

A Career Coach's guide to creating an eye-catching resume and cover letter to help take that next step at UT Knoxville!

Resumes should do more than summarize your previous job duties and education. Instead of boring task lists, resumes should focus on your outcomes and impact to show employers how your driven actions have made positive results.

- Title and Contact Information: At the top, list your name, phone and email. Optional: links to an online portfolio/LinkedIn profile and address.
- Professional Summary: Adapt this section to match the key skill or experience requirements in the job posting, writing 3-4 relevant bullet points.
 - **Example Employer Requirement**: "Ability to compile and evaluate data and create associated reports" *Professional Summary*: "Strong data analysis and reporting skills; participated in a working group to analyze and record errors in student work samples and compiled reports for Department of Education compliance."
- Work Experience: While job descriptions from each of your roles can be the base of this section, they are only a guideline. Instead, take the time to build out how you have demonstrated impact in your roles. Follow the **WHO** method when writing your bullet points: **WHAT**: What did you do? Describe the task or project. **HOW**: How did you do the work? Describe your skills, methods, and tools. **OUTCOME**: Describe a result from your work and quantify if you can.
 - **Example Job Description**: "Complete HR paperwork for new hires and supervise student workers" *Resume Bullet*: "Manage a team of five, developing a new mentoring program that increased retention by 50%."
 - **Action Verbs**: Write clear, concise phrases that demonstrate your relevant skills. Your current position should be in the present tense, while all other work should be in the past tense. A list of verbs is available on pages 3-4.
- Key Accomplishments: Listing accomplishments will make you stand out among fellow applicants. For every work experience, determine something you are proud of, such as an initiative you created or the reduction of errors that positively impacted your employer. Share at least 2 to 3 accomplishments.
 - **Examples** "Hire and supervise a team of 5 student workers, initiating a new performance review process aligning goals with departmental objectives"
"Collected 50% of past due balances, yielding \$55K within six months"

- **Education:** Include school name, city, state, degree (High School Diploma, Bachelor's and graduate degrees), and your major(s). Optional information might include the graduation date, GPA, course projects, and honors. You may include certifications, training, and awards here or in an additional section.
- **Formats:** There are two commonly utilized formats for resumes: chronological and functional. Each format serves a purpose and may be beneficial in different scenarios.
 - **Chronological:** This is the most commonly used format for applicants and preferred by employers and recruiters—list experiences in reverse chronological order, with the most recent position listed first. The goal is to demonstrate how relevant experiences and responsibilities developed through your job history.
 - **Functional:** While this format is less popular, it allows applicants to focus on highlighting skills instead of the order of work history. This format easily adapts to job descriptions and shows employers how required skills are met with experiences and outcomes.
 - **Combination:** This format includes both chronological and functional elements and gives applicants the best of both formats. You can include subheadings within your work experience that relate specifically to the job announcement and list relevant bullets beneath the subheadings.

**Need help?
Meet with a
Coach!**



ACTION WORDS

Management Skills

administered
analyzed
appointed
approved
assigned
attained
chaired
contracted
consolidated
converted
coordinated
delegated
developed
directed
enforced
enhanced
evaluated
executed
generated
hired
improved
incorporated
increased
initiated
led
motivated
organized
oversaw
planned
prioritized
produced
recommended
reorganize
resolved
reviewed
scheduled
strengthened
supervised

Communication Skills

addressed
advertised
arbitrated
arranged
authored
corresponded
developed
directed
drafted
edited
enlisted
formulated
influenced
interpreted
lectured
marketed
mediated
moderated
motivated
negotiated
persuaded
promoted
publicized
reconciled
recruited
spoke
translated
wrote

Research Skills

analyzed
clarified
collected
conducted
criticized
diagnosed
evaluated
examined
explored
extracted
gathered
identified
inspected
interpreted
interviewed
investigated
maintained
organized
reviewed
summarized
surveyed
systemized

Technical Skills

assembled
built
calculated
computed
designed
devised
engineered
fabricated
operated
overhauled
programmed
remodeled
repaired
solved
trained
upgraded
developed
enabled
encouraged
evaluated
explained
facilitated
focused
guided
informed
initiated
instructed
persuaded
presented
set goals
stimulated
tutored

