**Bishal Parajuli**

**Edmonton, AB**

**bishalparajuli24@gmail.com, (587) 429-8298**

**Skills and Qualifications**

* Ability to assist with providing information, support and feedback to new individuals and adaptable to new and changing situations
* Excels in challenging and fast paced environments while remaining focused and professional
* Proficient with various computer programs and software, able to learn new technologies promptly
* Enthusiastic team player, effective collaborator with multidisciplinary groups and external partners
* Accurate, detailed and discreet handling client records and documentation meeting FOIP guidelines
* Ability to Implement individual service plans designed to support and assist adults, youth and children with individual development and behaviour management and personal care
* Ability to Understand of community issues and opportunities, assisting and supporting the individual with general access to and participation in the community
* Ability to Communicate in a professional, timely, accurate and respectful manner with individuals, families, guardians, staff and community representatives
* Possess a class 5 drivers’ license with a clean driving abstract, owns reliable vehicle from more than 10 years

**Education And Training**

**Trauma Informed Care Certificate**

*Alberta Health Services*, Edmonton, AB Oct 2024

**Gender Bias Training**

*Government of Canada*, Edmonton, AB Oct 2024

**FOIP Certification**

*Government of Alberta*, Edmonton, AB Oct 2024

**1 year Diploma in Bookkeeping**

*Centennial College,* Toronto, ON Aug 2020

**Diploma in Community Support Work**

Council for Technical Education and Vocational Training

*Kathmandu, Nepal* Aug 2014

**Work Experience**

**Customer Service Associate**

Oak Creek Golf and Turf LP

Sep 2020- Present

* Completed transactions accurately and efficiently
* Contribute to team effort by accomplishing related results as needed
* Manage large amounts of incoming calls
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Processed customer transactions and handles cash and inventory con
* Provide accurate, valid and complete information by using the right methods/tools
* Handle complaints, provide appropriate solutions and alternatives within the time
resolution
* Maintained stock levels of front-end paper, supplies, register rolls, shopping bags
* Reconciled vouchers, accounting for all cash, checks and other forms of payment
* Responded and resolved customer’s requests and concerns

**Disabled Care Nepal (DCN)- Disability Support Coordinator**

Kathmandu, Nepal

June 2018 to March 2020

* Assisted clients with activities of daily living such as eating, dressing, and grooming
* Provided emotional support to individuals with physical or mental disabilities
* Administered medication according to doctor's orders and monitored side effects
* Transported clients to appointments, social events, and other activities as needed
* Coordinated patient care plans with doctors and registered nurses and communicated

 treatment steps to patients

* Communicated regularly with families of disabled individuals regarding care plans and

 updates

**Health Home Care Nepal- Elderly Caregiver**

Kathmandu, Nepal

May 2017 to April 2018

* Assisted with activities of daily living such as bathing, dressing, grooming, toileting and
* eating
* Provided companionship and emotional support to elderly clients
* Engaged clients by conversing and participating in activities and hobbies
* Administered medications according to physician instructions
* Transported clients to doctor appointments or other necessary outings
* Organized recreational activities to promote physical and mental well-being of the elderly
* