**HARMAN**

**#408 4611 20 ave**

**Edmonton, Alberta, T6L5W7**

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**Profile**: A well mannered, conscientious and dynamic person with experience in related community service environment. Welcoming and intelligent worker with proven history of accuracy, efficiency and punctuality. Invested Community Support Worker driven to form trusting relationships with clients and advocate for their best interests.

Currently looking for a new and challenging graduate opportunity within the community development field. One which will best utilize existing skills and experience while enabling further personal and professional development.

**Skills summary:**

* An interest in helping other people, regardless of their condition
* The ability to communicate clearly and sensitively when talking to people and their families.
* Great problem-solving skills and the ability to adapt and act accordingly to situations.
* Good time management skills to be able to support the needs of multiple people.
* The ability to keep up with changing standards and codes of conduct in the social care sector.
* The ability to work both alone and as part of a team.
* A high level of patience and emotional resilience.
* Being empathetic towards everyone.
* The ability to make good, positive relationships with people and their families.
* The ability to communicate with other healthcare professionals.
* Great verbal and written communication skills.
* A non-judgemental attitude regardless of a person’s needs.
* The ability to remain calm under pressure and when dealing with challenging situations.

**Education**

* Grade 12, certificate (Jan 2018- Dec 2018)

Dips college, India, Punjab

* Community support worker program (Jan 2019 – Dec2019)

Norquest College, Edmonton, Alberta

* Administrative Professional (Jan 2020-Aug 2020)

Norquest College, Edmonton, Alberta

**Employment History**

* **Sobeys, Ellerslie Road, Edmonton, Alberta**

As cashier(Customer service)

**Main Responsibilities**

* Helped customers find specific products, answered questions and offered advice.
* Assisted with purchases, locating items and signing up for rewards programs.
* Processed returned items in accordance with store policy.
* Wrapped items and bagged purchases properly to prevent merchandise breakage.
* **Independent counselling Enterprises**

As Community Support worker

**Main Responsibilities:**

* Assisting the clients who has developmental disabilities
* Helping the clients to access community facilities and be included in a community group
* Responding to challenging behavior: crisis intervention
* Adapting the communication to each client, e.g. Sounds, tones, body language.
* Evaluating clients, preparing intake reports and admitting clients to appropriate community programs and services
* Developing therapeutic and recreational programming
* Preventing the heath of clients from deteriorating
* Analysing an individual’s needs and drawing up a focused support plan
* Supporting and monitoring their health care needs
* Working with other professionals to ensure consistency of support
* Providing emotional **support** for an individual and their families.
* Supporting clients to pursue hobbies and interests
* Becoming both a role model and companion to the individual and uncovering shared interests such as hobbies and outings
* **Entrust Disability services (Community Support Worker)**

**Main Responsibilities**

* Assist with arrangements for individuals to achieve full potential in employment, community, social and residential environments.
* Housekeeping and Meal preparation for the clients
* Responsible for ensuring that personal care is provided in a dignified and private manner.
* Arrange for medical appointments when needed.
* Model workplace health and safety and ensure all requirements are being met.

**Volunteer Experience**

Edmonton Food Bank

* Did segregation and sorting of food products
* Checked the expiry dates of the food products
* Inspected materials and sorted items into piles or in containers according to type, size, condition, coloring or grade.
* Transported picked products to packing area and verified proper packaging, sealing and labeling.

Punjabi cultural Association of Alberta

* Worked as a tutor for the children of grade 6
* Motivated them to learn their language
* Taught them the traditional folk dance
* Participated in professional development opportunities to expand knowledge and skill set.
* Engaged students and made lessons entertaining to hold interest and encourage learning.
* Answered email message and telephone calls to provide quick assistance.

R2S Sport and health agency

* Volunteered as a caretaker of the marginalized group of children
* Organized different games for them to play
* Got to know more regarding their culture and belief

Strathcona 55+ center

* Attend the phone calls
* Worked with seniors
* Helped the seniors to prevent their isolation
* Organize different events for them
* Helped the supervisor in maintaining the records of seniors
* Assist clients in adhering to treatment plans, such as setting up appointments, arranging for transportation to appointments, or providing support
* Monitor, evaluate, and record client progress with respect to treatment goals
* Communicated with individuals of all ethnic and cultural backgrounds on a daily basis
* Assisted clients in crisis

References

* Jojo Antony, Outreach Coordinator

Strathcona Place Society

Ph: (587) 712-1215

* Rhonda, Supervisor

Sobeys, Ellerslie Road

Ph: (780) 999- 6441

* Harinder Kaur, Non-Residential Team coordinator

Independent Counselling Enterprises

Ph: 780-453-9832