CONTACT



MWELWA NG'ONGA

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Lusaka, Zambia

OBJECTIVE

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level Job Title position. Ready to help team achieve organizational goals. Attentive and focused healthcare professional offering a number of hours of hands-on experience in hospital environments. Successful in quickly building rapport with patients and families. Highly proficient in patient care, assessments, medication administration and health education

PERSONAL DETAILS

Nationality : Zambian Gender : Female

EXPERIENCE

July 2022 - August 202 2 Mtendere clinic

Team leader COVID-19 campaign

Supervised team members to confirm compliance with set procedures and quality requirements.

Monitored team performance and provided constructive feedback to Increase productivity and maintain quality standards.

Built strong relationships with customers through positive attitude and attentive response.

Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.

Managed conflict resolution among team members, fostering a positive and collaborative work environment.

Increased customer satisfaction ratings by closely monitoring service quality standards and addressing any issues promptly.

December 2023 - December University teaching hospital (uth) emergency department

2023 Nursing Student assistant

Administered medications via oral, IV, and Intramuscular injections and monitored responses.

Supported nursing staff by performing routine tasks such as taking vitals, administering medications, and documenting patient information.

Conducted thorough head-to-toe assessments on assigned patients during each shift, identifying any abnormalities that required further attention from healthcare providers

Worked alongside experienced nursing professionals to learn new procedures.

Contributed to a safe and hygienic environment by adhering to strict infection control protocols and maintaining proper sanitation procedures.

Participated in clinical rotations across various departments for well-rounded exposure to diverse nursing practices.

Bathed, changed and fed patients suffering from discomfort, aliments and disabilities to provide extra assistance and care.

Improved patient satisfaction by providing compassionate care and empathetic communication during challenging situations.

Effectively communicated with diverse populations of patients using active listening skills and empathy to build rapport during interactions.

Collaborated with other health care professionals to establish optimal patient care.

April 202 4The University of Lusaka Diploma in Registered Merit SKILLS Vitals monitoring Task Prioritization Patient Assessments Patient Monitoring Infection control standards Medication Administration Privacy and confidentiality Vital signs monitoring LANGUAGES English Nyanja