### **1. Case Studies Section**

**##Resume 1 Before Edited:**

May Riley 4567 Main Street, Buffalo, New York 98052 | (716) 555-0100 | m.riley@live.com | www.linkedin.com/in/m.riley

Objective

Caregiver with 1+ years internship and volunteer experience providing compassionate care to elderly individuals and clients with intellectual and developmental disabilities. Possess excellent communication skills, attention to detail, and the ability to work well under pressure. Seeking an entry-level caregiver position to apply my theoretical knowledge and practical skills to enhance the lives of your clients.

Professional Experience

Caregiver InternCareLink, Roswell, GA | January 2023–June 2023

• Assisted caregivers with taking care of daily living needs of 5 clients with intellectual and developmental disabilities

• Planned and coordinated engaging activities on a daily basis to promote independence and increase clients’ self-esteem

• Documented daily care activities, observations, and client progress with 100% accuracy, maintaining clear and concise records

• Administered medications and treatments under nurse’s supervision, ensuring compliance with established protocols

• Collaborated with healthcare professionals, caregivers, and family members, actively participating in care planning meetings

• Nursing Home VolunteerSerenity Gardens, Douglasville, GA | April 2020–December 2021

• Provided compassionate care and emotional support to 15 elderly residents in a nursing home setting

• Assisted with ADLs for residents, including bathing, grooming, feeding, and mobility support

• Engaged residents in social and recreational activities

• Monitored and reported changes in residents’ physical and mental health to nursing staff, ensuring prompt attention to their needs

• Collaborated with volunteers and staff to organize and execute 2 events per month, enhancing residents’ social interaction and community engagement

Education

Bachelor of Science in Nursing 2012- 20016 ABC University, Manila, Philippines American Caregiver AssociationApril 2023 National Caregiver Certification

Additional Skills

• Personal care assistance

• Documentation and record keeping

• Teamwork

• Safety awareness

**##Resume 1 After Edited:**

May Riley

4567 Main Street, Buffalo, New York 98052 | (716) 555-0100 | m.riley@live.com | www.linkedin.com/in/m.riley

**OBJECTIVE**

Compassionate and dedicated Caregiver with a proven track record of providing exceptional care to elderly individuals and clients with intellectual and developmental disabilities. Possesses a solid foundation in healthcare, excellent communication skills, and a commitment to promoting the well being and independence of clients. Eager to contribute theoretical knowledge and practical skills to a rewarding position in the healthcare field.

**SUMMARY OF SKILLS & QUALIFICATIONS**

• Proficient in administering medications and treatments, ensuring strict adherence to protocols. • Expertise in planning and coordinating engaging activities to promote independence and boost self esteem.

• Strong interpersonal skills, fostering positive relationships with clients, healthcare professionals, and family members.

• Detail-oriented with a focus on maintaining accurate and concise documentation of care activities and client progress.

• Skilled in assisting with Activities of Daily Living (ADLs), including bathing, grooming, and mobility support.

• Ability to monitor and promptly report changes in clients' physical and mental health.

• Well-versed in collaborating with healthcare teams, caregivers, and family members in care planning meetings.

• Demonstrated patience and empathy in providing emotional support to both elderly and intellectually disabled individuals.

• Team player with the capability to work collaboratively with diverse groups of volunteers and staff.

• Proactive in organizing and executing events to enhance social interaction and community engagement.

**PROFESSIONAL EXPERIENCE**

**CAREGIVER INTERN JAN – JUNE 2023** *Carelink, Roswell, Ga, United States*

• Assisted caregivers in meeting daily living needs of 5 clients with intellectual and developmental disabilities.

• Planned and executed engaging daily activities to foster independence and boost clients' self esteem.

• Maintained accurate and concise documentation of daily care activities, observations, and client progress.

• Administered medications and treatments under nurse’s supervision, ensuring strict adherence to established protocols.

• Collaborated with healthcare professionals, caregivers, and family members, actively contributing to care planning meetings.

**NURSING HOME WORKER 2020 - 2021** *Serenity Gardens, Douglasville, Ga, United States*

• Provided compassionate care and emotional support to 15 elderly residents in a nursing

home setting.

• Assisted with Activities of Daily Living (ADLs), including bathing, grooming, feeding,

and mobility support.

• Engaged residents in social and recreational activities to enhance their quality of life.

• Monitored and promptly reported changes in residents’ physical and mental health to nursing staff.

• Collaborated with volunteers and staff to organize and execute two events per month, promoting social interaction and community engagement.