Financial Skills

administered
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
developed
earned
forecast
managed
marketed
planned
projected
reconciled
researched

Creative Skills

acted
conceptualized
created
designed
developed
directed
entertained
established
fashioned
founded
illustrated
instituted
integrated
introduced
invented
originated
performed
planned
revitalized
shaped
solved

Helping Skills

assessed
assisted
clarified
coached
counseled
demonstrated
diagnosed
educated
ensured
expedited
facilitated
familiarized
guided
manage
referred
rehabilitated
represented
served
teach
volunteered

**Administrative or
Detailed Skills**

approved
arranged
catalogued
classified
coded
collected
compiled
dispatched
distributed
executed
filed
generated
implemented
inspected
monitored
operated
organized
prepared
processed
purchased
recorded
retrieved
reviewed
screened
specified
systemized
tabulated
validated



Resumes with Impact

Victor Volunteer

(865) 974-1837 · vvolut1@utk.edu · linkedin.com/in/VictorVolunteer
105 Student Services Building, Knoxville, TN 37996

PROFESSIONAL SUMMARY

- Skilled communicator and mentor, employing positivity and appreciative advising in mentoring students to encourage them to explore their goals, interests, values, and strengths.
- Strong data analysis and reporting skills; participated in a working group to analyze and record errors in data to extract, clean, and manipulate data for analysis; produced clear and concise reports to communicate to stakeholders.
- Fluent bilingual professional with exceptional communication skills in both Spanish and English.
- Technology savvy; utilized technology, including IRIS, Slate, and Banner, to support students and professional practice.



Match your summary to the job posting

PROFESSIONAL EXPERIENCE

Administrative Specialist | University of Tennessee, Knoxville, TN

Dec 2020 - Present

- Primary point of contact at the college for all basic inquiries from prospective students and community members; respond to phone calls and emails with a high level of care.
- Manage data regarding prospective international and non-international students, staff, and faculty, initiating offer letters for fellowships and international paperwork for visas.
- Input onboarding information for prospective undergraduate and graduate research assistants and graduate teaching assistants through IRIS to be routed to HR.
- Initialize College of Nursing data into IRIS and other university systems to record personnel data for recruited faculty and update financial transactions.

Key Accomplishments:

- Developed an IRIS training manual now used to onboard staff.
- Hire and supervise a team of 5 student workers, initiating a new performance review process.



Add key accomplishments after each experience or in a separate section

Managing Director | Smokey Business Center, Knoxville, TN

Aug 2018 - Dec 2020

- Directed and supervised a team of 17, managing the overall achievement of the team and their training and mentoring.
- Transitioned payroll, accounts payable, financial statements, accounts receivable, and billing to a new CRM.
- Selected lower cost vendor contracts for supplies and equipment while maintaining a continuous high quality of client service and satisfaction.
- Created and maintained productive accelerated schedules for eight HVAC technicians and appointments with new clients:
 - Managed client inquiries and troubleshooted equipment before appointing a technician to the job site.
 - Scheduled field technicians and preventative maintenance on commercial and residential contracts.
 - Oversaw maintenance for 35 fleet vehicles.

Key Accomplishments:

- Increased productivity by 90% through proper training.
- Reduced callbacks on service performed by 80%.



Quantify accomplishments when possible

Business Manager | Volunteer Finance, Maryville, TN

Aug 2014 - Aug 2018

- Managed three check cashing stores with \$1.2M in annual revenues, supervising eight staff.
- Coordinated payroll, accounts payable, financial statements, accounts receivable, and reconciliation management.
- Ensured accuracy and honesty through relentless oversight and process improvements.
- Reconciled money drawers, time entries, wires, money orders, and phone card purchases.
- Compiled financial reporting using Excel, working with money transfer agency and check cashing system.
- Prevented fraud and increased revenues by reviewing and researching new company checks.
- Conducted collection activities for non-sufficient funds, stop payments, and closed accounts in compliance with state and federal collection laws.

Key Accomplishments:

- Promoted to Business Manager after first year by demonstrating accuracy, proficiency, and integrity, completing hundreds of financial transactions daily in busy check cashing store.
- Decreased missing funds occurrences 70% in first eight months as manager.
- Reduced overtime costs 60% within 8-month period.
- Lowered fraudulent check activities by about 60% within 8-month period.
- Prevented theft within the company by 80% within a year.
- Played key role in increasing volume from \$5k to \$80k daily.

