

Jemma Levi

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SUMMARY OF QUALIFICATIONS

- 4th-year student in Psychology with researching experience; graduating in October 2021
- 4 years of experience working and learning alongside mental health professionals
- Excellent written and oral communication skills developed through a variety of professional experiences within the customer service and research sectors
- Extremely detail-oriented with impeccable writing abilities, perfected while writing clinical reports and research essays, as well as transcribing research data
- In-depth knowledge of Microsoft Office, Zoom and Canva
- Fluent in French and English; intermediate in Spanish; beginner in Japanese

EDUCATION

Bilingual Honours Bachelor of Arts in Psychology

Expected October 2021

York University, Toronto, ON

- GPA: 7.8/9.0
- **Key courses:** Advanced Research Practicum, Quantitative Research Methods, Health Psychology and Behavioural Medicine, and Positive Psychiatry and Well-Being
- Became familiar with standard research practices and conducted extensive research on mental health and well-being
- Wrote a final report on the effects of technology on one's well-being; report recommendations were incorporated into their exiting mental health program

PROFESSIONAL EXPERIENCE

Clinical Research Assistant

March 2020 - Present

Mount Sinai Hospital, Toronto, ON

- Conduct a wide range of research activities alongside the Trauma and Stress Disorders Department using the Clinical Information System
- Transcribe and translate detailed interviews to support research and maintain data
- Gather crucial data, edit final reports, and ensure timely submissions all while performing other essential quality control and regulation tasks
- Perform routine statistical analyses by implementing existing study policies and protocols
- Streamlined the process for recruiting online participants for clinical studies and increased turnout by 10%; conducted the screening interviews of all participants

Barista and Manager

May 2018 - March 2020

Starbucks, Toronto, ON

- Practiced company policies and procedures when preparing general and personalized orders, interacting with customers, and handling all financial transactions
- Developed strong communication skills through daily interactions with a variety of customers; strove to go above-and-beyond to positively impact their day
- Maintained an orderly work environment by cleaning tables, sweeping floors, and disinfecting counters; ensured that health and safety regulations were always adhered to
- Promoted quickly to manager for my attention to detail, respect for procedures, orderliness, and excellent interpersonal skills with staff and customers
- Oversaw a team of 15 staff members; ensured all shifts were covered, weekly schedules were crafted, everyone worked effectively, and conflicts were peacefully resolved

VOLUNTEER EXPERIENCE

Clinical Volunteer

September 2019 - Present

Center for Addiction and Mental Health (CAMH), Toronto, Ontario

- Apply knowledge of clinical practices under the mentorship of psychology professionals
- Conduct independent lab research ensuring all protocols are followed to assure that findings are complete and accurate
- Monitored a study of 100 participants by managing all study data and maintaining organized records; proposed suggestions in final report to CAMH management
- Selected from 200 applicants to participate in their volunteer program

Puppy Volunteer

May 2019 - August 2019

PetSmart, Montreal, QC

- Supervised puppies on and offsite, ensuring they were safe, cared for, and that all their needs, such as eating and having a clean environment, were being met
- Assisted customers to identify their needs and offered guidance and suggestions
- Reviewed over 30 adoption applications and screened all potential adopters to ensure a good match for both parties all while maintaining detailed records of the entire process
- Collaborated and communicated professionally with the supervisor and other volunteers