**EDUCATION**

**Bachelor of Science in Nursing 2012 - 2016** *Abc University, Manila, Philippines*

**National Caregiver Certification April 2023** *American Caregiver Association, United States*

**PROFESSIONAL DEVELOPMENT**

• National Caregiver Certification, Toronto, 2023

• Advanced Dementia Care Training, Online Course, 2022

• Crisis Intervention and Stress Management Workshop, Local Healthcare Conference, 2021

• Palliative Care Best Practices Seminar, Continuing Education, 2020

• Effective Communication in Healthcare Settings, Workshop Series, 2019

**MEMBERSHIP**

Philippine Nurses Association - Member since 2017

**COMMUNITY INVOLVEMENT (VOLUNTEERING)**

• Local Food Bank Volunteer | 2013-2015

• Red Cross Blood Drive Volunteer | 2014 - Philippines

• Community Health Fair Volunteer | 2015 - Philippines

**##Why is Resume 1 After Edited is better than Resume 1 Before Edited?**

1. Objective:

* The objective is more concise and focused, emphasizing key qualities and commitment to promoting well-being and independence.

2. Summary of Skills & Qualifications:

* Organized into bullet points for easy readability.
* Highlights specific skills and qualities relevant to the healthcare field.

3. Professional Experience:

* Clear headings and a consistent format for each job.
* Specific details about the tasks performed, emphasizing achievements and contributions.

4. Education:

* The education section remains unchanged.

5. Professional Development:

* Added a section to showcase additional certifications and training, demonstrating ongoing professional development.

6. Membership and Community Involvement:

* Included a membership section and details on community involvement to show a well-rounded professional.

7. Page Layout:

* Improved formatting for better visual appeal and readability.

Key Learnings:

* The "After Edited" version provides a more focused and detailed presentation of the candidate's skills and experiences.
* Emphasis on achievements and contributions in the professional experience section.
* Inclusion of additional certifications, professional development, and community involvement to showcase a well-rounded candidate.

**##Resume 2 Before Edited:**

James Anderson

Email: ABC@gmail.com

Phone: 345-456-7887

Address: ABC Street, North York

Objective:

Dedicated and compassionate Personal Support Worker (PSW) with a Bachelor of Science in Nursing, bringing a strong passion for providing high-quality care to individuals. Seeking a challenging posi�on where I can leverage my education, skills, and experience to make a positive impact.

Summary of Skills and Qualifications:

-Patient Care: Proven ability to deliver compassionate and personalized care, ensuring the comfort and well-being of clients.

-Effective Communication: Strong verbal and written communication skills, facilitating clear and open dialogue with clients and healthcare teams.

-Empathy: A deep understanding of the emotional needs of individuals, providing compassionate support to enhance overall quality of life.

-Time Management: Demonstrated proficiency in managing tasks efficiently, ensuring the delivery of timely and effective care.

-Team Collaboration: A collaborative team player, working seamlessly with healthcare professionals to achieve optimal client outcomes.

Education:

Bachelor of Science in Nursing

ZDG University

Experience:

Personal Support Worker | XYZ Home Healthcare, Toronto, ON | 2022-2023

-Assisted clients with activities of daily living, ensuring their comfort and well-being. -Administered medications and maintained accurate documentation of client health status. -Monitored and promptly reported any changes in client conditions to the healthcare team. -Provided emotional support and companionship, enhancing the overall quality of life for clients.

Home Care Assistant | ABC Senior Living Services, North York, ON | 2020-2022 -Supported elderly residents with daily tasks, fostering a safe and comfortable living environment. -Collaborated with healthcare professionals to implement personalized care plans. -Organized and participated in recreational activities to promote social engagement.

Certifications:

-PSW Certificate from [Name of Training Program]

-Geriatric Care Specialist Certificate | ElderCare Institute, Toronto, ON | 2021

-Completed specialized training in geriatric care, focusing on the unique needs and challenges of the elderly population.

Additional Experience:

Healthcare Volunteer | Community Wellness Center, North York, ON | 2019-2020 -Assisted in organizing health awareness events and workshops for the local community.

-Provided administrative support to healthcare professionals, contributing to the efficient operation of the center.

-Collaborated with volunteers to deliver essential health education to community members.

References:

Available upon request.

**##Resume 2 After Edited:**

**JAMES ANDERSON**

Email: ABC@gmail.com Phone: 345-456-7887 Address: ABC Street, North York

**OBJECTIVE:**

Dedicated and compassionate Personal Support Worker (PSW) with a Bachelor of Science in Nursing, bringing a strong passion for providing high-quality care to individuals. Seeking a challenging position where I can leverage my education, skills, and experience to make a positive impact.

**SUMMARY OF SKILLS AND QUALIFICATIONS:**

• **Patient Care:** Proven ability to deliver compassionate and personalized care, ensuring the comfort and well-being of clients. Adept at assessing and addressing the unique healthcare needs of individuals. Continuously strive for excellence in providing holistic patient care.

• **Effective Communication:** Strong verbal and written communication skills, facilitating clear and open dialogue with clients, families, and healthcare teams. Proficient in documenting patient information accurately and maintaining transparent communication channels.

• **Empathy:** A deep understanding of the emotional needs of individuals, providing compassionate support to enhance overall quality of life. Known for creating a supportive and comforting environment for clients, fostering trust and rapport.