EDUCATION AND CERTIFICATIONS

Certified Administrative Professional (CAP)

International Association of Administrative Professionals, 2023

Pellissippi Community College

Associate of Applied Science in Accounting, 2022

Wardiere Inc.

Graduate Certificate in Human Resource Management, 2021

University of Tennessee

Administrative Professionals Summit, 2021

LinkedIn Learning

Agile Project Management with Microsoft Project, 2023

SAP Financials, 2022



Can include LinkedIn Learning, K@TE, HR sessions and other training that illustrates relevant skills

Nakia Neyland

Knoxville, TN 37922 • 865.974.6642 • nneyland@utk.edu

PROFESSIONAL SUMMARY

- Ten years of administrative experience in student-centered and data-driven roles
- As a Member of the Chancellor's Commission, currently launching an initiative to raise visibility of the needs of underrepresented staff and faculty
- Rapid learner with very strong retention of technical and professional knowledge and skills; technical skills include MS Office (Excel, PowerPoint, Teams, Outlook), IRIS, AR/AP

EDUCATION

Pellissippi Community College

- Pursuing Associate in General Science, graduating in May 2025 | Related coursework: Intermediate Accounting, Business Management, Computer Applications, Public Speaking

EXPERIENCE

The University of Tennessee Knoxville | December 2012 - present

Student Life | Administrative Specialist II | December 2017 - present

- Plan Advisory Board events, including fundraisers that engage campus and community members to support scholarships for undergraduate students; successful in raising \$125,000 in grants for student scholarships.
- Initiated an innovative approach to event planning and management, resulting in an increase in financial contributions and attendance at events.
- Manage onboarding for faculty, staff, and students, developing an entirely new process for acclimating new hires to our department, increasing staff engagement and belonging.
- Collaborate with other departments requiring access to our online credit card processing system, creating online storefronts and managing payments.

Student Life | Administrative Specialist I | August 2014 - December 2017

- As our graduate student representative, helped students achieve a successful graduation after 3 to 4 years; my efforts contributed to an increase in our on-time graduation rate.
- Completed HR paperwork for new hires, requiring a strong understanding of university policies and procedures.
- Supervised 3-4 undergraduate students, ensuring departmental objectives were achieved.
- Served in leadership roles on various boards and committees representing the department.

Records Management | Administrative Support Assistant | December 2012 - August 2014

- Scanned and indexed thousands of confidential records within the university system, requiring very high attention to detail, accuracy, speed, and effective time management.
- Managed financial data requests with highly sensitive and classified information from the Bursar's, Financial Aid, and Student Loan Offices; producing error-free work was essential because any inaccuracies could have resulted in denying students vital funding.
- Managed confidential employee records referred by the Human Resources Department, including workers' compensation, termination, and retirement data.
- Tracked daily statistics and work orders using Excel, coordinating with RMS.



SAMANTHA SMOKEY

CONTACT



865-974-1837



SSMOKEY@UTK.EDU



105 STUDENT SERVICES BUILDING,
KNOXVILLE, TN 37996

EDUCATION

The University of Tennessee

**Master of Education, Higher
Education Administration, 2022**

**Bachelor of Science, Human
Resources, 2014**

SKILLS

Communication

Problem-Solving

Time Management

Data Analysis

Microsoft Suite

G (Google) Suite

Teamwork

PROFESSIONAL SUMMARY

Program planning and execution

- Managed monthly professional development events, contracting with guest speakers; orientations and staff retreats, requiring multi-tasking and complex event logistics; and signature high profile events including the mayor, campus and community leaders.
- Co-led planning and implementation for our annual event featuring 5,000 attendees; our objective was to educate our community about our services.
- Coordinate all event aspects from initial ideation and strategic direction through the execution of event-day logistics: creation of guest lists, design of creative materials, building and maintaining relationships with vendors, program development, overseeing day-of logistics including equipment/space layout and on-site troubleshooting, and managing a team of 40 volunteer staff.

