

ELAINE TRAN

Honours Psychology | University of Waterloo

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SUMMARY OF QUALIFICATIONS

- Technical skills - [HTML5](#), [CSS3](#), [Python](#)
- Design software - [Adobe Illustrator](#), [Photoshop](#), [InVision](#), [Balsamiq](#), [Sketch](#)
- Microsoft Office Suite - [Word](#), [PowerPoint](#), [Outlook](#), [Excel](#) – Intermediate
- Extensive design, data management, and knowledge of computer software as demonstrated through personal projects and volunteer positions
- Excellent communication, organizational and interpersonal skills
- Ability to analyze, identify and apply creative thinking to solve complex problems

WORK EXPERIENCE

Medical Administrator

Youthdale Child and Adolescent Sleep Clinic

October/2015 –Present

Toronto, Ontario

- Utilized Electronic Medical Record Systems (QuickClaim, QuickReq, FileZilla) to schedule, transcribe dictations and manage clinics for Sleep Specialists
- Demonstrated lab equipment for Polysomnogram studies and Multiple Sleep Latency tests
- Addressed concerns of patients and referring doctor's offices

Service Clerk

Bulk Barn Foods Limited

April/2010 –August/2013

Mississauga, Ontario

- Managed training of all new employees
- Provided exceptional customer service and an outstanding in-store experience
- Cooperated with co-workers to allocate tasks in an efficient manner
- Promoted on-site promotional samples to build brand loyalty

Daycare Assistant

University of Waterloo, Hildegard Marsden Co-operative Daycare

October/2012 –April/2013

Waterloo, Ontario

- Promoted a creative learning experience for children of various developmental stages
 - Adapted communication to situational demands while providing positive interactions with children, parents and teachers
 - Coordinated meetings with supervisors to ensure that safety procedures are met
 - First Aid/CPR-C trained
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PERSONAL PROJECTS

Impact Study, Acute Support Unit –Participant Tracking <i>Youthdale Child and Adolescent Sleep Clinic</i>	April/2016 -Present Toronto, Ontario
Elaine's Portfolio Site <i>Personal website created using HTML5 and CSS3</i>	May/2016 Mississauga, Ontario
Botler: Office Concierge App <i>Collaborated with iOS App Design, TribalScale Hackathon –1st Place</i>	May/2016 Toronto, Ontario
Canadian Income Tax Calculator App Icon <i>App Icon Design for Android devices</i>	May/2016 Mississauga, Ontario
Leafii.com –Logo Designer <i>Velocity Start, University of Waterloo, Online Portfolio Search Engine Start-up</i>	April/2016 Waterloo, Ontario

VOLUNTEER EXPERIENCE

Frontline Orientation Leader <i>University of Waterloo, Federation of Students</i> <ul style="list-style-type: none">○ Led and effectively communicated information to a team of orientation leaders and over 100 first-year students○ Retained composure in difficult situations and made use of all available resources when faced with complex tasks	May/2013 –September/2015 Waterloo, Ontario
Research Assistant: Social Cognition Lab <i>University of Waterloo, Department of Psychology</i> <ul style="list-style-type: none">○ Organized and ran lab studies○ Completed data analysis and data cleaning in SPSS and Excel○ Cited articles for future research papers	September/2015 –August/2015 Waterloo, Ontario
Research Assistant: Industrial Organizational Lab <i>University of Waterloo, Department of Psychology</i> <ul style="list-style-type: none">○ Managed participant recruitment and scheduling○ Built online questionnaires with Qualtrics for a Leadership study and online quizzes completed by over 100 students enrolled in PSYCH 291 Data Analysis	September/2014 –August/2015 Waterloo, Ontario

EDUCATION

20011-2015	Bachelors of Arts (BA) <i>Honours Psychology, University of Waterloo, Waterloo, Ontario</i> <ul style="list-style-type: none">○ Graduated with Dean's Honour List –2011 –2015○ Research Intensive Specialization
2007-2011	Regional Arts Program (RAP) <i>Visual Arts Major, Cawthra Park Secondary School, Mississauga, Ontario</i>