

# Mary Ross "May" L. Lamsen

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## EDUCATION

**The University of Tennessee** Knoxville, TN

**Department of Food Science and Technology**

PhD Student 05/10 - 05/13

M. S. Food Science and Technology 01/08 - 05/10 (**GPA: 3.74/4.0**)

**Thesis:** Impacts of Supercritical Extraction on Volatiles of Whey Protein Isolate Sampled by Solid Phase Microextraction

**Culinary Institute of Arts at University of Tennessee**

10 Months Culinary Certification Training 6/08 - 5/09

**Wayne State University** Detroit, MI

B.S. Nutrition and Food Science 12/02

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## PROFESSIONAL EXPERIENCE

10/05 - 10/07

**Formula and Documentation Systems Specialist - Technical Applications Group (TAG)**

**Dreyer's Grand Ice Cream** Bakersfield, CA

Responsible for overall maintenance of information database for formula, nutritional, ingredient statement, packaging and processing specification in Product Vision and Sharepoint. Evaluates and collects technical formula and ingredient information from Food Scientists and approved vendors to write the food ingredient specification for Brands which includes Dreyers, Edy's, Nestle, Haagen Daz and Starbucks Line. Responsible for converting units in product vision to be used by the plant. Coordinates the assembly and timely distribution of the transfer packets in the Red and Blue workflow process for review of formulations by the Food Scientists to Marketing and Operations Quality System.

5/05 - 9/05

**Quality Assurance Intern**

**Gordon Food Service Distribution** Grand Rapids, MI

Received, handled and processed product complaints on GFS brands, National Brands and customer-controlled propriety brands by ensuring quality issues are reviewed, communicated and tracked to ensure timely investigation and resolution by the vendor. Directs office services to issue hard copy letters to the customer, complainant, appropriate GFS Associate, and the Supplier. Responsible for contacting suppliers/outside storage facilities to submit a 3rd party audit as part of our vendor qualification process. Reviewed full audit reports to ensure that food safety and quality practices are appropriately scored and required corrective actions on deficiencies that were noted. Participated in product surveys using the cutting method to determine the overall acceptability of product, as well as, features and benefits for marketing. Followed D.C quality inspector who visually inspect incoming receipts and on-hand inventory cooler inspections of fresh produce to gain experience in learning the common/key criteria to guide decisions on rejecting loads and pulling product. Worked on projects by soliciting and compiling technical product requirements from vendors to complete a controlled GFS product specification system.

10/03 - 02/05

**Catering Supervisor / Patient Services Supervisor**

**St. John-Providence Hospital and Medical Center** Southfield, MI

Maintained expenses below budget through accurate planning, purchasing, and cost-effective operating procedures. Accountable for cost control, budgeting, profit and loss, and general accounting. Inspect, plan, direct, and supervise delivery and set up of all special function requests. Monitored flow of inventory, tracked deliveries, verified shipments, ensured proper handling of merchandise, and authorized payment of invoices related to catering. Investigated and selected vendors and worked closely with sources to facilitate timely delivery. Identified and resolved existing and potential problems to achieve maximum return on investment and improve cash flow. Researched and resolved customer complaints and account discrepancies ensuring customer satisfaction. Supervised Tray line associates on the production and delivery of specific dietary restrictions every other weekend in a 350-bed care facility.

Position above is a **job promotion** from **Administrative Coordinator**. Developed procedural guidelines for budget reporting processes. Negotiate payment plans and resolve account discrepancies to the satisfaction of both the client and the company. Expedite billing process; provide detailed explanation of charges using PC software systems, including QuickBooks, Microsoft Office and Outlook. Responsible for submitting weekly cash reports of the total revenue generated by the department to corporate office. Research, document, and provide accrual and reclassification information to the accounting department for incurred expenses.

8/98 - 8/99

**Research Assistant**

**Department of Nutrition and Food Science** Detroit, MI

*The Effects of Obesity in the Development of Cancer Tumor Cells.* Delivered appropriate diets to Wistar laboratory rats. Performed continuous body composition to quantitate body fat analysis. Maintained analytical instrumentation and laboratory equipment. This research was funded by the National Institute of Health for the MBRS/IMSD Program.

Published on *The Federation of American Societies for Experimental Biology Journal*. Buison, A. Pellizon, M, Ordiz, F. Jr., Bujison, E., Llonillo, M and Jen K-L.C. *Early Exposure to a diet high in linoleate may promote obesity in rats.* FASEB J. 14:A533, 2000)

## CERTIFICATIONS AND TRAINING

- **Better Process Control Certified (11/08)**  
University of Tennessee Food Science & Technology
- **Liwanag Culinary Arts (12/07)**  
Certificate of Completion - Basic Baking  
Republic of the Philippines
- **Department of Science and Technology Resource Center (12/07)**  
Certificate of Completion - Specialty Cakes and Pastries  
Republic of the Philippines
- **FONA International Flavor University (12/07)**  
Certificate of Participation in Flavor 101 – A complete introduction to Flavors  
Geneva, IL
- **Dreyer's Grand Ice Cream Co. (10/07)**  
Hiring the Top 20% - Interviewing Seminar held at Research and Development Center  
Bakersfield, CA
- **Texture Technology Course (9/07)**  
Certification on Exceed and Exponent Software using TA.XT2i Analyzers  
Chicago, IL
- **Dreyer's Grand Ice Cream Co. (7/07)**  
Ice Cream Training Course held at Research and Development Center in collaboration with Penn State Professors  
Bakersfield, CA

## AFFILIATIONS AND MEMBERSHIPS

- Graduate Student Senate (GSS) Representative of the Food Science and Technology Department  
The University of Tennessee, Knoxville  
Officer:  
    GSS Secretary (2009-2010)
- Food Science Club  
The University of Tennessee, Knoxville  
Officer:  
    Fundraising Chair (2010)  
    Social Chair (2009)  
    Secretary (2008)
- Research Chef Association (member since 2009)
- Institute of Food Technologist (member since 2003)

## HONORS AND SCHOLARSHIP AWARDS

- Recipient of the Diversity Access Minority Fellowship (August 09'-June 10')
- Past recipient of the Minority Biomedical Research Support Grant from the National Institute of Health (undergrad)

## POSTER SESSION PRESENTATIONS:

American Institute of Chemical Engineers (AIChE) Annual Mtg. 2009 Nashville, TN

1] "Solid phase microextraction as a convenient method for analysis of volatiles in commercial whey protein preparations"

2] "De-flavoring whey protein preparation using supercritical carbon dioxide"