Process assessment and improvement

- Collaborated with our planning team, organizational leadership and local media to successfully market our events and directly communicated with key partner organizations, donors and community leaders to ensure their attendance.
- Assess recurring/annual scheduled events to identify and implement needed changes.
- Through interactive ideation sessions, explored trends in events and programming and developed innovative themes each year, partnering with local graphic design company Robin Easter.

Vendor relationships and budget management

- Communicate regularly and maintain positive working relationships with vendors, also identifying new and specifically local vendors to feature our unique community and vendors with sustainable practices.
- Adhere to established event budgets and have a working knowledge of university purchasing and financial policies.

Campus engagement and resource management

- Established a broad network of campus and community partners to identify partnership opportunities and event resources to coordinate future events.
- Oversee an inventory of event supplies and made recommendations regarding purchasing decisions to improve efficiency of internal and on-site processes.

REFERENCES

Victor Volunteer

📞 865-123-4567

✉️ volunt1@utk.edu

Chris Cumberland

📞 865-987-6543

✉️ ccumber@utk.edu

Alyssa Ayres

📞 865-555-1212

✉️ aayres@utk.edu

Nicholas Neyland

📞 865-321-9898

✉️ nneyland1@utk.edu

can include references with your resume or in a separate document

EXPERIENCE

University of Tennessee, Knoxville

02/2019 - Current

- Coordinate and plan events, ensuring their smooth execution and success.
- Demonstrate strong organizational skills in handling supply ordering and monthly procurement card reconciliation.
- Developed and maintained comprehensive procedure and training documents, enhancing departmental efficiency and knowledge-sharing.
- Mentor graduate students, guiding them through graduation paperwork, deadlines, and goal-setting.
- Supervise student workers, overseeing tasks such as interviewing, hiring, and processing timesheets.
- Update proposal and award information in databases, ensuring accurate and accessible records. Effectively assign and distribute awards for review in a fair and transparent process.
- Assist in Patent Certification paperwork, contributing to the successful execution of intellectual property processes.

Roles:

- Administrative Specialist III
 - 2022 - Current
- Administrative Specialist II
 - 2021 - 2022
- Administrative Specialist I
 - 2019 - 2021

it can be useful to have one inclusive description of your role when the job duties have been similar among all



Pellissippi State Community College

02/2015 - 02/2019

- Ensured meticulous federal and state grant compliance, maintaining high standards of adherence.
- Created informative presentations for diverse audiences, fostering understanding and engagement.
- Developed and posted engaging social media content, enhancing the organization's online presence and outreach. Demonstrated proficiency in website updates using WordPress, creating a user-friendly and up-to-date online presence.
- Coordinated impactful community outreach and engagement efforts, strengthening community ties and awareness.
- Organized and supervised volunteers, facilitating their support for seniors and people with disabilities.
- Developed comprehensive surveys, gathering essential data for research and analysis. Systematically collected and analyzed data, generating valuable insights for decision-making and improvements.

Roles:

- Support Services Specialist
 - 2016 - 2019
- Program Specialist
 - 2015 - 2016

Alyssa Ayres

✉ aayres@utk.edu

☎ 865-555-1212

📍 105 Student Services Building,
Knoxville, TN 37996

- Dedicated professional with a proven track record of combining professional excellence with practical work experience, offering a strong work ethic and rapid adaptability to respond to the needs of the role; excel in both independent and team-oriented environments.
- Skillfully led and mentored a team of 15 environmental services professionals, leveraging excellent communication skills to foster positive relationships with diverse populations of students, faculty, and staff.

Experience

The University of Tennessee, Knoxville

2014 - Present

University Housing | Assistant Housekeeping Supervisor

2019 - Present

- Use excellent communication skills and the ability to positively network with students, faculty, and staff while leading a team of 15 environmental services professionals.
- Monitor employee performance, consistently evaluating and providing constructive feedback; taking a proactive approach to employee development; and overseeing comprehensive training for new and existing employees to enhance their skills and proficiency.
- Maintain records, equipment, supplies, and overall housekeeping activities, contributing to a well-organized and streamlined workflow.
- Effectively multitask and work independently while also contributing to the overall objectives of the team.
- Employ strong organizational skills to sequence our work and ensure timely completion of tasks; conduct thorough inspections to verify the accuracy and quality of completed work assignments, maintaining high standards of cleanliness and organization.

