

### **PROFILE**

- A business professional, former entrepreneur and Registered Nurse with a solid background in each area
- Possess retail and direct sales experience with well honed interpersonal and negotiation skills
- An enterprising self-starter motivated towards identifying and resolving issues related to risk management and customer service
- Clear concise communicator who enrolls others in ideas in a way that builds commitment
- Establishes easy rapport with clients, staff and supervisors

### **PROFESSIONAL EXPERIENCE**

#### **Business Skills**

- Conducted needs assessments and solved patient care problems concerning sensitive issues, as part of an interdisciplinary team
- Contract negotiations with management for the collective agreement
- Negotiated services with community resources on required care for palliative patients to ensure their continued comfort
- Performed the daily and monthly functions of a senior accountant
- Trained staff in customer service, administrative and accounting duties
- Blend of both communication and financial skills providing capabilities to assess needs and negotiate financial terms
- Developed and managed a home based cosmetics business; built and maintained the business to 75 clients in the first year
- Auditing of financial statements

#### **Medical Acumen**

- Medical knowledge and experience gained in: Pediatrics, Rehabilitation, Oncology, General Medicine and Community Medicine spanning 20 years
- Possess intimate working knowledge of communicating and interacting with all levels of an interdisciplinary medical team
- Assessment of MVA victims for Insurance Company
- In home patient assessment

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## WORK HISTORY

<b>Assessed</b>	2008-present
<b>North York Family Health Team</b> Outreach RN/Case Manager	2007-2008
<b>North York and Toronto Central Community Care Access Center</b> Case Manager at Sunnybrook Health Science Centre and Toronto Sunnybrook Regional Cancer Centre	1990- 2007
<b>Apple Canada Inc.</b> Coordinator of Marketing and Corporate Development 1989 - 1990 Senior Accountant 1987 – 1989	1987 -1990

## EDUCATION

Bachelor of Arts  
York University

Toronto East General Hospital School of Nursing  
Registered Nurse

Retail Merchandising Diploma  
Seneca College

Completed 3<sup>rd</sup> level CMA designation

Leadership Programme  
CTI California

Dale Carnegie Certificate in Effective Speaking

## COMMUNITY INVOLVEMENT

Board of Directors Toronto Bicycle Network  
Volunteer for Toronto Distress Centre  
Choir Member  
Active in cycling, triathlon