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12.3. 2024

Zeldan Nordic Language Review Training Center
No. 50 2F, Piao Yan Building, Lower Bonifacio
St, Baguio, 2600 Benguet
FINLAND

Dear Sir/Madam,

RE: APPLICATION FOR CERTIFIED NURSING ASSISTANT POSITIONS IN FINLAND

I would like to express my interest in certified nursing assistant roles in Finland. I am an enthusiastic and diligent patient attendant graduate who possesses strong communication, interpersonal and problem-solving skills, with the ability to effectively collaborate with colleagues and in turn build long-lasting relationships with clients.

My educational background in Medical Laboratory Science provided me with valuable skills and knowledge that have assisted me in carrying out various tasks and responsibilities in the caregiving role. These skills improved my collaboration between doctors and nurses, understanding the diagnosis and prognosis of the client, and the need for necessary care as listed on the care plan. Moreover, having worked in medical insurance field for approximately 4 years, I developed strong customer service skills, enabling me to effectively anticipate and identify client needs, offering subsequent solutions resulting in a satisfactory customer experience. Furthermore, I had the opportunity to spearhead an anti-corruption agenda which cemented my values on integrity and transparency in the work place. Throughout my work experience I have always gone above and beyond to ensure that customers felt valued and respected.

These roles have led me to where I am today, a caregiver by heart. I have completed a 6-month Patient Attendant (HCA) course, to pursue my passion in offering care to vulnerable people both in the hospital and home-care setting. My main objective, is to continue learning, improving my skills around caregiving and applying best practices that ensure my clients feel safe, respected, and have a general sense of wellbeing under my care. For instance, I am currently enrolled in a Finnish language course provided by NLRC to build and improve my communication skills in order to meet the needs of potential Finnish clients. Meeting these objectives provides me with a profound sense of accomplishment and purpose in life.

I humbly request for your consideration for available certified nursing assistant positions that require my expertise. Please find enclosed my resume highlighting my previous work experience and skills. I look forward to your favourable reply.

Kind regards,



Evelyn D.G. Kabetu
Encl - Resume

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OBJECTIVE

A Medical Laboratory Science degree holder with approximately four years' experience in medical insurance and customer service, possess a certificate in Patient Attendant (HCA)/Nursing Assistant (CNA). Client-centered, and resilient in applying innovative ideas to resolve issues and achieve set objectives. Main objective is to assist clients in performing their activities of daily living.

PROFESSIONAL SKILLS

- Ability to prioritize tasks and work under minimal supervision
- Meticulous and highly organized
- Record keeping and documentation
- Proficient in Microsoft Office - Ms. Excel, Ms. Word, Ms. PowerPoint, and meeting applications such as Microsoft Teams and ZOOM.

EDUCATION BACKGROUND

- Certificate Patient Attendant/Certified Nursing Assistant
GOCARE Training Institute, Nairobi
July 2023 – December 2023
- First Aid and CPR Training certificate
- BSc. Medical Laboratory Science
Kenyatta University, Nairobi
September 2008 – July 2013

PROFESSIONAL EXPERIENCE

Jumuia Hospitals Limited-Huruma, Nairobi
Clinical Attachment

18.9. 2023 to 20.11. 2023

- Performed bed baths, and perineal care on bed ridden male and female patients
- Ability to safely change adult briefs regularly on incontinent patients and ensure adequate disposal of soiled briefs
- Ability to regularly turn bed ridden patients every two hours to prevent formation of bed sores
- Ability to perform basic range of motion exercises on bed ridden patients to prevent contractures, and basic massage techniques to promote blood circulation
- Participated in Percutaneous Endoscopic Gastrostomy tube feeding on bed ridden patient under the supervision of a nurse
- Performed and observed regular infectious control protocols such as using appropriate Protective clothing and equipment when dealing with infectious patients, emptying and cleaning used bed pans, changing bed linens, cleaning patient table countertops, carbonizing beds after discharge of a patient, emptying trash cans next to patient beds
- Assisted Maternity ward staff in the preparation of delivery sets for sterilization
- Successfully measured and documented patient vital signs which included blood pressure, pulse rates, Oxygen Saturation levels (SPO2), and temperature
- Successfully measured and documented blood glucose levels including Fasting blood and Random blood sugars for diagnosed diabetic patients.

Achievements

- Obtained a certificate on Infection Control on October 2023 from Jacaranda Health online training

- Successfully inserted indwelling catheters on five expectant mothers during maternity ward rotation, using sterile gloves and catheterization pack and drapes, and sterile lubricant gel

Jubilee Holdings-The Blue Company Project, Nairobi

Secretariat Coordinator

1.3. 2020 to 28.8. 2022

- Promptly responded and resolved member inquiries and complaints with empathy and ensured members were fully informed of regulations and policies of the initiative.
- Regularly held webinars to inform members of the membership requirements around integrity and transparency and encouraged them to establish and adhere to company antibribery and whistleblowing policies
- Performed administrative duties which included maintaining and regularly updating website on new members, clerical work, maintaining member and other office files, and data entry of new members

Achievements

- Successfully onboarded, registered, and certified 150 member companies into the anti-corruption initiative and ensured 100% compliance with membership requirements.
- Coordinated and planned certificate presentation ceremonies for over 20 new companies namely The Standard Group, Karen Hospital, CFAO, and Toyota Kenya

Jubilee Health Insurance Limited Nairobi, Kenya

Provider Partnership Executive

1.9. 2018 to 28.2. 2020

- Ensuring the partnership and relationship between healthcare providers and the insurance company were maintained through regular meetings to address payment delays, resolve declined claims, and negotiate client service prices.
- Ensured client issues and challenges with providers were addressed through regular follow up with respective providers and collaborating with internal teams for prompt resolution such as preauthorization delays, reimbursement, policy benefits and exclusions

Achievements

- Coordinated the installation of the company's new biometric system for all providers in the network, facilitating efficient and accurate customer identification and reducing fraud. Achieved 95% installation across the entire provider network

Jubilee Health Insurance Limited Nairobi, Kenya

Medical Billing Assessor

2.5. 2017 to 1.9. 2018

- Drafted and dispatched contractual agreements to providers and followed up through phone calls for resubmission
- Collated provider documents and captured details into the system

LANGUAGE PROFICIENCY

LEVEL

English

Proficient user

IELTS overall band score 7.5

Kiswahili

Intermediate

Finnish

Beginner

REFEREES - Upon Request