University Housing | Service Aide

2014 - 2019

- Hired from temporary employment into this full-time, permanent role due to strong job performance, reliability, and dependability.
- Performed housekeeping duties in the residence halls and received excellent evaluations from students and staff.
- Strong contributor to the team while also effectively working independently.
- Skilled in communication within a diverse community and very effective at time management and multitasking.
- Promoted into a supervisory role in recognition of excellent interpersonal skills and the ability to lead a team in accomplishing tasks within strict deadlines.

The University of Tennessee Medical Center, Knoxville

1992-2014

Medical Billing Associate

- Prepared and submitted electronic and paper claims to third-party payors, ensuring accurate and timely reimbursement.
- Maintained efficient workflow of medical claims using knowledge of systems and technology, including Microsoft Office Suite.
- Demonstrated strong problem-solving skills by identifying and resolving patient billing issues and proactively resolved denials through thorough insurance follow-up.
- Revised claim problems, corrected inaccuracies, and rebilled claims to third-party payors, maintaining compliance with billing regulations.
- Precisely posted insurance payments and adjustments, ensuring accurate and up-to-date accounting of financial transactions.
- Effectively managed patient, insurance providers, and medical professional inquiries related to assigned accounts, utilized professional communication, delivered excellent customer service, and maintained positive professional relationships.

Education

High School

- Rule High School | High School Diploma

Certification

- OSHA | Safety & Health Fundamentals, May 2022



PROFESSIONAL SUMMARY

- Initiated, co-wrote, and obtained a \$1M NSF Grant to fund graduate scholarships for underrepresented students in the sciences.
- Developed and launched a STEM mentoring program pairing graduate and undergraduate students.
- Partnered with the Center for Teaching and Learning to offer scientific presentation training.
- Recruited undergraduate STEM scholars in collaboration with the Office of Admissions.
- Gathered data and wrote an annual report demonstrating impact of our DEI initiatives.

EDUCATION

- Master of Science • University of Tennessee Knoxville • May 2022
- Major: Biology | National Science Foundation (NSF) Fellowship
- Bachelor of Science • Carson Newman University • May 2020
- Majors: Biology and English | Phi Beta Kappa

RELEVANT EXPERIENCE

Health Educator • University of Tennessee Knoxville • June 2022 – Present

- Researching prevalence of anxiety disorders among college students ages 18-22 to inform clinical and counseling methodologies.
- Designed a survey in Qualtrics, collecting and analyzing data using R and Python.
- Conducting an analysis of survey results and using findings to develop an educational campaign recommending specific strategies to alleviate stress and anxiety.
- As a result of my efforts, participation in peer health educator sessions has increased by 55%.

Marketing Intern • Covenant Health • June – August 2020

- Researched and designed marketing materials and virtual workshops to educate our community about COVID-19 health and safety protocols.
- Developed materials specifically addressing the prevalence of COVID-19 in populations of color, with strategies for engaging and educating our diverse community members.

Intern • Alliance for STEM Education • June – August 2019

- Supported this nonprofit focused on promoting STEM education for underrepresented students.
- Developed agendas for meetings, conferences, and training workshops.
- Reviewed grant applications for conferences and workshops.
- Designed brochures in Canva and collaborated with the marketing department to create and develop promotional materials for conferences.
- Initiated and launched a social media campaign successful in boosting conference attendance by 25%.

TEACHING EXPERIENCE

University of Tennessee Knoxville • August 2020 – May 2022

Teaching Assistant:

· Introduction to Biology I&II: Led a section of 40 undergraduates; designed lesson plans and quizzes, graded tests and incorporated team-based and experiential learning activities.

Graduate Assistant:

· As part of my NSF Fellowship, designed an educational outreach campaign to attract underrepresented local high school students to the sciences.

RESEARCH EXPERIENCE

Research Assistant • University of Tennessee Health Science Center • June – August 2021

- Member of a seven-person research team studying early onset glaucoma.
- Examined changes in elastin protein expression in glaucomatous human eyes through the analysis of immunogold labeled electron micrographs of optic nerve head sections.
- Cultured glial cells from primary tissue explants of human optic nerve heads.
- Preliminary findings indicate the potential of microsurgery coupled with beta blockers as treatment.

PROFESSIONAL AFFILIATIONS

American Society of Health Educators, 2022-present

Tennessee Public Health Association, 2021-present

LANGUAGES

Fluent in English and Spanish.

PUBLICATIONS and PRESENTATIONS

- “Breaking Through Barriers,” ASHE National Conference, Santa Barbara, CA, January 2023
- Clement, C. (2022) Addressing Anxiety among Traditional Age College Students. *Journal for Collegiate Mental Health* 22(3):18-19.
- Name, T. and Clement, C. (2021) Treatments for Early Onset Glaucoma. *Journal of Ophthalmology* 56(4):34-39.

Prashad Student-Success

Knoxville, TN • 865.974.111 • pstu@utk.edu • linkedin.com/in/Prashad

Professional Summary

- Four years of student affairs experience in Career Development, Residence Life, New Student Programs, Student Success, and Academic Advising.
- Led a team of 60 residence life peer advisors for a midsize public university, managing the departmental student staffing process involving recruitment, selection, training, and performance management; led multiple training sessions for Residence Life staff.
- Designed comprehensive student life programming for my team and residents.
- Managed campus partnerships to engage staff as guest speakers in my courses, provide access to experiential learning opportunities, and develop programming to build students' social capital and career readiness.
- Co-supervised 40+ student ambassadors and mentored 30+ Orientation Counselors as part of New Student Programs.
- Led student advising with a focus on advancing student success and promoting resilience and persistence among first generation students and students of color.
- Assisted with data collection, assessment, and reporting on student outcomes; evaluated programming to measure its effectiveness and support innovation.
- Participated in our departmental Diversity Committee, advocating for trans and non-binary students and partnering with the Pride Center to introduce students to employers with inclusive workplaces.

Experience

Academic Coach

The University of Tennessee Knoxville; Knoxville, TN

June 2022 - Present

- Conduct individual and group career coaching sessions for exploratory students, providing personalized guidance and support in exploring potential career paths.
- Serve as an advisor for students in transition, including transfer, readmitted, and current students who have made some decisions but are not yet eligible for their desired majors, offering academic and career guidance during this critical phase.
- Interpret assessments such as the Strong Interest Inventory, Myers-Briggs Type Indicator, and Clifton Strengths for individuals and groups, helping students gain insights into their interests, personality traits, and strengths to inform their career exploration and decision-making.
- Apply UT's advising model, curriculum, and academic policies effectively, tailoring guidance to students' unique situations and providing accurate information about academic pathways and requirements.
- Utilize Handshake and EAB Navigate systems to maintain detailed advising case notes and track career education statistics, ensuring accurate record-keeping and facilitating data-driven decision-making.
- Participate in local, state, regional, and national organizations such as NACADA and NCDA, attending conferences, workshops, and networking events to stay updated on industry best practices and emerging advising and career development trends.
- Create, implement, and assess the effectiveness of experiential learning programs like VolTreks and shadowing, providing students with hands-on opportunities to explore various careers and industries and fostering informed decision-making.
- Support Exploring Majors and Careers courses by assisting with curricular planning and teaching, delivering engaging and informative content that helps students explore potential majors and career pathways effectively.

- Present and teach academic and major planning seminars to First Year Studies 101, Exploring Majors & Careers, and Transition 201 classes, guiding students through selecting majors, understanding degree requirements, and developing academic plans that align with their career goals.
- Provide support for departmental activities, events, and programs aligned with the center's mission, including coordinating career fairs and collecting first destination data.

Student Success Advisor

The University of Tennessee Knoxville; Knoxville, TN

July 2021 – June 2022

- Proactively maintained an advising caseload of 200+ students, including these academic areas: Doctor of Education (EdD), Paralegal Studies, Education, and Criminal Justice.
- Met with new students at acceptance into the college to assist with acclimation to academic life, including registering for courses, assessing transfer credits, and overcoming challenges and obstacles.
- Met at least once each quarter with active students to plan for the upcoming quarter, review the academic plan of study, and address any areas of concern.
- Monitored student progress every week to assess unsatisfactory work, lack of course participation, failing grades, or incomplete grades from previous quarters.
- Collaborated with faculty, academic deans, and program chairs regarding student progress and concerns and to understand all curriculum and scheduling aspects.
- Maintained an up-to-date advising portfolio for each student, including meeting notes, grade reports, and completed course requirements.

