

Millicent Bless Dzikunu

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HIGHLIGHTS OF QUALIFICATIONS

- A versatile, and organized professional with a strong commitment to excellence in customer service, teamwork, and leadership development.
 - Extensive experience in volunteer roles requiring communication, problem-solving, and adaptability in dynamic environments.
 - Skilled in instructing, mentoring, and collaborating with diverse groups, as demonstrated through impactful leadership and community involvement.
 - Advanced proficiency with Microsoft Word, Excel, PowerPoint, and Teams, and a proven ability to quickly learn new systems and processes.
 - Exceptional interpersonal skills, emotional intelligence, and attention to detail, enabling the creation of positive and inclusive environments.
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EDUCATION

Bachelor of Business Administration (Honours) Trent University, Peterborough, ON,

- Expected Graduation: September 2027
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RELEVANT EXPERIENCE

Program Facilitator (Volunteer)

Artisan Program, Peterborough, ON
December 2024

- Delivered step-by-step instructions to children and adults on crafting holiday items, encouraging creativity and engagement among participants.
- Responded to participant inquiries with clarity and patience, ensuring a positive and inclusive environment for all skill levels.
- Demonstrated adaptability by quickly learning new crafting techniques and teaching them effectively to diverse audiences.

Event Usher & Coordinator (Volunteer)

Annual Elders and Traditional People's Gathering, Peterborough, ON
February 2024

- Assisted with ticketing and seating, ensuring a welcoming and organized environment for attendees.
- Operated and managed audiovisual equipment, including projectors, to facilitate seamless event presentations.

- Delivered exceptional customer service by addressing inquiries and resolving issues promptly, creating a positive attendee experience.

Leadership Participant

Impact Leadership Program, Trent University, ON

October 2024 - Present

- Engaged in team-building exercises, such as blindfolded capture the flag and trust-based ladder climbing, to enhance collaboration and trust.
- Developed strong problem-solving skills by strategizing with teammates during activities such as fire-starting challenges and forest navigation.
- Cultivated adaptability by stepping out of comfort zones and thriving in dynamic, high-pressure scenarios.

Choir Member (Volunteer)

All Saints Choir, Peterborough, ON

October 2024 – Present

- Collaborated with choir members, including sopranos, altos, tenors, and basses, to harmonize performances and execute planned presentations.
- Contributed to group success by actively participating in rehearsals, providing constructive feedback, and resolving conflicts amicably.
- Enhanced emotional intelligence by fostering supportive relationships within the team and embracing constructive feedback.

Store Supervisor

Edem Tudi, Accra, Ghana

April 2022 – December 2023

- Oversaw daily operations to ensure efficient functioning of the store, maintaining a clean, safe, and welcoming environment for customers and employees.
- Managed inventory control, including sourcing high-quality merchandise and conducting regular audits to optimize stock levels.
- Mentored and trained new hires, providing comprehensive onboarding to minimize errors and enhance team performance.

Consultant

Oriflame Cosmetics, Accra, Ghana

December 2022 – December 2023

- Conducted in-depth client assessments to establish clear goals and recommend tailored product solutions.
- Built long-term client relationships through consistent follow-ups and personalized service, achieving high retention rates.
- Educated customers on cosmetic products, effectively communicating benefits and usage to enhance client satisfaction.

CERTIFICATIONS

- Smart Serve Ontario Certificate - 2024
- Leadership Diary Training Program, Youth Arise (2021)