

## BIOLOGY AND PSYCHOLOGY (THIRD YEAR)

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### Audrey Simmons

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Email: asimmons@e.com Phone 2

**Objective:** Pharmacy Assistant

**Education:** BSc Biology and Psychology 2011  
University of Victoria, Victoria, BC  
Relevant courses:  
Psychology 323 – Advanced Biopsychology  
Psychology 345 A – Drugs and Behaviour

### Health/Human Service Work Experience:

**Program Leader**, Moncrieff Enterprises, Victoria BC Oct 2009 – Jul 2011

- Planned and implemented programming for youth with developmental/social challenges
- Developed strategies for managing clients exhibiting resistant behaviour
- Communicated regularly with parents and caregivers
- Used Microsoft products to develop schedules and reports
- Adapted communication style to meet the needs of different clients

**Medical Office Assistant**, Dr. Cooke, Victoria, BC Jan 2007 – Oct 2009

- Assisted the physician to set up for routine procedures
- Responded to telephone calls in a tactful manner, maintaining confidentiality
- Managed bookings, including dealing with emergency requests
- Stayed calm under periods of pressure in extremely busy environment
- Pulled files to prepare efficiently for next day's work
- Entrusted with solo operation of office during absence of other administrative staff

### Customer Service Work Experience:

**Sales Assistant**, The Baby Store (Mayfair), Victoria, BC Jun 2006 – Jul 2007

- Worked unsupervised, covering evening and weekend shifts
- Dealt with customer enquiries over the phone and in store
- Kept displays stocked and attractive
- Processed sales using POS technology
- Entrusted with deposits and securing business at end of day

### Overseas Experience:

**English Teacher**, ITTTI, Yonago, Japan Aug 2005 – Jun 2006

- Completed intensive training in curriculum
- Used 4 years of training in conversational Japanese
- Developed and taught lessons for learners aged 6-16

(GAP year)

- Adapted to life in a different country
- Integrated into the life of the school; supervising prep, assisting with out-trips and performing administrative tasks in the school office

**Interests and Activities:**

TaeKwon Do (Black Belt achieved 2009), travel and cooking

**References:**

Joy Moncrieff, Director  
Moncrieff Enterprises (Victoria)  
250-998-6543

Brenda Klein, Owner  
The Baby Store (Victoria)  
250-388-8739