• **Clinical Knowledge**: Well-versed in nursing principles and practices, with a comprehensive understanding of medical conditions, treatment modalities, and healthcare protocols. Stay abreast of the latest advancements in the healthcare field to ensure the application of evidence-based care.

• **-Time Management:** Demonstrated proficiency in managing tasks efficiently, ensuring the delivery of timely and effective care. Capable of prioritizing responsibilities and optimizing workflow to provide high-quality services within established timelines.

• **Team Collaboration:** A collaborative team player, working seamlessly with healthcare professionals to achieve optimal client outcomes. Skilled in fostering a positive and cooperative work environment, valuing the input and expertise of colleagues.

• **Adaptability:** Flexible and adaptable in dynamic healthcare settings, adjusting seamlessly to changing circumstances and emerging priorities. Capable of making informed decisions under pressure, ensuring the continuity of patient care.

• **Cultural Competence:** Culturally sensitive and respectful, with experience working in diverse communities. Able to navigate and address the unique healthcare needs of individuals from various backgrounds. Committed to providing inclusive and culturally competent care.

• **Critical Thinking:** Strong analytical and critical thinking skills, allowing for effective problem-solving and decision-making in fast-paced healthcare environments. Evaluate situations judiciously to provide optimal care and contribute to continuous quality improvement initiatives.

• **Leadership:** Proactive and resourceful, with the ability to take the initiative in leadership roles. Experienced in guiding and mentoring junior healthcare staff, fostering a positive learning environment.

**EDUCATION:**

Bachelor of Science in Nursing 2018-2022 *ZDG University, Philippines*

**PROFESSIONAL EXPERIENCE:**

**Personal Support Worker** | XYZ Home Healthcare, Toronto, ON | 2022-2023

-Assisted clients with activities of daily living, such as bathing, dressing, and meal preparation, ensuring their comfort and well-being.

-Administered medications and maintained accurate documentation of client health status. -Monitored vital signs and promptly reported any changes in client conditions to the healthcare team.

-Coordinated with multidisciplinary teams to develop and implement comprehensive care plans. -Provided emotional support and companionship, enhancing the overall quality of life for clients.

**Home Care Assistant** | ABC Senior Living Services, North York, ON | 2020-2022 -Assisted elderly residents with various daily tasks, including mobility support and household chores, fostering a safe and comfortable living environment.

-Collaborated with healthcare professionals to assess and address residents' evolving needs, contributing to personalized care plans.

-Organized and facilitated recreational activities to promote social engagement and mental stimulation.

-Maintained a detailed log of resident activities, ensuring accurate records for healthcare assessments.

-Participated in regular training sessions to stay updated on caregiving best practices and safety protocols.

**PROFESSIONAL DEVELOPMENT:**

-PSW Certificate | ABC Institution of CARE, Toronto, ON | 2021

Acquired fundamental skills and knowledge in providing quality Personal Support Worker services.

-Geriatric Care Specialist Certificate | ElderCare Institute, Toronto, ON | 2021 Completed specialized training in geriatric care, focusing on the unique needs and challenges of the elderly population.

-Additional Training | Toronto, ON | 2021

Participated in workshops and courses to further enhance expertise in geriatric care and stay updated on industry best practices.

**COMMUNITY INVOLVEMENT:**

-Healthcare Volunteer | Community Wellness Center, North York, ON | 2019-2020 -Assisted in organizing health awareness events and workshops for the local community. -Provided administrative support to healthcare professionals, contributing to the efficient operation of the center.

-Collaborated with volunteers to deliver essential health education to community members.

**##Why is Resume 2 After Edited better than Resume 2 Before Edited?**

Objective:

* The objective has been kept concise and focused, emphasizing the desire for a challenging position where skills and experience can make a positive impact.

Summary of Skills and Qualifications:

* Each skill is now presented as a bullet point, making it more visually appealing and easier to read.
* The skills are more specific and highlight not only what the candidate can do but also how well they can do it.
* Additional skills like cultural competence, critical thinking, and leadership have been included to provide a more comprehensive overview.

Education:

* The education section now includes the specific years of attendance, providing a clearer timeframe for the degree.

Professional Experience:

* Bullet points have been added to describe specific tasks and achievements in each role.
* The language is more action-oriented and results-focused, showcasing the impact the candidate had in their previous positions.
* The location of the university is now mentioned, adding clarity to the educational background.

Professional Development:

* The certifications and additional training are presented in a more organized manner, including the institution names and locations.
* A brief description of each certificate's purpose and focus is added, giving more context to the qualifications.

Community Involvement:

* The community involvement section remains largely unchanged but is presented in a cleaner and more organized format.

Overall, the edited version enhances clarity, specificity, and visual appeal. The language used is more dynamic, and the resume provides a more detailed and compelling picture of the candidate's qualifications and experiences.