

# Sheanda Kerner

## SKILLS

- \* HIGHLY ORGANIZED
- \* ADAPTABLE
- \* CONFLICT RESOLUTION FOCUSED
- \* EFFECTIVE COMMUNICATOR

## EXPERIENCE

### Case Coordinator Assistant (Office Admin) – Healthbound Health Network

April 2021-Present

- \*Case coordinator assistant coordinates activities and third-party personnel to the company in a professional manner, reporting to the Case Manager.
- \*Intake new files into the system/database
- \*Handling day-to-day administrative tasks
- \*Communication with the parties involved in clients' care (including legal reps, insurer adjusters, health care providers, etc.)
- \*Following instructions from direct supervisor and periodic reporting of the progress and completion of the task and any difficulties.
- \*Complete required paperwork according to established rules and regulations
- \*Understanding and application of SABS

### Program Coordinator – Frontline Community Centre

Contract, June 2020-April 2021

- \*Help secure and sustain funding to support organization and its programs and services through writing grant funding proposals based on the services and abilities of the organization

## OBJECTIVE

Recent university graduate with ability to work effectively and efficiently with a team and individually with a focus on exceeding organization goals while maintaining and upholding company values



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heanda-](https://www.linkedin.com/in/sheanda-kerner/)

## EDUCATION

Social Service Worker  
George Brown College  
Graduating Spring 2023

### Relevant Courses Include:

Effective Communication in  
Social Work  
Substance Use and Addiction  
Fundamentals in Social Work

- \*Complete ongoing needs assessments into the agency's funding requirements
- \*Conduct new business development and determine new and/or best practice fundraising activities
- \*Create, budget and implement new programs based on the needs of the community
- \*Meeting and surpassing required predetermined goals for dealership growth through exceeding in team tasks to increase sales and generate revenue

**Appointment Coordinator –  
DriveAutoGroup  
June 2017-April 2021**

- \*Coordinating appropriate appointments that are best suited for customers
- \*Answering inbound phone inquiries and providing the necessary assistance to customers
- Practicing allergy aware food preparation under

**Previous Roles**

- Cashier, Metro 2015-2016

BA Psychology  
Brescia University College at  
Western University  
2016-2021

**Relevant Courses Include:**

Abnormal Child Psychology  
Statistics of Sociology and Psychology  
Research Methods  
Biology of Neuropsychology

**Additional Qualifications**

SmartServe – June 2020  
Vulnerable Sector Check – Dec 2018  
Valid "G" Class License + Access to a reliable vehicle with insurance

**REFERENCES**

AVAILABLE UPON REQUEST

**VOLUNTEER EXPERIENCE**

ROLES PROVIDED UPON REQUEST