

## Education

Diploma, **Social Service Work**

*George Brown College, In Progress*

Dean's Honour Roll – Fall Semester 2018, 3.9 GPA

Honours Bachelor of Arts, **Psychology**

*York University, 2013*

Honours Bachelor of Arts, **English**

*York University, 2011*

## Work Experience

### **Placement Student**

June 2019–Present

*Good Foot Delivery, Toronto, ON*

- Assisted in the creation and implementation of a new training program
- Rewrote the Courier Handbook for new staff
- Provided case management for staff with developmental disabilities
- Spearheaded the development of support plans for struggling staff members
- Created and implemented life skills workshops
- Assisted staff in developing skills for work

### **Cashier/Customer Service/PC Express**

May 2018–Present

*Loblaws, Toronto, ON*

- Provided excellent customer service in all aspects of work
- Sold and processed lottery products in accordance with OLG guidelines
- Handled customer complaints; completed returns, exchanges, and refunds; and provided rain checks as required
- Ensured buggies and baskets were available to customers at all times
- Oversaw the operation of U-Scan machines and assisted customers as needed
- Managed breaks for staff members
- Selected grocery items for customer orders, informed customers of substitutions/shortages as necessary, and ensured a smooth experience for grocery pick-up

### **Administrative Clerk**

July 2017–January 2018

*Auditor General's Office, City of Toronto, Toronto, ON*

- Created purchase orders
- Edited and proofread reports
- Maintained office common areas
- Maintained digital and physical filing systems
- Managed office supply inventories
- Answered the main telephone line

## **Administrative Assistant**

November 2016–March 2017

*Trillium Gift of Life Network, Toronto, ON*

- Managed the calendar of the director and both managers of the Hospital Programs team including travel arrangements.
- Coordinated quarterly meetings including catering, location, preparing materials, etc.
- Prepared and shipped serology bags province-wide
- Maintained internal stakeholder lists and databases
- Prepared PowerPoint presentations
- Managed office supply inventory
- Drafted, refined, and distributed mass emails
- Provided meeting minutes and agendas

## **Resource Desk Administrator & Administrative Assistant**

May 2015–July 2016

*Homewood Health Inc., Toronto, ON*

- Managed calendars and travel arrangements for two Executive Vice Presidents
- Provided meeting minutes and agendas
- Managed the reception desk including all telephone calls and in-person inquiries
- Maintained office common areas including liaising with appropriate building and maintenance staff
- Managed petty cash
- Assisted with Release of Information processing while adhering to strict confidentiality guidelines
- Maintained various databases
- Administered various psychological inventories (BDI, BAI, MMPI, WPT-II)
- Created and managed internal forms
- Maintained inventory of office and kitchen supplies
- Organized office-wide events including catering

## **Call Centre Representative**

February 2013–May 2015

*Appletree Medical Group, Toronto, ON*

- Provided appointment and wait times as requested
- Maintained a high level of customer service
- Made cold calls to clients for call-backs issued by doctors on staff
- Provided minutes for staff meetings
- Liaised with external providers to obtain test results for patients and follow up on referrals
- Assisted with the training of new staff members
- Handled client complaints

## **Certifications**

### **Vulnerable Sector Screening**

October 23, 2018

### **CPR + First Aid Level C**

January 6, 2019