

Christina Perandos

Edmonton, AB | 780-978-0603 | ynajperandos@gmail.com

SKILLS

- Able to promote inclusiveness, respect and understanding diverse cultural subtleties.
- Communicated effectively with diverse clients, including immigrants and refugees.
- Customising services to individual preferences to ensure they feel valued and understood.
- Exceptional customer services skills, with a commitment to providing high-quality support.
- Six years of costumer service focused experience.

Languages: English, Bisaya and Tagalog

Technical Skills: Microsoft Office (Word, Excel, PowerPoint, Outlook), Google Workspace (Docs, Sheets, Slides, Gmail)

EDUCATION

Diploma, Settlement Studies

NorQuest College - Edmonton, AB

PROFESIONAL EXPERIENCE

CLB 1 Teacher - September 2023 to March 2024

New Hope Resettlement – Edmonton, AB

- Encouraged open communication and idea-sharing among students from diverse backgrounds.
- Followed engaging lesson plans and materials for listening, speaking, reading, and writing skills.
- Incorporated current Canadian multicultural events to enhance cultural context understanding.
- Regularly evaluate students' progress and offer constructive feedback to support their development.

Practicum Student – September 2023 to December 2023

New Hope Resettlement – Edmonton, AB

- Assisted newcomer clients in creating resumes and cover letters.
- Identified and sourced resources for clients.
- Utilized active listening skills to empathetically address client concerns and provide personalized support.

Housekeeping – May 2023 to September 2023

Staybridge Hotel – Edmonton, AB

- Cleaning 6-7 rooms per day.
- Changing bed linens, making beds, and adhering to safety protocols.
- Communicating with supervisors and co-workers to ensure tasks are completed efficiently.

Practicum Student – September 2022 to December 2022

ASSIST Community Service Centre – Edmonton, AB

- Learned to use Icare and Istedy for client information and progress tracking.
- Managed intake procedures and performed administrative tasks.
- Provided childcare assistance for parents attending English classes.
- Observed English classes to assist students.
- Shadowed one-on-one client appointments to gain practical experience in delivering client services.

Dietary Aide – August 2021 to December 2022

St. Thomas Health Centre – Edmonton, AB

- Assisted in making healthy meals and snacks for residents, following their dietary needs.
- Tracked food and supplies usage for inventory and cost control.
- Performed additional tasks such as COVID intake and followed safety protocols.

Food Counter Attendant – June 2018 to July 2021

Tim Hortons – Grande Prairie, AB

- Provided personalized customer service, including upselling products.
- Recorded and shared customer feedback with management improve service quality.
- Resolved complaints promptly and courteously, ensuring high customer satisfaction.
- Sanitised food preparation areas and equipment to avoid cross contamination.
- Trained new team members making drinks/food, handling the cash register, and cleaning protocols.

VOLUNTEER EXPERIENCE

Grande Prairie Centre for Newcomers – Grande Prairie, AB

Spring 2018: 32 hours.

Summer 2019: 115 hours.

ADDITIONAL TRAINING

Standard First Aid CPR/AED Level C

References Available Upon Request.