

Judy is an administrative assistant with Elevate Consulting. Her primary areas of focus are the delivery of customer service excellence, administration, administrative processes and account management. Judy can work in a dynamic, fast-paced workplace setting, and thrives in environments which require independence, flexibility, creativity, troubleshooting attention to detail, presentation skills and time management. Her primary skills can be summarized as:

ORGANIZATION AND TIME MANAGEMENT

Judy worked in an emergency laboratory environment that required concurrent testing and processing in several different areas (specimen processing, chemistry and hematology). Providing validated results for routine and urgent requests necessitated a skill for prioritizing tasks, with great attention to detail and accuracy. As a sales representative Judy had a wide scope of responsibilities that encompassed organizing and scheduling photography sessions, photography, servicing accounts for products and services sales calls and presentations. This setting was self-governed within a scheduled time frame and Judy was able to meet all deadlines.

ADMINISTRATION AND COMMUNICATION

Judy has used her exceptional communication skills in a variety of professional areas such as a hospital, medical laboratory, and several organizations providing customer service. She is an active listener and has excellent verbal and written skills. Both professionally and as a volunteer she is also accustomed to interacting with a variety of people of all ages in a diverse range of settings, including training of new employees and serving people with special needs. Judy is proficient with the Microsoft Office suite of products and other industry-specific software.

QUALITY ASSURANCE

Judy has extensive experience with quality assurance procedures in very demanding environments. At Canadian Blood Services, Judy adeptly adhered to strict procedures and precise handling of equipment required to provide valid results for ensured safety of blood products used for transfusions. Canadian Blood Services experienced some issues regarding the validity and use of certain methodologies and consequently was required to make some adaptations. Current Good Manufacturing Practices (cGMP) was being implemented to improve upon documentation, accountability and safety of all blood products. cGMP required that there was proper documentation within the process and Judy was able to achieve this standard. In addition, ISO 9000 standards were also being implemented at Canadian Blood Service. This involved extensive documentation, review and verification of all testing parameters and results for all procedures and methodologies. Judy was required to meet all requirements for the implementation and documentation of this standard. In The hospital setting at Health Waikato and University of Alberta, Judy was consistent with her attention to detail in providing test results that were to be used by physicians. In each photography session, Judy had to ensure that all the details were dealt with in order to achieve a portrait that would satisfy the customer. The sessions varied from being informal, semi-formal, individual and group. To ensure that each session produced the best results, Judy had guidelines and parameters to follow and adhere to with respect to equipment and software.

ADMINISTRATION AND INFORMATION PROCESSES

As a medical laboratory technologist with the Canadian Blood Services, Judy was knowledgeable with and adhered to government regulated guidelines which included standard operating and strict documentation procedures. In this highly regulated environment, Judy reviewed numerous new methodologies dealing with the demands of providing and improving the safety of all blood products. These new methodologies involved updating and improving equipment and software. This was an on-going process that set high expectations of staff as Canadian Blood Services worked to exceed industry standards. Judy's experience in New Zealand at the Health Waikato and Waikato Donor Centre focused on initiating procedural changes. She recognized the need for changes and improvements and led an initiative to introduce and implement new procedures, reagents, forms and worksheets.

EDUCATION

- Bachelors of Science in Medical Laboratory Science, University of Alberta, 1990