

Grace Gorman

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EDUCATION

University of Ottawa

Ottawa, ON

Master of Public Health - Public Health Practice

Expected December 2025

- Awarded Special Merit Scholarship of \$8000

University of Ottawa

Ottawa, ON

Honours Bachelor of Health Sciences - Population and Public Health

May 2023

- Cumulative GPA: 9.53/10
- Awarded Entrance Scholarship of \$3000 and Merit Scholarships totalling \$6000

WORK EXPERIENCE

Ottawa Public Health

Ottawa, ON

Immunization Clinic Reception Clerk

March 2021 - present

- Effectively communicate and collaborate with healthcare professionals to maintain safe, equitable, and culturally sensitive vaccine administration
- Conduct 50 oral qualitative and quantitative surveys daily to evaluate client demographics, clinic experience, and satisfaction
- Liaise with school administration and teaching staff in English and French to manage schedules, organize materials, and efficiently coordinate the flow of clinics serving 200 students daily
- Manage consent forms for each student, ensuring accurate tracking and compliance with sensitive data protection practices

RVEZY

Ottawa, ON

Customer Success Expert

May 2022 - September 2022; May 2024 - September 2024

- Diagnosed and resolved the cause of 50 customers' problems daily across multiple communication platforms, maintaining a customer satisfaction score of 98%
- Triaged and prioritized over 300 tickets weekly based on urgency and impact, streamlining issue tracking and problem resolution
- Mentored 15 co-operative students, fostering their development and confidence in customer success practices
- Utilized platforms such as Zendesk, Stripe, JIRA, and Snapsheet to optimize interdepartmental communication and operational efficiency

VOLUNTEER EXPERIENCE

Ottawa Public Health and CityStudio

Ottawa, ON

Program Development Assistant

January 2023 - April 2023

- Collaborated with a team of five students to develop a health promotion program and evaluation plan targeting the non-medical use of Adderall in university students
- Mobilized the gathered knowledge through written reports, oral presentations, posters, and brochures to promote substance use health and culture using lower-risk messaging
- Consulted with project partners and stakeholders to better understand the needs of our population and program
- Conducted literature reviews to determine appropriate measures and indicators to plan and evaluate the health promotion program

International and Global Health Office, University of Ottawa

Ottawa, ON

Data Collection Assistant

September 2022 - April 2023

- Conducted qualitative data collection through medical databases on over 1000 faculty members to extract information regarding international and global health projects
- Created and managed a database of faculty members' contact and project information
- Collaborated with a team of volunteers to develop search criteria for accurate and uniform data collection

Ottawa Public Health

Ottawa, ON

Harm Reduction Volunteer

August 2023 - October 2023

- Assembled up to 150 harm reduction kits daily to support Ottawa's harm reduction goals
- Partnered with community organizations to identify and address target population needs

CERTIFICATIONS

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- Health Promotion Foundations Certificate - Public Health Ontario (issued December 2024)
 - Health Equity Impact Assessment - Public Health Ontario (issued February 2022)
 - Tri-Council Policy Statement 2: Ethical Conduct for Research Involving Humans (issued September 2021)
 - B1 French Studies Diploma - DELF (issued May 2018)