



Cora Burnett

1. What professional designations do you have and what school and city did you attend for your lab education? *Certified Medical Laboratory Assistant Certificate from Camosun College in Victoria BC*
2. After you graduated and started working, what surprised you most about your profession and/or those things that continue to surprise you? *I think what surprised me most was how constant the changes are in laboratory medicine, and how incredibly agile laboratory professionals are.*
3. Tell us about your BCSLS contributions and experiences? *I am currently working on the BCSLS Core Competency Advisory Committee. As well, I have consistently attended Congress and Pre and Post Analytical Symposiums for the past 5 years.*
4. Describe what your current role is and what a typical day looks like for you? *I am a Client Services Supervisor with LifeLabs in Victoria. I oversee 5 Patient Service Centers and have a team of 33 employees who report to me. There is no such thing as a typical day in my role, every day is different (such is often the case when you deal with customer service). I ensure my team of employees is trained, equipped, and excited to give their best to all of our customers every day.*
5. What do you like most about your position? *I love being a people leader, being able to share my knowledge and my passion for customer service with other people. I really enjoy coaching and teaching others and watching them reach their full potential.*
6. Which career accomplishments are you most proud of? *Probably my proudest moment was being able to work at the 2010 Whistler Olympics. I was a Blood Collection Officer with the Anti-doping team, and it was truly the most exciting experience of my career to date.*

7. What do you like to do in your spare time? I don't get a lot of spare time, but when I am not working, I am usually driving my kids to one of their various sports or activities. I also enjoy taking my dog out for walks on the trails, running, and relaxing in the back yard with a good book.
8. If you could go back 20 years to visit yourself, what advice would you give? Take the opportunities, take all the opportunities. Tune out the nay-sayers and doubters and blaze your own path!
9. If you could live anywhere, where would that be? There are many places I would like to visit, but there is nowhere else on earth I would rather live than our little piece of heaven here on Southern Vancouver Island.
10. What is the funniest thing that has happened to you at work? Team members brought an Elvis impersonator in to one of our monthly team meetings to surprise a coworker for his 50th birthday. The impersonator serenaded the poor guy in front of all of us.
11. What is your favourite holiday/time of year and why? Christmas is definitely my favorite holiday. Growing up, my parents made sure every Christmas was magical for us and having young kids at home continues on that magical feeling. I also just love how at Christmas time; the world slows down for a few days and we are allowed to just spend time with family and over-indulge and put responsibilities on hold for a day.