

Statements from Colleagues and Students

“Our team efforts are being maximized by your efforts in prioritization, communications and focusing best use of skills team members bring to the table.” *Healthcare Colleague*

“You have helped me develop into a more confident, and intelligent student throughout my university experience and want to thank you once again for being so kind, understanding and helpful whenever any of us needed a hand.” *Post-secondary student*

Professional Objectives

It is my goal to work in a position that will allow me to utilize my passion for support, coaching and guidance in a meaningful manner. I am motivated by my interactions with people and I would like to focus my life on improving life and focusing on the future possibilities.

Professional Experience

Education + Instruction

University of Western Ontario **2006 - present**
Lecturer (with a Standing Appointment)

I have taught **27 courses** from first year to fourth year, with class sizes ranging from 6 – 120 students, both in class and online.

- *Testing of the new LMS (SAKAI)*
- *Mentor students in their academic and professional planning*
- *Write reference letters for students applying for further education.*
- *I have had excellent success with each class and each department with nominations for teaching awards*
- *Above average course reviews.*

Contributor for Higher Education **2011 - present**
Pearson Education

Teacher's Assistant
University of Western Ontario and Affiliates **2001 - 2005**

Occasional Teacher **Nov 2007 - June 2012**
Thames Valley School Board

Health Care

London Health Science Centre Learning Administrator

June 2011 - present

- Planned, designed and implemented the learning management system at London Health Science Centre.
- Testing and improving user adoption
- Providing guidance for organizational learning requirements, thereby meeting business objectives.

London Health Science Centre / St. Joseph's Hospital Process Lead: Scheduling / Registration Project

Nov 2009 – Nov 2010

- Major project for the city-wide enabling technology plan
- *Project management*
- *Process reviews* and re-designs city-wide lead to nearly perfect compliance organization-wide in the adoption of electronic scheduling and registration.
- The impact of this work lead to improved patient flow, increased business and an improvement of the patient experience.

St. Joseph's Hospital Specialist in Admitting and Registration

Jan 2005 – June 2011

- Patient Access coordinator for bed management and conflict resolution
- A liaison throughout for registration and scheduling issues
- Created a detailed training and orientation package for new staff.
- Facilitated and conducted training of new registration clerks, unit and medical secretaries.
- Designing and implementing an auditing process for all registrations

St. Joseph's Hospital Cerner Trainer (Super-user)

Jan 2005 – June 2011

- Hand-picked to hospital leadership to design organization standards for registration and scheduling at St. Joseph's hospital.
- *Designed a training plan and facilitated and delivered the training* for over 700 employees in less than a month.
- Successful go-live of Cerner
- Ongoing support for employees in the hospital.

Registration Clerk

June 2000 – Jan 2005

My Education

Bachelor of Education 2007
University of Western Ontario
Graduated with an Award in Teaching Excellence

Master of Arts, Sociology 2005
Sociology; University Of Western Ontario
Thesis: Understanding the Effects of Health Care Restructuring (change management; interpersonal dynamics)

Bachelor of Arts: Honours 2002
Sociology; King's University College
Dean's List

Language Certificate 2000
Trois Pistoles French Immersion; University of Western Ontario B.A (hons)

Professional Development:

Learning SAKAI July 2012	Project Management (2010)
Innovation in Teaching April 2011	Lean Management in Health Care (2010)
Teaching with Technology May 2011	Change Management (2009)
Crucial Conversations (2011)	Personality Dimensions Profile (2009)
Clinical Practice Coaches for Clinical Development (2009)	
Adult Education Training (2005)	
SABA Global Summit 2012 - International Conference for Innovation in learning systems and e-learning	
