

Jamila Toaha

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Education: CUNY: Brooklyn College | Degree: Multimedia Computing, B.S. (2021)

Work Experience:

Tribeca Pediatrics, *Call Center Rep/ Medical Receptionist*, April 2014- December 2018, New York, NY

- o Helped manage patient requests and paperwork from our 22+ offices. Trained new hires.

Lefferts 26 Dentistry, *Dental Receptionist*, November 2013- May 2014, Brooklyn, NY

- o Called patients and made dental appointments using Dentrix and checked insurance eligibility.

Supreme Court Law Library, *Library Clerk*, July 2012- August 2012, Brooklyn, NY

- o Assisted in updating and organizing legal print materials and attended front desk

Champion Learning Center, *Tutor*, March 2012- June 2012, New York, NY

- o 1-on-1 Tutor for K-12 students with the federal No Child Left Behind Program

Internship Experience:

Muslim Consultative Network, *Volunteer Coordinator*, March 2012- June 2012, New York, NY

- o Office work, from email blasts about upcoming events to designing fliers, to handling the details of the events
- o Helped manage monthly interfaith Soup Kitchen with Muslims Against Hunger at Holy Trinity Church

Metrofocus at Channel THIRTEEN, *Production Assistant*, September 2010- January 2011, New York, NY

- o Researched and compiled databases of blogs and contact information of individuals and organizations
- o Transcribed and looked for relative footage of documentaries/ interviews/ tapes

Brooklyn Botanical Garden, *Garden Apprentice Program*, July 2007- June 2009, Brooklyn, NY

- o Assisted instructors in implementing curricula for Children's Program at the Children's Garden
- o Promoted to House Person: Kept Children's House and Garden in order, by organizing layout of materials, such as garden tools and seasonal decorations

Bay Ridge Food Co-op, *Intern*, February 2011- June 2011, Brooklyn, New York

- o Attended Mid-Atlantic Conference for Start-up Food Co-ops in Philadelphia.
- o Attended monthly meetings, sometimes took minutes and also other office work
- o Attended start-up business workshops at the Brooklyn Public Library/ Business Library

Skills: o Customer Service o Extensive Call Center Experience o Detail-Oriented o Typing: 65-70 wpm
o Team Player o Foreign Languages: Bangla o Computing Languages: Javascript, HTML, CSS