

DARSHANA SARAVANAN

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BSc Neuroscience graduate and incoming Master's Candidate in Public Policy and Administration at Carleton University with three years of experience in education and clinical administration. I possess a strong background in long-term residential and patient care and am seeking an administrative role within the community health field. My experience includes acting as a primary point of contact for clientele, effectively maintaining customer relations, and handling diverse administrative tasks such as record-keeping, managing digital and physical filing systems, updating databases, and processing reports and documentation. I ensure compliance with policies with accuracy and timeliness. Proficient in MS Office and familiar with database software. I excel in building rapport and establishing relationships. I am well-prepared to contribute effectively to your team and support the community's needs.

EDUCATION

Master's in Public Policy and Administration (MPPA)

September 2024

Carleton University, Ottawa, ON

Bachelor of Science, Neuroscience

September 2020 - May 2024

Dalhousie University, Halifax, NS

- Undergraduate Certificate in Science Communications and Leadership
- Undergraduate Certificate in Neurotechnology and Innovation

RELEVANT EXPERIENCE

Advocacy Volunteer

July 2024 - Present

Arthritis Society Canada - Ottawa, ON

- Utilized strong communication skills to advocate for arthritis-related issues, promoting awareness and driving social change.
- Engaged in advocacy meetings, adapting to current policy and legislative needs.
- Ensured consistent volunteer engagement for effective campaign execution and provided input for advocacy campaigns to address key issues effectively.

Administrative Assistant

January 2024 - March 2024

Atlantic Assisted Reproductive Therapies (AART) - Halifax, NS

- Managed patient records, including updating charts, processing lab results and appointments, and handling billing transactions.
- Ensured accuracy and completeness of patient records by transcribing lab results, medical procedure letters, and other pertinent medical information.

Volunteer & Program Lead

January 2023 - April 2024

Arborstone Enhanced Care by Shannex - Halifax, NS

- Led weekly engagement initiatives for long-term care residents to foster social interaction and mental stimulation through tailored activities such as reading groups and arts and crafts sessions.
- Designed and facilitated programs targeting isolation and loneliness among aging populations, promoting community and enhancing overall well-being.

Friendly Calls Volunteer

July 2022 - Present

Red Cross Canada - Halifax, NS

- Conducted weekly outreach calls, fostering meaningful connections and mitigating loneliness. Facilitated access to community resources for additional support as required.

Student Clerk

September 2021 - May 2024

Dalhousie University, Registrar's Office - Halifax, NS

- Facilitated administrative procedures including verification, processing, and filing of documents for university applications.
- Utilized Microsoft Excel for report compilation and organization of student data, enhancing workflow efficiency.
- Delivered exceptional customer service through prompt responses to email inquiries, phone calls, and live chats with diverse customers including students, parents, professors, and other clients.

EXPERIENTIAL LEARNING

Science Innovation

September 2023 - April 2024

Dalhousie University x Surge Innovation - Halifax, NS

- Led the development of a tailored recreational program for long-term care residents in local retirement homes, integrating needs assessment, community outreach, and business model testing.
- Applied human-centred design, qualitative research, and Value Proposition Canvas to identify societal challenges, explore solutions, and assess commercial viability.

Leadership in Science

September 2023 - December 2023

Dalhousie University - Halifax, NS

- Designed and conducted a workshop for first-year science students, fostering scientific inquiry and problem-solving aligned with UN Sustainable Development Goals.
- Led interest groups to guide first-year students in exploring neuroscience and other academic and career paths, enhancing their future prospects and interests.

Experiential Learning in Science Communications

September 2022 - April 2023

Dalhousie University - Halifax, NS

- Led engaging lab sessions for 60 students, covering diverse topics such as depth perception, memory, social psychology, intelligence, development, and emotional processing.
- Collaborated with prefects to develop compelling lecture content, lab assignments, and grading criteria.
- Conducted office hours, graded assignments, and offered detailed feedback to ensure students' comprehension and success in the course.

COMMITTEES

HDNS Data Access Committee, Patient/Public Partner

March 2024 - Present

Health Data Nova Scotia

- Review and analyze requests for secondary data analysis to support research and quality assessment, and to uphold privacy standards and ensure confidentiality of Maritimers' personal health information.

OurCare Priorities Panel, Nova Scotia, Panelist

May 2023 - July 2023

Ourcare

- Co-authored a pivotal report urging the provincial government to establish a clear vision statement for accessible, timely, and equitable primary healthcare for all Nova Scotians based on the following values: people-centred, empathy, knowledge empowerment, accountability, affordability, and wellness promotion.

SKILLS

- Analytical and Problem Solving Skills
- Needs Assessment
- Discretion and Confidentiality
- Collaboration
- Oral and Written Science Communication Skills
- Customer Service and Customer Relations
- Time Management
- Technical Proficiency
- Organization Skills
- Knowledge of Data Privacy and Security
- Conflict Resolution
- Adaptability
- Compiling and Organizing Information
- Strategic Planning

CERTIFICATIONS

Standard First Aid & CPR/AED Level C, Canadian Red Cross

November 2022

TCPS 2, Core 2022, Government of Canada

January 2023

Workplace Hazardous Materials Information System (WHMIS), The Ottawa Hospital

May 2023

Nonviolent Crisis Intervention 2nd Edition (CPI), Crisis Prevention Institute

May 2023

Violence in Workplace Training (P1, P2), Carecor Health Services

April 2023

Worker Health and Safety Awareness in Four Steps, Government of Ontario

April 2023