

# Jillian G. Toaso

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## Qualifications Summary

- Current senior college student who has many skills consisting of leadership, patience, problem solving and dependability combined with community service and high academic achievements.

## Education

### Michigan State University, East Lansing MI

*May 2017*

B.S. Biosystems Engineering with focus in Food Engineering

- 3.59/4.00 GPA, Honors College member, Dean's List
- Courses Completed: Engineering Analysis of Biosystems, Thermodynamics, Microbial Process Engineering, Engineering Properties of Biological Materials, Food Microbiology, Food Engineering Fluids, Human Health Risk Analysis and Fluid Mechanics.

### Fenton High School, Fenton MI

*June 2013*

- 3.9/4.0 GPA
- International Baccalaureate certificate in Biology, English and Spanish
- National Honors Society Member: May 2011-2013, Academic Letter, and High Scholastic Honors

## Experience

### MSU Greenline Production Manager, East Lansing, MI

*May 2016-Present*

- Accountable for the productivity of 20 supervisors and 100 callers.
- Analyze and interpret nightly and weekly statistics to determine trends to improve efficiency.
- Handle disciplinary issues with staff and callers that may arise.
- Create and conduct mass trainings for new fund raising campaigns.
- Interview, promote, and train new supervisors.
- Motivate and inspire supervisors and callers to perform.

### MSU Greenline Supervisor, East Lansing, MI

*Aug. 2015-May 2016*

- Managed a team of 12-15 student fundraisers, facilitating successful performance of the team.
- Motivated callers to perform effectively on the phone and verify donations to the University.
- Computed weekly statistics for the team and compile weekly reviews on each individual caller on their performance.
- Fostered a hard working team atmosphere to ensure productivity.

### MSU Greenline Student Fundraiser, East Lansing, MI

*Sep. 2013- Aug. 2015*

- Communicated with Michigan State University alumni building relationships, helping raise money for the annual fund.
- Raised over \$50,000 for the University.
- Collaborated with team members to fix problems with phone conversation.
- Adapted to diverse phone conversations and adjusted accordingly.
- Gained extra responsibility through membership in Leadership Committee

### Mancino's of Fenton, Fenton, MI

*Aug. 2011- Aug. 2014*

- Provided exceptional service to customers over the phone and in person.
- Dependable through three years of service.
- Adjusted to fast-paced environment while producing quality service.

## Skills Profile and Activities

- Balanced through participating in athletics, work, high academics, and community service simultaneously.
- Volunteered within the community for Relay for Life, American Red Cross, Ingham County Animal Shelter, MSU Student Food Bank, Potter Park Zoo, and Power Camp.
- Organized and have impeccable time management from busy work schedule.
- Responsible through babysitting and working at a summer camp