

Sandra Khan

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PROFESSIONAL PROFILE

Community relations, emergency crisis, refugee and newcomer trauma support professional with **9+ years experience** in multiple organizations within the Greater Toronto area **supporting** victims of abuse, trauma, political and civil unrest, including children, youth, and adults. **Empathetic, patient** and naturally **intuitive relationship builder** who is seeking a placement opportunity to complete Master's degree in Counselling Psychology.

EDUCATION

Master of Arts in Counselling Psychology
Yorkville University, Fredericton, NB

Expected Graduation: 2024

Bachelor of Science in Nursing
University of Ottawa, ON

2015

RELEVANT WORK EXPERIENCE

Case Manager

Oct. 2021 – Present

SunLife Financial, Hamilton, ON

- Manages 40-50 short-term disability cases a month and engages clients in conversation to determine their physical, mental, and emotional challenges and limitations.
- Achieves a 90% success rate in having clients return to work with minimal relapse in their condition.
- Research extensively into the assigned clients' histories to determine type and extent of disability.
- Develops and maintains accurate record-keeping systems, ensuring that all information is kept accurate and confidential.
- Formulates and rationalizes decisions on claims using contractual, medical, functional, and vocational analysis.
- Develops and documents claim strategy for ongoing claim management of each file and periodically assess the effectiveness of the action plan.

Peer Support Worker (Volunteer)

Jan. 2021 - Jan. 2022

Canadian Mental Health Association, Toronto, ON

- Provided 1-on-1 support by spending meaningful time with children and youth that are survivors of torture and political warfare through conversations, walks around the city, and seeking Toronto-based resources.
- Assisted youth with transition into settling in new homes, seeking extracurricular ESL classes, navigating around city through public transportation and employment resources.
- Generated "Welcome to Toronto" package in collaboration with centre which included city map, use of public transportation, list of resources such as community centers, women health centres, and hospitals.

Crisis Service Associate (Volunteer)

Jan. 2019- Mar. 2021

Halton Distress Centre, Toronto, ON

- Provided confidential and one-on-one sessions to individuals seeking emotional support during moments of crisis and distress through live chat and or texting platform.
- Established trust through demonstrating a strong sense of empathy, compassion, and understanding to the feelings of distress victims, build rapport, and nurtured a safe communication experience.
- Advocated for suicide prevention by serving as a point of communication, intervention, and post-intervention.
- Enhanced self-management skills and reduced risk of self-harm by strengthening the coping skills of survivors by establishing plan of action during moments of high anxiety, panic attacks and stress.
- Collaborated with survivors in seeking accessible community resources to those suffering from mental health.
- Encouraged journaling and art expression to survivors as a means of coping during moments of high anxiety and stress.

Personal Support Worker

Feb. 2016 – Sept. 2018

Peter D. Clark Centre, Ottawa, ON

- Partnered with third party agency to work in emergency rooms, trauma centers, ICU, and long term care facilities.
- Diligently reviewed daily notes and care plan for patients, prioritizing diet and medication intake.
- Coordinated referrals to specialists as instructed by head MD, ensuring thorough follow up to patients of meeting logistics.
- Addressed concerns of patients in regards to facility, diet, and other needs in a timely manner.
- Devised and implemented patient care plans towards rehabilitation (i.e. management of wound care, medication administration, risk reduction and injury prevention) where needed.

ADDITIONAL WORK EXPERIENCE

Client Experience Consultant

Oct. 2011- Dec. 2015

The Bank of Nova Scotia, Ottawa, ON

- Successfully negotiated realistic solutions and developed payment arrangements for delinquent and often difficult customers through active listening and a collaborative solution focused approach.
- Accounted for high-risk accounts, accessed credit risk, and provided summary to senior management of call center to assist with preparing payment plans.
- Mentored junior consultants and new hires on best practices, negotiation skills, and effective payment solutions.
- Managed over 100 daily chat and email customer interactions and enhanced process by preparing FAQ training guide for consultants to utilize during COVID-19 work from home order.
- Member of the Wellness Team, attended monthly meetings and advocated for the mental health of associates, work life balance, and coordinated feedback survey in credit collections department.