

Taryn Toevs (she/her)

Living on Skykomish, Stillaguamish, and Tulalip land



Channeling 10+ years excellence in managing relationships and serving visitors, customers, and clients into a new career in social services. Pursuing a clinical MSW to directly serve my community.

WORK EXPERIENCE

Compass Health Adult Outpatient Program - MSW Intern; Agency-Affiliated Counselor

OCTOBER 2024 - PRESENT

- Managing a caseload of 12-14 clients with widely varying behavioral health challenges and identities
- Developing and facilitating therapeutic group services based on common client experiences
- Collaborating with clients to develop evidence-based S.M.A.R.T. treatment plans that align with their goals for seeking services and respect their autonomy
- Utilizing various evidence-based therapeutic modalities like CBT, Motivational Interviewing, Social Rhythm Therapy, ACT, and IFS to uniquely support clients in reaching their goals
- Developing a monthly newsletter to raise office awareness of social justice issues and related resources
- Writing thoughtfully constructed case notes designed to inform Medicaid of the client's need for services while honoring client privacy
- Presenting and advising in complex and nuanced case consultations
- Utilizing multidisciplinary team meetings to consult with psychiatric providers to improve holistic care
- Analyzing client survey results to inform internal equity stakeholders of potential organizational opportunities

Domestic Violence Services of Snohomish County - MSW Intern; Relief Advocate

JANUARY 2024 - PRESENT

- Helping survivors with safety planning, resource location, and crisis de-escalation through the DV hotline
- Supporting shelter residents with future goal planning in conjunction with a multidisciplinary team, including legal and housing advocates
- Facilitating domestic violence support groups focused on education and self-empowerment
- Engaging with shelter residents using trauma-informed communication to create a safe and empowering healing environment
- Providing shelter residents and hotline callers with advocacy-based counseling in support of their personal experiences and goals

Ten Gun Design - Project Coordinator

MAY 2021 - SEPTEMBER 2022

- Managed packaging, render, and motion development for Xbox hardware, games, and services
- De-escalated difficult and combative client conversations with empathy and respect
- Collaborated with clients to help them identify and solve problems
- Guided creative team members through sensitive client feedback
- Built project teams centered around product excellence and budget efficiency

- Maintained organized and thorough project records through Excel and Monday.com

Funko

Product Developer/Project Manager

MARCH 2018 - FEBRUARY 2021

- Owned the product development lifecycle for the high-volume Disney hardlines account, accounting for ~12% of hardlines business
- Strengthened relationship with Disney stakeholders using honesty and empathy to improve production pipeline speed by multiple weeks
- Identified risks and errors with product stakeholders while simultaneously providing solutions
- Communicated using department-specific language and style to successfully ship product on time
- Developed process documents and training materials for new team members
- Coached associate product developers and coordinators through day-to-day challenges, serving as a team lead

Sales Coordinator

APRIL 2017 - MARCH 2018

- Coordinated Latin American territory distributor accounts to reach 130% of goal
- Facilitated order logistics, including scheduling and shipping specs, in a fast-paced environment
- Provided day-to-day customer support for accounts ranging in size from 50k/yr to 20mil/year

Customer Service Specialist

APRIL 2016 - APRIL 2017

- Responded to team's escalated customer tickets, using an affirmative, empathetic, and positive de-escalation approach to resolve customer issues while maintaining customer loyalty
- Cleared up to 250 Zendesk tickets a day while customizing responses to connect with fans

Yosemite Conservancy - Volunteer Program Assistant

MAY 2015 - MARCH 2016

- Coordinated training, lodging, amenities, and special events for long-term and short-term volunteers across Yosemite National Park
- Collaborated with park service employees to maximize volunteer schedules during peak visitation
- Created process documentation for the Volunteer Program Assistant role
- Facilitated volunteer awards and service dinners while soliciting volunteer feedback

EDUCATION

University of Michigan, Ann Arbor - BS, Earth & Environmental Sciences; Minor, Paleontology

SEPTEMBER 2009 - MAY 2013

Boston University, Online - MSW class of 2026, LICSW track

JANUARY 2023 - PRESENT

VOLUNTEER EXPERIENCE

Snohomish County CASA - CASA Volunteer

MARCH 2023 - OCTOBER 2024

- Court-appointed special advocate for children in the dependency system

Together @ Funko - Group Member

JUNE 2020 - FEBRUARY 2021

- Engaged in multiple educational seminars about diversity, inclusion, and equity

National Park Service - 2500 Hours of Service

JUNE 2013 - MAY 2015

- Paleontology internship through GSA/Americorps at Fossil Butte National Monument
- Education internship via Student Conservation Association at Mount Rainier National Park
- Volunteer coordination and interpretation winter season volunteer at Mount Rainier National Park