

JENNEFER TILLOTSON

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SUMMARY

Motivated professional offering a wide variety of skills with a background in Business and Higher Education. By adding value to any organization in need of great collaboration, interpersonal, and multitasking abilities. I am an excellent communicator, work well under pressure, and can adapt to new situations and challenges with ease.

EXPERIENCE

WESTERN GOVERNORS UNIVERSITY – UTAH

LEAD EVALUATION FACULTY, UNDERGRADUATE BUSINESS CORE/MANAGEMENT

Aug 2019 – Present

Ensure that Evaluators are calibrated and score student submissions within WGU performance standards. Build relationships with Course Instructors, Program Mentors and demonstrate leadership and knowledge through course development and Subject Matter Expert (SME) projects.

Lead Evaluator for Undergraduate Courses: Business Structure, Business Management Tasks, Business Ethics, Ethical Situations in Business, and Legal Issues for Business Organizations.

Responsibilities:

- Respond to student appeals and concerns
- Collaborate with Instructors, Mentors, and Program Chairs
- Develop and maintain open lines of communication with my team and colleagues
- Maintain 72-hour evaluation turnaround goal with an efficiency of 95%
- Train new Evaluators
- Ensure the team is calibrated per university standards through the creation of training activities
- Maintain evaluation documents
- Support and Train fellow Leads
- Monitor and report monthly course metrics (Pass rates, non-attempts, days to completion)
- Recommend mitigation for poor course pass rates
- SME work for D078, D079, C717, D072, D388, and FERPA training
- Created and maintain Lead collaboration/calibration tracker
- Created and maintain a joint Lead planner and SharePoint site
- Collaborated with fellow leaders on the creation of Bridge training courses

SENIOR COURSE LEAD, ORGANIZATIONAL MANAGEMENT/LEADERSHIP (GRADUATE)

Feb 2014 – Aug 2019

Ensured that my team was motivated. Monitored and measured Evaluator performance based on university performance standards. Tasked with identifying gaps in performance and reporting those gaps to the Evaluation Manager. Senior Course Lead for Graduate and Undergraduate Courses: Managing Organizations and Leading People, Human Resources, Organizational Management, and Application of Effective Leadership.

Responsibilities:

- Successfully redesigned C200:Managing Organizations and Leading People – Saving the University \$250,000 each term
- Prepared daily workload reports for the team
- Responded to student appeals and concerns

- Collaborated with Course Instructors
- Motivated a team of 30 Evaluators
- Developed and maintained open lines of communication with my team and colleagues
- Participated as an SME in the development of Graduate and Undergraduate courses
- Evaluated student submissions to meet turnaround goals
- Trained new Evaluators
- Ensured team was calibrated per university standards through the creation of training activities
- Maintained evaluation documents

GRADUATE BUSINESS EVALUATOR

Nov 2012-Feb 2014

Provided quality evaluations for Graduate Student submissions per university standards (Decision Analysis, Financial Analysis, Human Resources and Leadership), submitted through Task Stream. Participated as Subject Matter Expert in developing Graduate and Undergraduate courses (Finance).

SOUTH EAST IOWA DEFENSIVE SHOOTERS, INC – IOWA

CORPORATE TREASURER

January 2020 – Present

Formed a 501c3 non-profit organization for a local shooting club. Wrote articles of incorporation and corporate by-laws.

Responsibilities:

- Reconcile all finances
- Create and present reports to the Board of Directors
- File all business tax forms
- Research and write grant proposals
- Update and maintain corporate by-laws, legal documents, and federal/state filings
- Social Media Marketing

INDIAN HILLS COMMUNITY COLLEGE – IOWA

ADJUNCT INSTRUCTOR, ARTS AND SCIENCES - ONLINE AND FACE TO FACE COURSES

May 2019-Present

Provide challenging coursework, innovative projects, and stimulating exercises while utilizing active learning techniques and a hands-on approach to undergraduate students.

Courses Taught and Developed:

Introduction to Entrepreneurship	Legal Environment of Business
How to be Successful in Community College	Introduction to Computer

Responsibilities:

- Design class instruction through the development of instructional plans and activities to meet course competencies and lesson objectives
- Support students during their academic career through advisement on which classes to take and how to achieve their goals
- Promote time management and professionalism through course requirements and student communication, emphasizing soft skills

INSTRUCTOR, CAREER ACADEMY – BUSINESS/FINANCE PROGRAM**Nov 2012-May 2019**

Provided challenging coursework, innovative projects, and stimulating exercises while utilizing active learning techniques and a hands-on approach to concurrently enrolled students.

