OBJECTIVE

Obtain full-time permanent employment in an entry level position with the opportunity for growth within the company. Apply my transferable skills from various industries to further enhance my knowledge, experience and contribute to the company’s current and future success.

QUALIFICATIONS HIGHLIGHTED

Experience and education have provided excellent working knowledge in the following key areas:

* Excellent customer service and people skills
* Ability to empathize with and prioritize customer needs
* Excellent communications skills both written and verbal
* Able to multi-task and prioritize workload in a fast pace environment
* Organized, accurate and detail oriented
* Excellent computer skills: MS Word, Excel, Outlook
* Leadership skills – coached the basketball team in elementary school
* Works successfully in a team environment as well as independently
* CPR Certified (HCP)
* Demonstrated interpersonal skills with a diverse customer base
* Excellent conflict resolution, problem solving, negotiation and de-escalation skills

EMPLOYMENT HISTORY

**Personal Support Worker** – Part Time Sep 2013 – Current

St. Joseph’s Health Centre, Guelph, Ontario

* Provide general care and support to patients related to personal hygiene, meals, toileting
* Ensure safety of patients and assist nursing staff by answering to call bells
* Apply knowledge of proper body mechanics when assisting patient with mobility impairments
* Experience in Long-Term Care and Complex Continuing Care with dementia and Alzheimer's clients

**Sales Associate** – Part Time Sep 2012 – Oct 2013

George Richards, Cambridge, Ontario

* Responded, handled and resolved customer complaints promptly
* Used excellent selling techniques to suggest additional purchases and upsell to customers

**Sale Associate** – Full TimeAug 2011 – Sep 2012

The Bay, Cambridge, Ontario

* Provided excellent customer service by identifying customers’ needs and ensuring the customers’ purchase the right product for the right price
* Resolved customer complaints promptly

EMPLOYMENT HISTORY continued

**Food Handler** - Full Time Jan 2011 – May 2011

Gourmet Foods, Cambridge, Ontario

* Prepared food items for customers and ensured a clean work area
* Monitored supplies and inventory, received and stocked items

**Cashier** – Part Time Aug 2009 – May 2011

Food Basics, Cambridge, Ontario

* Answered customer and register calls promptly and provided excellent customer service to ensure customers needs are met
* Operated cash register and maintained stock levels

**Computer Hardware Maintenance** – Part TimeJul 2008 – Dec 2008

VIG Computers, Cambridge, Ontario

* Provided customer service by troubleshooting computer hardware and provided solutions

**Industrial Maintenance** – Part Time Jun 2007 – Jul 2008

Toyota Manufacturing (Robinson Solutions), Cambridge, Ontario

* Maintained equipment and ensured safe and clean workspace

LEADERSHIP AND VOLUNTEER EXPERIENCE

* Job placements: The Village of Winston Park on the Dementia floor, Hilltop Manor and Sunnyside Alzheimer’s day program
* Coached Elementary Basketball Team

EDUCATION

**Software Engineering Technician Diploma Program –** EnrolledSep 2021 – Current

Centennial College, Scarborough, Ontario

**Personal Support Worker Certificate** Jan 2013 – Aug 2013

Conestoga College, Kitchener, Ontario

**Materials and Operations Management Program** **–** Completed 1.5 years Sep 2009 – Jan 2011

Conestoga College, Kitchener, Ontario

**Ontario Secondary School Diploma** Sep 2004 – Jun 2008

St. Benedict High School, Cambridge, Ontario