

## **SARA SHAHEEN**

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### **Highlights of Qualifications:**

- Proficient in Microsoft Office, Google Workspace, email communications and Cerner software.
  - Strong organisational abilities with exceptional attention to details and time management skills.
  - Fluent in both English and Arabic.
  - 7 years of customer service experience.
  - Excellent interpersonal skills and ability to work effectively in team settings
  - Excellent communication and interpersonal skills as well as a commitment to providing high quality customer service.
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### **Education:**

- **Medical Lab Assistant Diploma** 2022  
Cambria College, Canada
  - **Psychosocial Case Management** 2016  
The University of Utah, USA
  - **High School Diploma** 2015  
Sokaina Bint Al Hussein, Jordan
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### **Certifications and Trainings:**

- Hazardous Drugs Safety Awareness
- Transport of Dangerous Goods by Air & Ground
- Confidential Information Management (CIM) Code of Practice
- Infection Control and Hand Hygiene
- WHMIS-Provincial Course
- WHMIS Laboratory Labels-Provincial Course
- Introduction to Cultural Safety and Humility
- MSIP Basic Awareness
- Respectful Workplace

- Safety and You
  - Violence Prevention Program
  - Provincial Violence Prevention for Medium and High-Risk Departments
  - Restricted Access and Lockdown Procedures
  - Code Blue, Green, Brown, Silver, Orange, Red Response Protocols
  - Provincial Hand Hygiene Basics - PICNet
  - PHC Privacy and Confidentiality Undertaking for Student Placements
  - Student Practice Education: Privacy and Confidentiality
  - Standard First Aid & CPR/AED Level C
  - Fit Testing
  - Food Safety
  - Domestic Violence Awareness
  - Child Protection Awareness
  - Accessibility Training
  - Effective Communication and Advocacy Training
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### **Work Experience:**

#### **Medical Lab Assistant** 2023 - 2025

-Nanaimo Regional General Hospital, Nanaimo, BC, Canada

-Cowichan District Hospital, Duncan, BC , Canada

-St. Paul's Hospital, Vancouver, BC, Canada 2022

#### **Administrative Assistant** 2022

Crown Dental Studio , Surrey , BC

#### **Invigilator** 2019 - 2020

ETC West – IELTS Test Center, Edmonton, AB, Canada

#### **Youth Facilitator** 2019

Action for Healthy Communities, Edmonton, AB, Canada

**Supervisor** 2019

Marble Slab Creamery, Edmonton, AB, Canada

**Beauty Advisor** 2017 - 2019

Merle Norman Cosmetics, Edmonton, AB, Canada

**Manager** 2018

New West Hotel, Edmonton, AB, Canada

**Program Coordinator** 2014-2017

Jordanian Women Union, Amman, Jordan

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**References Available upon Request**