

Konark Patel

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Toronto, On. Canada

EDUCATION

Bachelor of Science, Life Science (Honours)

2018 - 2023

McMaster University, Hamilton, ON.

- Dean's Honours List – 2021 & 2023
- Graduated with Distinction
- Certification from the Panel on Research Ethics in Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans
- Successful completion of statistics within life sciences and experience in laboratory software for specimen observation and data analysis.

Certification, Introduction to Data Analytics

October 2023

Lighthouse Labs, Toronto, Ontario

- Acquired skills in data analysis project planning.
- Collected and managed accurate data sets.
- Cleaned data, addressing missing values and inconsistencies.
- Used Microsoft Excel for data analysis and interpreting trends.
- Created clear data visualizations with Tableau.

WORK EXPERIENCE

Student Success Coordinator

Lighthouse Labs, Vancouver, BC (Remote)

August 2023 – January 2024

- Orchestrated student onboarding and orientation processes for Data Science, Cyber Security, and Web Development boot camps, ensuring a seamless and welcoming start for new students.
- Managed and executed the audit of student documentation, enhancing operational efficiency and compliance with educational standards.
- Diligently monitored student attendance and engagement, contributing to the maintenance of high educational standards.
- Created and implemented a web extension that increases efficiency through automation.
- Organized and executed weekly online events, enriching the student experience and promoting a sense of community within the program.
- Efficiently managed the offboarding process for graduating students, ensuring a smooth transition to post-graduation endeavors.
- Leveraged 1-2 years of experience in educational or customer service roles, utilizing skills in coaching, support, and technology proficiency.
- Exhibited strong communication skills and proficiency in G Suite, Slack, and Discord, ensuring effective and efficient information dissemination.

Community Advisor (CA)

McMaster University, Hamilton, Ontario.

November 2021– April 2023

- Ensured physical, mental, and social well-being of participants, adhering to guidelines and reporting issues to supervisor.
- Offered resources and guidance to students on academic and personal matters.
- Managed conflicts and escalated issues while complying with policies and procedures
- Fostered a positive, inclusive, and safe environment for growth, development, and success

Student Laboratory Assistant

Scarborough Health Network, Toronto, Ontario

November 2020– August 2021

- Experience in technical support through use of laboratory software to process lab specimens.
- Prepared and organized lab equipment, maintained inventory, received, and processed shipments.
- Supported a high-volume Covid-19 testing laboratory, conducting over 15,000 tests per day.
- Utilized MS Excel to streamline lab operations, saving significant time each week.
- Assembled Covid-19 testing kits for Sunnybrook Hospital
- Adhered to lab protocols, sanitation standards, and proper waste disposal procedures.
- Handled filing and communication of Public Health Lab results.

Camp Leader

Brickworks Academy, Toronto, Ontario

July 2019 – September 2019

- Supervised and mentored a diverse group of 30 campers aged 7-14, promoting an inclusive and supportive environment that catered to individual needs and abilities.
- Skillfully mediated conflicts between participants, utilizing conflict resolution techniques to maintain a harmonious and cooperative atmosphere.
- Championed inclusivity by working closely with participants with disabilities, fostering a respectful and supportive community for all participants.

VOLUNTEER EXPERIENCE

Peer Educator

McMaster Student Wellness Centre, Hamilton, Ontario

August 2022– April 2023

- Developed and facilitated activities, workshops, and small events to promote campus wellbeing.
- Represented the SWC among the student body, acting as an approachable resource.
- Collaborated with other departments to deliver impactful programs and campaigns regarding student mental health, contributing to exceptional team-building skills.
- Contributed to health promotion initiatives related to food literacy, mental health, physical activity, sexual health, and substance use.
- Monitored and measured the effectiveness of wellness initiatives to continuously improve outreach efforts.

Volunteer

Humber River Health, Toronto, Ontario

October 2020– January 2023

- Gained exposure to electronic medical records system, Meditech through access of patient information to advise to visitors of the hospital and through patient-inquiry phone calls.
- Developed an understanding of Meditech and the inefficiencies of the system in hindering accessible patient information.
- Efficiently guided patients, visitors, and staff to their destinations, ensuring a smooth flow of hospital operations and enhancing patient satisfaction.
- Expertly managed a multi-line phone system, addressing inquiries and transferring calls to appropriate departments while maintaining a professional and service-oriented demeanor.
- Provided accurate and timely information on hospital services, policies, and procedures, directing callers to the right resources and support staff as needed.
- Demonstrated strong interpersonal skills while interacting with a diverse population, including patients, visitors, and staff, fostering a supportive and welcoming environment.
- Handled sensitive information with discretion and confidentiality, adhering to hospital policies and privacy regulations.
- Assisted in patient-inquiry phone calls through the AVAYA software to locate and provide the status of patients and visitor information using Meditech, developing administrative skills in a healthcare setting.

Volunteer

William Osler Health System, Toronto, Ontario

October 2020– April 2021

- Welcome and screen visitors, patients, and staff using COVID-19 screening tool to assess symptoms for Covid19.
- Ensured safety of visitors, patients, and staff by adhering to hospital policies such as providing PPE and sanitization procedures before entering the hospital.
- Porter out-patients and inpatients to their medical appointments and departments within the hospital, showcasing strong customer service skills.
- Coordinating with healthcare workers to enhance patient and visitor flow within the floor, resulting in effective team-building skills and experience working with healthcare professionals.
- Experience using electronic medical records (EMR), Meditech within the hospital to locate patients and verify appointments within various departments of the hospital.

Member

McMaster Stem Cell Club Hamilton, Ontario Volunteer

September 2019 – March 2020

- Coordinated and promoted events in collaboration with Canadian Blood Services, raising awareness about stem cell donation and its impact on patients' lives
- Completed comprehensive training to ensure adherence to Canadian Blood Services standards, including privacy protocols and proper handling of swab kits
- Actively engaged potential donors, providing information about stem cell donation and assisting with application forms, ensuring accuracy and compliance
- Delivered clear and concise instructions to participants on correct swabbing techniques, ensuring accurate results and a positive donor experience

CERTIFICATION AND TRAINING

BioSafety Laboratory Training

McMaster University

September 2018

WHMIS

McMaster University

September 2018

Accessibility for Ontarians with Disabilities Act (AODA)

McMaster University

November 2021

More Feet on the Ground

The Centre for Innovation in Campus Mental Health

November 2021

Sexual Violence Response Protocol Training

McMaster University

November 2021

safeTalk Suicide Intervention Training

LivingWorks

December 2021

Indigenous Awareness - Self-Guided Training

Indigenous Relations Academy

November 2023

Diversity, Equity, & Inclusion Training

Lighthouse Labs

November 2023