

WORK EXPERIENCE

JJ Bean Coffee Roasters, Vancouver, BC

Oct. 2013-Present

Server

- Work independently and in a team to provide friendly, high quality service for more than 200 guests per day
- Coordinate with customers in an effective manner and ensured effective service
- Accomplished multiple, concurrent goals effectively, such as making coffee and serving customers, while maintaining cleanliness and order in the café

The Cheshire Cheese Inn Restaurant, Vancouver, BC

2011-2012

Server

Part-time hours

- Worked independently and with a team to provide friendly, high quality service for up to 50 guests
- Paid attention to detail to ensure we met specific dietary requirements, such as diabetes/celiac disease

University of Toronto Athletic Centre, Toronto, ON

Sept. 2008- Mar. 2011

Aquatic Facility Supervisor, Instructor, Lifeguard

- Facilitated communication between patrons and staff members to ensure safety of all participants during aquatic programs including community swims and group and individual lessons
- Supervised 10 staff members during open swims, swim meets and lessons
- Adhered to individual needs of clients when instructing children and adults, both with and without disabilities, in beginner and advanced aquatic programs
- Trained to understand both verbal and non-verbal cues of patrons to recognize and respond quickly to first aid emergencies and assist in crisis intervention

Second Cup Inc, Toronto, ON

Jan. 2007- May 2010

Barista

- Prepared and sold coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as: Espresso, Espresso Lungo, Café Latte, Café Mocha, Cappuccino, Flat White, Americano
- Light food preparation including preparing and plating sandwiches and soups and adapted to high pressure, heavy traffic environment
- Promoted to shift leader with responsibilities including training new staff and handling money during evening cash-outs

Mitchell Lions Pool, Mitchell, ON,

Apr. 2004- Sept. 2008

Lifeguard, Instructor, Assistant Supervisor

- Responsible for assisting Supervisor in the hiring of new staff
- Responsible for assisting Supervisor in leading staff training
- Gained valuable public relations experience as job roles included community involvement

Cafe Nero, Canterbury, UK,

Oct. 2004- Apr. 2005

Barista

- Welcomed customers by determining their coffee interests and needs and educated customers by presenting and explaining the coffee drink menu
- Received Café Nero barista training, a weekend course which involved coffee theory and practice in creating specialty beverages
- Promoted to shift leader with duties such as opening and closing the café, training staff and handling money

VOLUNTEER EXPERIENCE

Cross-Town Addictions Clinic, Providence Health, Vancouver, BC

Sept 2013- Present

Patient Visitor

4 hours/week

- Provide support, social activities and companionship to clients visiting the clinic to receive injections in a study to assess long-term opioid medication effectiveness (SALOME)
- Assist clinic staff in delivering professional and compassionate care to clients active in addictions
- Work with patients with physical and/or cognitive challenges
- Trained to work in an environment with health hazards including diseases, chemicals and safety risks

Eating Disorders Unit: St. Paul's Hospital, Vancouver, BC

2012-Present

Activities Coordinator

- Aided in the implementation of a post mealtime anxiety management program using arts and crafts for up to 8 men and women with eating disorders
- Develop positive rapport with nurses by relaying client behavior during activities which aided in enhancing accurate and timely treatment
- Responsible for leading relaxation activities which creates a relaxed environment for clients

Nutri-kids Program, Vancouver, BC

2011-Present

Resource Coordinator

- Work effectively in a team of three coordinators to plan the Nutri-kids curriculum and recruit 60 volunteers to run educational nutrition workshops for over 15 Vancouver elementary schools
- Provide support to Nutri-kids volunteers, offering educational resources and editing lesson plans to aid in enhancing the quality of workshops
- Liaise with community businesses, specifically COBS baker and Kin's Farm Market to gain external partnership and financial support for workshops

Vancouver School Board, Vancouver, BC

Sept. 2011-Jun. 2012

Cooking Intern

- Supervised groups of 12 children in preparing food from recipes, which sparked the children's interest in healthy cooking and food preparation
- Lead nutrition related activities to educate students on the importance of healthy eating, which resulted in children gaining an appreciation for healthy food
- In charge of completing multiple tasks in a fast paced environment while maintaining control in group settings

EDUCATION AND CERTIFICATION

B.Sc. FNH, Food, Nutrition and Health Major

2011-Present

University of British Columbia

B.Sc. Arts and Science, Psychology Major (with Honours)

2005-2010

University of Toronto

Programming for Infant and Young Child Feeding Certificate

2014 *Cornell*

University Online

Nutrition Screening Certificate

2013

Dietitians of Canada

FoodSafe Levels 1 & 2

2011/2012

