Alberta HCA Directory #: 6192

106-525 Griesbach Parade

Edmonton

AB, T5E 0A9

7809830568

eroyereudd@gmail.com

OBJECTIVE: To obtain a **Health Care Aide** position

As a bilingual candidate (French/English), I'm seeking a position where I can apply my Customer Service Representative Experience with the idea to help people in need and improve my skills.

QUALIFICATIONS

* Alberta Health Care Aide Certificate, enrolled in the Alberta Health Care Aide Directory
* Excellent interpersonal and effective communication with proven ability to develop trust, personal rapport and strong working relations with clients, colleagues and supervisors.
* Experience in conflict resolution and mediation.
* Always punctual and willing to do whatever it is required to complete assigned

 tasks

* Dedicated team player, also happy to work independently.
* Good computer skills, Microsoft Word, Windows and internet research.
* Ability to interact with diverse clients and deliver service in multicultural environment.

EDUCATION

* Completed a course of study in Nursing Assistant**,** Nightingale Academy

 (Upgraded to Alberta Curriculum) March 2017

* Completed the course “**It’s Your Move**” Nightingale Academy Nov 2016
* Canadian Center for Activity and Aging: Completed 4 hours inHome Support Exercise Program workshop **(HSEP)** April 2015
* Alberta Construction Safety Association**:** Principle of health & Safety Management; Alberta OHS Legislation Course and WHMIS May 2015 (refreshed every year at shepherd’s Care)
* Certificate of completion of body mechanics: June 2015 Robertson College (refreshed every year at shepherd’s Care)
* Plaza 124, Edmonton, AB: Supportive Pathways training
* Excel Academy: Medication Administration training for Para Professionals (refreshed every year at shepherd’s Care)

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EXPERIENCE

Customer Service:

* Greeted customers and aided based on their needs.
* Represented the company in a professional manner.
* Dealt with complaints in a timely manner all the while exhibiting patience and

understanding.

* Handled customer concerns and questions professionally and efficiently.

Home Health aide/ Nurse's Aide

* Provide care for elderly residents and assist them in their Activity of daily living by bathing, grooming, feeding, and dressing them as required.
* Transfer residents to wheelchair or bed as assigned.
* Assisted with medication as required.

**WORK EXPERIENCE**

SHEPHERD'S CARE VANGUARD Edmonton, AB

January 2012 to present

Health Care Aide

JASPER PLACE CONTINUING CARE CENTRE Edmonton, AB

September 2009-2011

Health care aide

ARTSPACE HOUSING CO-OPERATIVE Edmonton, AB

December 2009-April 2012

Health Care aide

VENTA CARE CENTRE NURSING HOME Edmonton, AB

March 2009-April 2011

Health Care Aide

* Provide care for residents as required.
* Assist residents in their Activity of Daily Living.
* Transfer Residents with or without mechanical lifts as needed.
* Feed, bathe, dress, groom residents as assigned

References Available Upon Request