Courses Taught and Developed:

Introduction to Computer	Computer Essentials	Personal Finance
Principles of Marketing	International Business	Principles of Management
Macro-Economics	The College Experience	Introduction to Business
Accounting I	Accounting II	How to be Successful in Community College

Responsibilities:

- Design class instruction through the development of instructional plans and activities to meet course competencies and lesson objectives
- Support students during their academic careers through advisement on which classes to take and how to achieve their goals
- Set up student job shadow assignments.
- Establish and maintain open and honest communication during and outside of regular office hours
- Challenge, engage, serve, and communicate with students to encourage their participation and learning while maintaining mutual value and respect
- Related professional/life/industry experience to learning by the continuation of technical skills development, the introduction of industry perspective into courses, and the active awareness of industry trends and opportunities
- Promoted time management and professionalism through course requirements and student communication, emphasizing soft skills
- Facilitated alternative instruction for at-risk students and students with alternate assessment plans
- Assisted with High School FBLA club. Five out of seven years, my students competed nationally

INSTRUCTOR, UPWARD BOUND/TRIO**June 2004-July 2012**

Developed creative interactive classroom and lab instruction for at-risk teenagers between the ages of 14-19.

Courses Taught and Developed:

Composition Lab Science Personal Finance Career Planning

Responsibilities:

- Built course curriculum per academic requirements
- Motivated and inspired students to meet course requirements and educational goals
- Implemented and enforced all Upward Bound Program rules with each participant fairly
- Set up student job shadow assignments

INSTRUCTOR, VOCATIONAL SUPPLEMENT**August 1995-June 2004**

Developed and designed course materials to instruct individuals and companies interested in learning computerized accounting software.

Responsibilities:

- Taught QuickBooks and Peachtree Accounting software to beginners
- Developed student instruction material with real-world simulations
- Worked with small businesses and Corporations with the set-up and implementation of computerized accounting software

JNT BUSINESS SOLUTIONS/JENNS ACCOUNTING - IOWA

CO-OWNER

June 1996-present

Assist clients with personal and business financial and computer needs.

Responsibilities:

- Prepare individual and corporate tax returns
- Client Hardware/Software Support
- General accounting, bookkeeping, and payroll services

BRIDGE VIEW CENTER – CENTERPLATE - IOWA

DIRECTOR OF FINANCE

Feb 2007-Aug 2010

Served as the chief financial officer for a multi-million-dollar event center. Directed finance, accounting, human resources, IT, and box office employees.

Responsibilities:

- Responsible for all financial management of the organization
- Ensured compliance with audit standards
- Reviewed financial and program reports
- Responsible for the preparation of all vouchers for payment and on-demand payments
- Participated in regular planning meetings with the senior building director and support staff
- Structured and managed internal contract management functions
- Performed contract deal analysis and reporting
- Created in-house box office and event posters
- Assisted with the preparation of the annual budget and financial strategies
- Trained all box office staff on Ticket Master interfaces
- Developed and trained all concession and bar staff on cash handling procedures
- Prepared bi-weekly payroll for 250 employees
- Reviewed and managed inventory control systems
- Maintained OSHA Logs and prepared annual reports
- Created training programs for money handling and reporting
- Lead development of department manuals and SOP's
- Hired and managed office and box office staff
- Performed mid-year and yearly performance assessments
- Maintained all personnel files

EDUCATION**DBA-ORGANIZATIONAL LEADERSHIP – SOUTH COLLEGE – ENROLLED****UX DESIGN CERTIFICATION – ENROLLED****AAS - INTERACTIVE MEDIA TECHNOLOGY – INDIAN HILLS COMMUNITY COLLEGE****M.ED - INSTRUCTIONAL DESIGN – WESTERN GOVERNORS UNIVERSITY****MBA - MANAGEMENT AND STRATEGY - WESTERN GOVERNORS UNIVERSITY****BA - ACCOUNTING - BUENA VISTA UNIVERSITY****SECONDARY SUBSTITUTE TEACHING CERTIFICATION (IA) (1998-2010)****SUMMARY
OF SKILLS**

- **25+ years of teaching youth and adult learners online and face-to-face**
- **25+ years of financial and management experience**
- **Strong management and communication skills**
- **Strong analytical and strategic thinking skills**
- **Excellent problem-solving skills**
- **Ability to set priorities and manage time effectively**
- **Excellent organizational skills**
- **Strong computer skills and ability to learn new programs quickly**

SOFTWARE

TaskStream	Turnitin	Salesforce	SharePoint	Cognos
Microsoft Suite	Microsoft Teams	Office 365	Tableau	Power BI
Unicheck	Cisco Webex	Blackboard	Angel	Canvas
QuickBooks	Adobe Creative Suite			

CERTIFICATIONS

IRS-PTIN	Iowa Mandatory Reporter	Iowa Notary Public
Certified Microsoft Innovative Educator		

AWARDS

Western Governors University Urgency Award - Peer nominated 2017

Western Governors University Ownership Award – Peer nominated 2019

Presidents List (IHCC) 4.0 GPA 2022/2023

VOLUNTEER

Higher Learning Commission reaccreditation team 5 for Indian Hills Community College 2018-2019

CFO – Are You Ready LLC

Project Manager – Indian Hills Community College Warrior Edge Design Project

Faculty Senate Indian Hills Community College – Adjunct Instructor Representative 2023-2025