Programs Graduate Assistant

The University of Tennessee Knoxville; Knoxville, TN

December 2019 - February 2020

- Co-supervised approximately 40+ student ambassadors, mentored 30+ orientation counselors, and served as a liaison to the campus tour coordinator and the Director of Programs.
- Assisted in scheduling campus visits for prospective students and contacted various on-campus departments to schedule appointments with faculty members and advisors.
- Supported departmental processes and programs related to student recruitment, orientation, campus tours, and peer advising/mentoring.

Leadership, Certifications and Presentations

- Strong Interest Inventory (SII) Certification Fall 2023
- Safe Zone Certification Spring 2023
- Part-Time Job Fair Committee Spring 2023
- Pride Center Search Committee Spring 2023
- Vol Success Week Planning Committee Spring 2023
- University of South Florida (USF) Diversity, Equity, and Inclusion Training Spring 2021
- Southeastern Association of College & University Housing Officers (SEAHO), Graduate Issues and Involvement Committee Spring 2021
- QPR (Question, Persuade, Refer) Suicide Prevention Training Fall 2020

Education

The University of Tennessee Knoxville; Knoxville, TN

Master of Arts in Postsecondary Education Administration (PSE), Dec. 2021

The University of Tennessee Knoxville; Knoxville, TN

Bachelor of Science in Political Science, Dec. 2019

Daniel Dabney

865.974.6543 • ddabney@utk.edu

PROFESSIONAL SUMMARY and ACCOMPLISHMENTS

- Awarded Army Achievement Medal during service as Squad Leader within the Army National Guard.
- Raised and supervised a team of 15 personnel for a relief trip to North Carolina when Hurricane Dorian hit the state in 2019, requiring extensive prior planning and communication with relief organizations.
- Hosted a virtual benefit concert to raise funds for the COVID-19 crisis in India, donating proceeds to the Association for India's Development. Planned the concert logistics, communicating with musicians from all over the world, and organized marketing, publicity, and donations from advertisement companies.
- Strong work ethic, evidenced by holding multiple jobs while pursuing my Bachelor's degree full-time; rapid learner with very strong retention of technical and professional knowledge and skills.



Include professional and volunteer accomplishments in summary!

EDUCATION

The University of Tennessee, Knoxville, TN | Bachelor of Arts in History, July 2021

MILITARY SERVICE

Army National Guard | Motor Transport Operator | December 2019-January 2020

- Served in a leadership role at the rank of corporal, supervising and providing training to a team of six personnel
- Operated, maintained and accounted for essential equipment and vehicles, transporting military equipment across the state and ensuring timely delivery

United States Army | Motor Transport Operator | August 2016- February 2018

- Provided logistical support to an organization consisting of 800 personnel
- Executed fueling operations in accordance with Occupational Safety and Health Administration and Environmental Protection Agency regulations
- Transported ammunition to organization training sites in accordance with written standards and protocols
- Controlled individual access to and from restricted areas by verifying proper identification
- Used Microsoft Office and other software for reports and basic accounting skills to keep track of the cost of ammunition the unit used
- Assisted with maintenance and at times was in charge over the barracks. This included helping resolve issues between soldiers, maintenance requests, and making sure soldiers were supported in their roles
- Often served on 24-hour staff duty, requiring me to be awake 24 hours at the barracks to be there for any situation or crisis that might arise, such as a dispute between soldiers or someone requiring access

EXPERIENCE

The University of Tennessee Knoxville | July 2021 – Present

Landscape Aid | February 2022-Present

- Assist in the maintenance, repair, renovation, and construction of campus landscapes and grounds. Adapt to unique situational needs of each facility service order for campus grounds maintenance utilizing the knowledge of cultural practices, equipment, pest management, fertilizers, and turf care.
- Maintain campus, ensuring cleanliness and safety of the grounds for staff, faculty, students, and visitors.
- Contribute to event clean-up activities, ensuring the campus is presentable and ready for various functions.

