoring the players.

**Illinois Junior Golf Association,** Lamont, ILMay 2015 – August 2015, May 2016 – August 2016

​Full Time Tournament Coordinator

*The IJGA is the second largest junior golf organization in the United States, running 100+ tournaments over the course of two summer golf tournament seasons.*

* Worked as one of four interns, who assisted the tournament director, consistently effective working up to 18 hour days.
* Assisted with event planning activities, such as, setting-up signage, registering players, announcing players at start of play, assisting with on-course rulings and pace of play, scoring, presenting awards, providing live online scoring reports, shuttling players on and off the course, and breaking-down tents and tables, at the close of the tournament.
* Wrote a recap of each tournament event, created event signage, and posted scores.

**Bristol Motor Speedway**, Bristol, TN April 2014, April 2015, August 2015, September 2015

Event Staff Member

* ​Assisted event staff at the NASCAR XFINITY Series Food City 300, Irwin Night Race and the Food City 500. Coordinated the set-up of hospitality suites and shuttled guests to their designated

gates.

**Greeneville Astros Internship**, Greeneville, TN May 2014- September 2014

Full Time Intern

* Promoted team in the local community, answered fan questions and provided customer service
* Assisted in writing the nightly press releases, following each game.
* Sold tickets and merchandise prior to the game; coordinated promotional events and prizes; cleaned and prepped the stadium and field, before and after each game; managed the kid’s zone inflatables, set-up the autograph and guest tables.
* Organized daily programs and announced daily promotional winners from nightly promotions.
* After each game, I was responsible for clean up, taking down inflatables, and locking up the bathrooms, press box and stadium.
* **Accomplishment:** Designed theme night event, which produced highest ticket revenues of the season.

***Jane Doe Resume, Jane.Doe@gmail.com, 123.456.7890***

**VOLUNTEER EXPERIENCE**

**Tusculum College,** Greeneville, TN August 2016 - Present

* Assisted Coach Dibble with driving a school van to and from tournaments.
* Worked with Coach Dibble on recruiting future athletes to Tusculum College.
* Assisted First Tee coaches in the Greeneville Tennessee area at their junior camps.

**Special Olympics,** Bristol, TN March 2015, April 2016

​Volunteer

* Worked with special education students playing sports (basketball and skiing). Participated as a date in the Special Olympics Prom.

**Tusculum College,** Greeneville, TN August 2015 – May 2016

Volunteer

* ​Worked as a forecaddie at the Farm Bureau golf tournament.
* Assisted with field-to-clock communications for lacrosse; managed concessions staff for baseball games; and helped with half-time promotions for basketball games

**Tusculum College**, Greeneville, TN September 2014

Volunteer

* Participated on a team of eight volunteers to coordinate a soccer tournament with 100 participating teams at Rocky Top World of Sports center in Gatlinburg, Tennessee.
* Assisted with field preparation, water stations, trash pickup, and field cleanup.

**Tusculum College,** Greeneville, TN December 2013, 2014

Volunteer

* Worked with the local food bank and helped raise money for additional meals.
* Assisted with Tusculum College 5k race.

**Freedom Golf Association** Chicago, IL February 2013

* Elected to participate in a one-time event for handicapped and underprivileged individuals. Taught children and adults to swing and putt in fun and creative ways.

**COMMUNITY SERVICE**

**P.E.O.P.E.L Tutor** (Physical Education Opportunity for the Exceptional Learner):

*August 2011- May 2013*

* One of four high school juniors selected to tutor disabled students for two years in a unique high school program.
* Learned to work with Autistic, Downs Syndrome, ADD, ADHD, and Cerebral Palsy afflicted

young adults, as well as, with blind and deaf students.

* Grew to understand more about these populations, learning that there can be a positive side to every situation.
* Received a compliment from a wheelchair-restricted student, who reported feeling treated like a normal person.

**Amos Alonzo Stagg High School,** Palos Hills, IL August 2009- June 2013

* Selected to be the Athletic Director’s Office Assistant
* Filed paperwork, coordinated and scheduled events, delivered messages and paperwork to coaches and instructors.

*SAMPLE EDUCATION TWO-PAGE RESUME*

Mary Jane Doe

123-456-7890 / Greeneville, TN / mary.jane.doe@yahoo.com

PROFESSIONAL PROFILE

Passionate professional prepared to encourage students to reach their full potential, develop a growth mindset and become lifelong learners. Cooperative and willing to work effectively with co-teachers and administration. Strong communicator with an outstanding ability to develop a conducive learning environment.

Microsoft Word, PowerPoint, Excel, and Access Planning and Organization

Integrated/Cross-Curricular Classroom Technology Classroom Management

Handwriting Without Tiers Training Strong Interpersonal Skills

EDUCATION

**Tusculum College,** Greeneville, TN December 2016

*Bachelor of Arts, Education – Interdisciplinary Studies,* K-6, GPA: 4.00/4.00

**Praxis Exam Test Scores**

*Elementary Education: Curriculum, Instruction, and Assessment (Test Code 5017): Score 180/200*

*Teaching Reading: Elementary Education (Test Code 5203): Score Pending*

*Principles of Learning and Teaching: Grades K–6 (Test Code 5622): Score 175/200*

*Elementary Education: Content Knowledge (Test Code 5018): Score 181/200*

EXPERIENCE

**Tusculum View Elementary School,** Greeneville, TN August 2016 – December 2016

*Student Teaching – 1st & 5th Grade Math*

* Planned and facilitated small group and whole group lessons
* Created activities for differentiation

