

# **Angelica Obinabo**

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## **EDUCATION**

### **Haven College Ontario (2020-2021)**

Certificate Obtained: High School Diploma

### **University of Alberta (2021-present)**

Faculty of Arts

Psychology Major

**Certificates Obtained:** High School Diploma, CPR/AED, BLS & Pro-Serve.

## **HIGHLIGHTS OF QUALIFICATIONS**

- Very driven to achieve long and short-term goals.
- Time Management.
- Fast learner, and enthusiastic to learn new skills.
- Strong critical thinking and an active listener.
- Customer services
- Conflict resolution
- Leadership
- Management.

## **WORK EXPERIENCE**

### **Kelina Hospital Abuja, Nigeria (Internship)**

March 2017- August 2017

- Provided support within the pediatric section, gaining valuable experience in a medical setting.
- Maintained a high standard of cleanliness and prepared examination rooms for medical procedures.
- Assumed a leadership role by guiding patients to their designated examination rooms, ensuring a smooth and organized process.

### **Chrispy african cuisine (Server)**

January 2022 - August 2022

- Extending a warm and courteous welcome to patrons upon arrival.
- Managing and facilitating sales transactions with attentiveness and professionalism.
- Assisting customers by providing detailed information about the menu and daily specials.
- Concluding the dining experience by presenting guests with their bills and seamlessly processing payments.

### **VOLUNTEER EXPERIENCE**

#### **Camrose library Volunteer (Snacks in the stacks)**

September 2022 - December 2022

- Engaging in interactive games with children to enhance their experience.
- Incentivizing positive behavior by rewarding them with snacks.
- Providing attentive and nurturing care to ensure a safe and enjoyable environment for kids.

### **World diversity in leadership conference (Customer service representative)**

June 20th - June 23rd, 2023

- Facilitated streamlined event management by distributing identification tags to participants.
- Provided comprehensive and relevant information, offering valuable assistance to participants.
- Ensured participant satisfaction by addressing and promptly resolving any concerns or complaints with courtesy and efficiency.

### **Arise WFH (Customer Service Representative)**

September 2023 - January 2024

- Played a crucial role in maintaining customer satisfaction by providing solutions to their problems.
- Responded promptly to non-tech-savvy customers with inquiries regarding our services.
- Acquired comprehensive knowledge of the company's products or services to efficiently support customers.