Dear Madam/Sir,

RE**:Frontline support worker**

 I believe that working with Niginan housing ventures as a Frontline support worker will contribute to a more interactive utilization of my strength-based approach, problem-solving, record-keeping and empathetic and non-judgemental relational skills. I am a quick learner and love helping people .

With over 2 years experience working , I have the desire and willingness to support those struggling with addiction, family violence , trauma, disabilities, and complicated health issues. I have the ability to carry out repetitive tasks, work in a fast-paced environment, ensuring the privacy of clients is maintained while dealing with sensitive data appropriately. I am able to work with initiation, diligence, self-motivation and independence.

I possess good interpersonal, verbal, written communication and conflict management skills. I have a positive and passionate personality, and the ability to communicate well with others. I have working knowledge of computers, especially Windows-based software. I am a professional with a well-groomed appearance and the ability to represent the values of the organization to our clients and teammates. I am prompt and fluent in the English language, both oral and written.

I am confident that I possess the professional work experience to stay calm and be effective during challenging situations, and have the ability to adapt in a changing workplace. I also possess a problem solving attitude in promoting and advocating for clients in conflict with the law, addictions or facing homelessness through organizational services like extensive community programs, relationship management, and networking.

I will ensure to provide a safe, secure and clean environment for the individuals served, perform administrative duties in accordance with the operation and policies of the organization. I have a strong desire to make a positive difference in people’s lives and I can interact with all diversities of people with a lot of patience and self-awareness.

I wish to thank you in advance, and look forward to hearing from you soon.

Thank you

Yours sincerely;

Shafic

 **SHAFIC KASIITA**

**8311 130 AVE NW, Edmonton, T5E OR3 | Cell : 1 825 967 6999 |Email:**

**Skasiita360@gmail.com**

**OBJECTIVE**: I am dependable, reliable and conscientious, work well as a member of a team or individually; organized, able to establish priorities and meet deadlines, eager to learn and broaden my skills.

**PERFORMANCE SUMMARY**: Compassionate and tolerant home Care aide with 5 years’ experience of providing Personal Care to clients.With over 10 years in the housekeeping industry, I am an energetic individual with expertise in housekeeping duties, and work effectively without supervision

**Experience**

* Mobile Expert (Wireless Sales Associate) No 2022 - 2023
* The Mobile Shop (Second Dimension International)
* Offering expert mobile services on behalf of all Telecommunications providers; i.e.
* Virgin, Telus, Koodo, Rogers, Fido, PC Mobile, Shaw and Freedom.
* Customer Service:
* - Assist with any customer inquiries after their purchase and resolve any customer
* Complaints

**MYRA CAR DETAILING SERVICES 2022 to 2023**

Training and Supervising New staff

Flexibility to changing environment

Respect and value teamwork

Great interpersonal skills

Supervisory skills

**Cashier/ Guest Service Attendant [GSA] Feb 2022 to 2023 7 ELEVEN**

* As a frontline worker and employee of the year 2022, I have achieved multiple skills;
* Assist facility with building issues such as care of common areas and daily care of our working and living space, Perform light janitorial duties daily.
* Communicate with and encourage resident involvement in the building including attending scheduled meetings.
* Operate steam cleaning equipment and floor care machines
* Form supportive relationships with clients and service providers and encourage clients to make healthy choices as well as our updating anti-theft intervention.
* Ensured to maintain respect. Performed rotational deep cleaning as needed throughout the property.
* Performed rotational deep cleanings as needed throughout the property.

**Support Worker : People in need association Uganda( organization that supports women and men living with disabilities, family violence , hiv and aids)** part time **2017\_-2019**

organizing donation campaigns.

Handle multiple tasks simultaneously

Ensure privacy and confidentiality of clients.

* + Set tables and trays, served meals, fed people who need help, prepared light meals
	+ Administered oral/ food pipe based scheduled medication administration on time, in the correct amounts as per the given chart.
	+ Assisted with common hygiene, helped with bed baths and showers, and in all areas of physical health and daily needs.
	+ Documented activities / observations in the log / communication book for other staff and management.

 **Education &Training**

**First Aid /CPR Certificate,** Edmonton, AB 2022

Clear criminal record

 **Referees:**

Menya Bakali, Logistics & Transport Supervisor, +1 587-712-2444

Isaac lamas kaddu + 1 587-594-5144