**First Presbyterian Church,** Greeneville, TN August 2016 - Present

*Intern for After School Program*

* Supervise middle school youth and lead them in fund-raising, community service, and social activities

**Private Tutor,** Greeneville, TN October 2016 - Present

*Tutor*

* Teach private lessons in spelling, Latin, and math for a third grade student, due to referral by Tusculum View Elementary School principal

**Tusculum College Tutoring Center,** Greeneville, TN September 2014 - Present

*Tutor for education, computer-as-a-tool, and Tusculum experience classes, as well as, basic study skills*

* Facilitate meetings with students and provide needed tutoring assistance

**Tusculum College Student Support Services**, Greeneville, TN August 2014 - Present

*Mentor/Residential Assistant for Living Learning Community*

* Serve as a mentor, advisor, and support system for incoming college freshmen
* Lead as mentor/residential advisor for living learning community hosted by Student Support Services
* Coordinate house events, settle disputes, and maintain a safe and healthy living and learning environment for the students

***Mary Jane Doe Resume, mary.jane.doe@yahoo.com, 123.456.7890***

**Tusculum College TRIO**, Greeneville, TN May 2014 - Present

*Upward Bound - Residential Advisor (RA) - Summer Position*

* Serve as an RA and advisor for female high school students in summer college preparatory program
* Serve as a tutor and teacher’s assistant for college preparatory classes and coordinate activities

**Tusculum College,** Greeneville, TN August 2015 - December 2015

*Orientation Leader*

* Provided campus tours and guided incoming freshmen in their process of adjusting to college life
* Served as a tutor for their Tusculum experience class

**Tusculum College,** Greeneville, TN September 2014 - May 2016

*Work Study-Tusculum View Elementary*

* Assisted teacher by facilitating small group activities and assisting students in one-on-one tutoring

COMMUNITY SERVICE

**Doak Elementary School - Extended School Progra**m, Greeneville, TN June 2016

*Volunteer – 3 hours*

* Led elementary school children in creative and fun activities through multiple workstations

**Ridin’ High Therapeutic Camp,** Morristown, TN November 2012

*Volunteer – 5 hours*

* Provided personalized assistance to special-needs clients, ensuring safety and proper riding technique in a therapeutic setting

**Other Community Service,** Morristown and Greeneville, TN August 2010 – Present

*Volunteer*

* Toys for Tots
* Operation Shoe Box
* Tusculum College
* Davey Crocket Birthplace State Park
* Opportunity House Homeless Shelter
* Morristown and Greeneville Humane Society

AWARDS

* Golden Key Award for the highest GPA in Education – Interdisciplinary Studies K-6
* Alpha Chi National Honors Society member
* Member of Tusculum College President’s and Dean’s list for seven consecutive semesters
* Tusculum College Charles’ Oliver Gray Scholar
* American Legion Auxiliary Volunteer Girl’s State representative

*SAMPLE TAX ACCOUNTING INTERNSHIP RESUME*

**Joe Accountant**

123-456-7890 / joe.accountant@gmail.com / Greeneville, TN

**OBJECTIVE:** To obtain a accounting internship for spring and/or summer 2017

**EDUCATION**

**Tusculum College**, Greeneville, TN, August 2015 – Present

*Bachelor of Arts in Business Administration, Concentration in Accounting Management -* GPA 3.0/4.0

* Tusculum College Business Club Member
* **Relevant Courses:** Principles of Accounting I & II, Intermediate Accounting I & II, Cost Accounting, Tax I & II, Principles of Management, Service Learning (Assisting a non-profit organization with the selection and implementation of an improved inventory system), and Business Technical Writing
* **Relevant Skills:** Leadership, Customer Service, Team-Building, Organizational Skills, Oral & Written Communication Skills, Interpersonal Skills, Microsoft Office Applications: Word, Excel, & PowerPoint

**Pellissippi State Community College**, Friendsville, TN, August 2013 – May 2015

* Studied core college classes before transferring to Tusculum College

**EXPERIENCE**

**Zaxby’s,** Seymour & Sevierville, TN, April 2011 – August 2016

*Shift Manager, Kitchen Manager, Cook & Cashier – FT Summers & School Breaks*

*Shift Manager*

* Delegated and supervised the work activities of all store staff, approximately eight persons, during a shift
* Interviewed, hired and trained employees
* Completed cash deposits, balanced cash registers and secured store at closing
* Counted and tracked inventory of food and supplies
* Oversaw the preparation and service of food to customers
* Ensured excellent customer service for guests
* Monitored and reported daily sales
* **Achievement:** Consistently recognized by supervisors and franchise owner for excellent work ethic

*Kitchen Manager*

* Managed kitchen staff of approximately four persons, during a shift, delegating and monitoring work
* Prepared food and maintained a clean work environment
* **Achievement:**  Promoted to the position of shift manager

*Cook*

* Prepared and cooked food to order, washed cooking utensils and maintained a clean work environment
* **Achievement:** Promoted to the position of kitchen manager

*Cashier*

* Provided excellent customer service, taking food orders and handling cash payments accurately
* Maintained a clean dining room and ensured a positive guest experience
* **Achievement:** Promoted to the position of cook

**COMMUNITY SERVICE**

* Morgan-Scott Project – worked with a team of volunteers on various community improvement projects
* Greene County Firewood Ministry – worked with a team of volunteers to cut donated wood for members of the community, unable to purchase firewood or other heating methods