

### DIANE L. PARKS

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**COMPASSIONATE • JOYFUL • PROFESSIONAL • DEDICATED • TEAM-ORIENTED**

*“Bobby has always been shy around new people. But somehow, Diane was able to connect with him instantly.” – Jackie Pete, mother of son with down syndrome*

*“Our aqua phobia class requires extra patience on the part of our instructors. Diane has become a favorite among the students, and their progress is truly amazing!” – Ella Pinsat, YMCA Pool Director*

*“On days when Diane is not here, patients often express how they miss her smiling face and look forward to her return the following week.” – Pam Case, Pediatric Oncology Nurse, Levine Children’s*

### RELEVANT EXPERIENCE

#### **CHILD LIFE VOLUNTEER**

| Charlotte, NC

### Levine Children's Hospital

| 2009 – Present

Provide coping techniques and support to Hematology and Oncology patients and their families. Engage children in stress relieving activities such as coloring in books, board games, puzzles, magic shows and holiday-themed parties. Escort “Rufus”, the Charlotte Bobcat mascot, to individual rooms for fun time with patients and families. Educate and prepare children for upcoming surgical procedures, utilizing both child-appropriate language and medical play, in a non-threatening manner.

### CHILD LIFE VOLUNTEER

| Charlotte, NC

### Presbyterian Hemby Children's Hospital

| 2009 – Present

Extend warm greeting to patients and families upon arrival. Assist with facility navigation and overall comprehension of the hospitalization experience. Dispense toys, DVDs, beverages and snacks to families upon request. Promote positive, healing attitudes among patients during special pet therapy visits. Advocate patients' point of view to other members of the healthcare team. Organize and sanitize childrens' toys and play areas, ensuring a safe recreational environment.

### YOUTH & ADULT SWIM INSTRUCTOR

| Charlotte, NC

### YMCA – Metropolitan

| 2007 – Present

Teach swimming to various clientele (including infants, toddlers, children, adolescents, adults and seniors), in both group and private settings. Undergo recurrent training on expert lifesaving techniques to consistently ensure the safety of all students.

### **CHILDREN'S RECREATION COACH**

| Duluth, GA

#### **The Little Gym**

| 2005 – 2006

Fostered the development of motor skills and spatial awareness in children aged 3 to 13, using gymnastics exercises and recreational activities. Journaled students' performance and progress, consulting with parents on achievements and areas for improvement.

### **LEADERSHIP EXPERIENCE**

### **CLINIC ADMINISTRATOR**

| Charlotte, NC

#### **Massage Envy**

| 2006 – Present

Assign and manage work schedules for 30+ massage therapists. Conduct staff member training at statewide start-up clinics. Maintain client database and oversee all areas of clinic operation.

### MEMBERSHIP MANAGER

| Charlotte, NC

### YWCA Central Carolinas

| 2008 – 2009

Created monthly account and billing reports using Microsoft Publisher and Excel. Responded to membership inquiries from general public. Cross-promoted recruitment with local area businesses.

### ACTIVITIES & ACHIEVEMENTS

Child Life Council Member

American Red Cross CPR and First Aid

2003 & 2004 CUSA Swimmer of the Year

### EDUCATION

East Carolina University, Greenville, NC • 2005

Bachelor of Arts, Major: Psychology/ Minor: Child Development & Family Relations