Order Fulfillment | July 2021-February 2022

- Communicated professionally with our customers to ensure prompt and efficient resolution of any questions or concerns; provided the highest level of customer service
- Identified the correct merchandise for orders, then fulfilled and shipped orders using Netsuite, while maintaining a very high attention to detail as any inaccuracy would result in delays and dissatisfaction
- Completed hundreds of orders each day, requiring speed and effective time management

Knox County Library | Assistant Librarian | January 2020-July 2021

- Assisted patrons with reference questions, research, and technology maintenance, often via the telephone or face-to-face, requiring active listening and creative problem-solving
- Maintained the library collection of thousands of volumes covering three floors of resources
- Successfully balanced two jobs with a rigorous full-time course load, demonstrating excellent time management, ability to effectively prioritize and multi-task

Pellissippi Community College | Maintenance Worker | March 2018-December 2019

- Helped run the transportation department, while also a student there
- Maintained campus transportation along with repairs required for the vehicles; also maintained the campus grounds



Your Name

Knoxville, TN 37922 • 865.974.6642 • yourname@gmail.com

September 3, 2023

Dr. Renata Marselles
Assistant Professor
Center for Sponsored Research (CSR)
The University of Tennessee Knoxville

Dear Dr. Marselles:

I read with great interest your posting for a Human Resources Specialist supporting CSR and am eager to be considered for this role, having worked as a Human Resources Generalist at the University of Tennessee for three years. I am excited about this position, specifically, because of the support it provides to advance the University's research mission and vision, key to its continued impact in our region and the world. Having over five years of human resources experience, I feel confident that I could assist in your strategic planning, talent management, and compliance procedures. My experience includes the following:

- development of position descriptions reflecting the diverse roles within highly complex organizations
- supporting staff in their development of the skills and knowledge necessary to do their jobs efficiently and effectively, including thorough onboarding activities
- planning, implementing, and evaluating the training resources necessary to realize performance goals and unit objectives
- working closely with HR colleagues to ensure we administer human resources in compliance with relevant regulations and in alignment with college and university goals, including DEI initiatives
- resolving HR questions, analyzing data, and preparing and submitting confidential HR documents, procedures, and presentations to senior leadership

In my HR roles within manufacturing prior to working at UT, I had the opportunity to streamline operations and make significant improvements to bolster employee retention and morale. My background within human resources gives me an advantage because I have experience in a wide breadth of functional areas and with diverse personnel. I welcome the opportunity to support CSR's research mission and to speak with you about my qualifications for this role.

Sincerely,
Your Name

September 2, 2023

Dr. Stacia Martin-West
Assistant Professor and Faculty Affiliate
Center For Behavioral Health Research
The University of Tennessee Knoxville

Dear Dr. Martin-West:

I am writing to enthusiastically submit my application for the Administrative Associate 3 position, bringing to this role my seven years of experience at the university, where I have served in a variety of administrative roles and have been actively engaged within our community. This role is intriguing because of the collaboration UT's College of Social Work Research Office has built with the Center for Guaranteed Income at the University of Pennsylvania in supporting economic justice and empowerment for individuals, a mission that inspires me. I am confident my experience within Records Management at UT has provided me with the skills necessary to contribute in this role and I would be eager to bring my experience to your team.

In my administrative roles at UT, I have coordinated meetings, activities, and events; managed calendars; made connections with campus and community partners; assisted with travel arrangements; provided academic support; and supported fundraising initiatives. I assist in the preparation of reports and presentations to communicate our office activities to stakeholders and maintain financial records for the department. I enjoy managing internal and external communication, building relationships within our community to advance our goals. Through campus leadership and service, I have actively sought to advance the Chancellor's commitment to diversity, equity, and inclusion and have worked to enhance a sense of belonging on our campus for individuals of under-represented groups.

I have demonstrated through my work and service that I genuinely care about contributing to our community and the impact UT can have not only on campus, but within our broader community. I greatly enjoy being a staff member here and after years of contributing within my current department, I now look forward to contributing within a new area of the university and to a mission that resonates with me. Thank you for your consideration and I look forward to the opportunity to speak with you.

Sincerely,

Your Name