[Leah.323825@2freemail.com](mailto:Leah.323825@2freemail.com)

**LEAH**

**RELEVANT EDUCATION Master of Public Health/Master of Global Law** (qualification in progress)

Griffith University School of Medicine

**Graduate Certificate – Public Health** (GPA 6)

Griffith University School of Medicine

**Diploma of Legal Services** (qualification in progress)

Queensland Law Society

**Certificate III & IV – Ambulance Communications**

Queensland Ambulance School of Ambulance and Paramedic Studies

**PERSONAL ATTRIBUTES**

* Self-motivated, detail-oriented, innovative and versatile with a strong interest in community engagement
* Strong analytical and organisational skills; prioritising and managing time effectively to work efficiently autonomously and in a team
* Excellent oral and written communication, including conflict resolution, and promotional and sales efforts
* Staff training and supervisory experience, with knowledge of local workplace and State O.H & S policies and procedures
* Touch-typing speed of 70wpm, with high level of computer literacy (all Windows Operating Systems, Linux, Microsoft Office package: Word/Excel/PowerPoint/Outlook Express, SPSS Statistics, and working proficiency in Python programming language
* Fluently bilingual (English/French), with beginner Arabic

**RELEVANT EXPERIENCE February 2016 – June 2016**

**A/Operational Support Officer**

Queensland Ambulance Service (Brisbane, Australia)

* Interpreting performance data from QAS systems to help structure performance reviews and improve service delivery and compliance
* Using knowledge of contemporary issues covering call taking/dispatch applications to influence positive changes in management procedures, contributing to high QAS Communications Centre standards
* Responsible for accuracy of QAS spatial and location information, GPS/MDT systems maintenance, and network security for operational iROAM, AAB, CAD and VisiNet Browser user accounts
* Working closely with a diversity of partners and key stakeholders to support product delivery and systems reforms across complex environments – in particular the PSBA, QHealth, and interstate Emergency Service Organisations
* Have developed strong conceptual and analytical technical problem solving skills related to database connectivity, VisiCAD interface relationships and their related functionality

**May 2013 – Present**

**Emergency Medical Dispatcher**

Queensland Ambulance Service (Southport/Kedron/Spring Hill OpCens)

* Expert in delivering accurate electronic reports, including rapid digital dictation and transcription of case details and situation reports
* Real-time human and fleet resource management to preserve adequate paramedic coverage and optimum response capability
* Skilled in clear and concise communication under extreme pressure, delivering life-saving patient care instructions in time-critical emergencies to individuals of all ages and nationalities
* Ensuring compliance with state WH&S regulations and government standard operating procedures with regards to shift and meal times
* Attention to detail and rapid assimilation of complex data in a highly technical environment, with ability to multi-task under extreme pressure
* Collating spreadsheets of regional hourly performance data for management, including missed meals, late shift finishes, rural call-outs, officer attendance, vehicle/equipment faults, and POST times (Secomm dispatcher duty, pre-meal management system)

**October 2010 – May 2013**

**Transport Coordinator**

Logistics - Australia Post (Brisbane, Australia)

* Organisational and decision making abilities, to accommodate sudden scheduling changes in order to maintain service standards.
* Ability to identify and utilise spare capacity to maximise potential revenue gains, fitting new business contracts into existing frameworks
* Ready retention and interpretation of geographical and topological information to ensure the safe, efficient use of fleet vans and trucks in accordance with state RTA regulations
* Overseeing the completion and accuracy of all associated pick-up and delivery documentation in order to minimise revenue loses
* Understanding Australia Post’s Small Business Unit component parts to work in line with standards of business excellence, fostering positive client relations

**OTHER EXPERIENCE December 2007 – February 2009**

**Medical Administration**

Hills Health Group (Mt. Barker, Australia)

* Drafting business correspondence; preparation of promotional campaigns (mail-outs and in-clinic advertising of new services/specials)
* Submitting and processing private and government health insurance claims; processing payments through HICAPS system
* Daily back-up of client/business records; daily HICAPS settlement and cash reconciliation
* Ordering of equipment and medical supplies, stocktaking and maintenance of adequate stock levels in clinic
* Arranging medical appointments, fielding general health services inquiries, coordinating services with local Hospitals
* Maintenance of confidential patient records
* Liaising with medical and pharmaceutical service providers

**PERSONAL DATA** **Citizenship**

Canadian, Australian

**Licence**

Class C (including manual), LF

**PURSUITS** Photography, Horseback riding, Cricket, Skiing, Reading, Drawing, Cycling