

# GLADYS MADUAKO

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## EDUCATION

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### Bachelor's degree - Legal Studies

2016

Abia State University

CGPA: 3.7/4.0

Graduated with Honors

### Completion of Grade 12

2008

Word of Faith College

## WORK EXPERIENCE

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### Community Support Worker

#### Quest Support Services, Lethbridge

January 2020 – July 2023

- Provided assistance to individuals in achieving their personalized goals.
- Administered medications under supervision.
- Supported individuals in their daily activities of living.
- Promoted teamwork by sharing knowledge and experience to enhance the care of residents/clients.
- Adhered to all behavior and safety protocols in accordance with established guidelines.
- Completed daily documentation, including logs, communication books, and MAR sheets.
- Maintained consistent communication with clients to improve care and enhance their quality of life.

### Community Disability Worker –

#### Edmonton Integrated Services, Edmonton

June 2019– January 2020

- Ensured accurate and timely completion of daily documentation tasks, including maintaining logs, communication books, MAR sheets, and other vital records, improving organizational efficiency and facilitating seamless information sharing.
- Supported individuals in achieving their personalized goals, promoting their growth, independence, and overall well-being.
- Safely administered medications, ensuring proper dosage and adherence to protocols, contributing to the effective management of residents' health and medical needs.
- Proactively fostered team synergy by promoting collaboration, open communication, and mutual support, resulting in enhanced coordination of care and improved resident/client outcomes.
- Facilitated access to community resources for individuals, enabling them to leverage external support systems and services, thereby expanding their opportunities and enriching their lives.
- Provided dedicated support to individuals in maintaining their home or community access environment, promoting their comfort, safety, and ability to actively participate in community life.

### Customer Experience Associate -

#### BMO, Edmonton, AB

January 2019 – June 2019

- Connect personally with customers to advise them appropriately and clearly on banking solutions and processes.
- Determine customers' needs and recommend solutions specific to those needs while preserving confidentiality.
- Process financial transactions as per standardized operating procedures, industry regulations and BMO's Code of Conduct.
- Respond and resolve customers' concerns using standard procedures and escalating non-standard activities, as necessary.
- Achieve assigned goals and business objectives by promoting banking solutions and completing business processes in a timely and accurate manner.

## ADDITIONAL INFORMATION

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- Languages: English(first language proficiency), Igbo(native), French(basic)
- Nonviolent Crisis Intervention (NCI) training
- Standard First Aid with CPR Certificate Level C – Red Cross
- Clear Police Information Check and Vulnerable Sector Check