# 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.

# EDUCATION

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

* Expected Graduation: September 2027

# 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)