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# KATEY PUMPHREY

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## **HIGHLIGHT OF QUALIFICATIONS -----**

- ❖ 10+ years customer service
- ❖ Leadership and Interpersonal skills - planning, organizing and coordinating projects, providing feedback to team members, supporting ideas and helping others solve problems, respecting differences and working both individually and on a team to achieve common goals
- ❖ Strong communication skills in the areas of effective and active listening, relaying information and goal setting between team members
- ❖ Skilled at Organization, Critical Thinking, Following Procedures and Guidelines, Time Management, Confidentiality and Ethics

## **RELEVANT EMPLOYMENT EXPERIENCE -----**

### **COMMUNITY SUPPORT WORKER II, ASCC – MARCH 2013 TO SEPT 2014**

- Leadership and Interpersonal Skills: providing on-going support to individuals with disabilities in the community in accordance with their personal goals, training new staff on various household procedures
- Communication Skills: writing team meeting notes, maintaining strong boundaries and confidentiality between clients and staff
- Health and Lifestyle Considerations: helping individuals create a healthy lifestyle in the community regarding physical, mental and emotional health; familiar with conditions as follows - Autism, Down-Syndrome, Cognitive Disorders, Fetal Alcohol Spectrum Disorder, Muscular Dystrophy, Schizophrenia, Seizures, Stroke, Various Mental Health Disorders ( Depression, Bipolar, Schizophrenia, Dementia, Alzheimers)
- Physical and Technical Skills: ability to work long hours, lift 50+ lbs,
- Organization and Time Management: conducting paperwork regarding daily activities, medication administration, ongoing referral to behavioural reports and personal care plans to monitor important changes; adaptable to sudden change (quick and effective decision making regarding the onset of sudden medical conditions/crisis intervention)
- Effective Communication: communicating and achieving common goals between team members to work toward production targets; conducting team meetings

### **HEALTH AND WELLNESS ADVISOR, VITALITY HEALTH FOODS – SEPT 2018 TO JULY 2019**

- Customer Service: providing exceptional customer service to new and return clients, staying up to date on health and wellness information and providing this information to customers so they can make informed choices based on health needs, carrying out special orders from clients and other stores and following up with clients
- Strong Communication Skills: working and communicating with affiliate storefronts, sales representatives, head office and management regarding operations
- Management of storefront operations: operating a POS till system, independently managing and closing a storefront in a self motivated work environment under little supervision

## **EDUCATION** -----

### **MACEWAN UNIVERSITY, EDMONTON AB – B.A. PSYCHOLOGY, GRAD 2022**

#### Relative Skills and Coursework

- Philosophy, Ethics: understanding and applying various ethical theories to assess various systems of thought and judgment
- Psychology, Behavioural/Cognitive/Social: gaining awareness of the processes and physiology of the brain and how these interact with social and behavioural aspect

## **EXTRACURRICULAR** -----

### **PASSPORT TO LEADERSHIP, SFU BURNABY, SPRING 2017**

- Identifying and defining effective leadership roles and behaviours within a community context
- Intentional communication: effective intercultural communication, effective and active listening, non-violence, conflict resolution to create a positive environment

### **CHAMPIONS OF DIVERSITY AND EQUITY, MACEWAN EDMONTON, SPRING 2020**

- Overview of human rights systems and systems of oppression, ally-ship, violence prevention and calls to action