

MELBY AUGUSTINE

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Edmonton, Alberta T6J 2P2

OBJECTIVE: Seeking a challenging position that utilizes my diverse skills and experience in customer service and healthcare, contributing positively to team success and enhancing customer satisfaction.

SKILLS

- Strong ability to address customer needs and provide solutions.
- Proficient in tracking inventory levels, placing orders, and organizing stock.
- Experienced in onboarding and mentoring new staff to ensure quality service.
- Knowledgeable in patient care practices, medical terminology, and hospital protocols.
- Compassionate and Empathetic
- Able to work with independently and also as part of a team
- Effective verbal and written communication with clients, colleagues, and medical professionals.
- Familiar with MS Office Suite, POS systems, and electronic medical records.
- Quick to identify issues and implement effective solutions.

WORK HISTORY

Sales Clerk, Moolans Family Mart, Angamali, India

Feb 2019 – Jan 2024

- Greeted customers, answered questions, and processed sales transactions efficiently.
- Assisted customers in locating merchandise and provided tailored recommendations based on their needs.
- Managed inventory by conducting regular stock counts and ensuring shelves were well-stocked and organized.
- Trained and mentored new employees, focusing on customer service skills and sales techniques.
- Handled customer complaints and feedback to improve service quality and customer satisfaction.
- Implemented promotional displays to boost sales and attract customer attention.

Assistant Nurse, Don Bosco Hospital, India

Nov 2017 – Dec 2019

- Provided direct patient care, including assisting with daily activities, monitoring vital signs, and documenting patient progress.
- Assisted healthcare professionals with medical procedures, ensuring patient comfort and safety.
- Maintained accurate patient records and assisted with administrative tasks, including scheduling appointments and managing files.
- Educated patients and their families on post-treatment care and medication management.
- Collaborated with a multidisciplinary team to create and implement patient care plans.
- Ensured compliance with health and safety regulations in all nursing practices.

EDUCATION

Bachelor in Commerce, MG University, India

2009

Diploma in Computer Education, Aptech Computer Education, India

2006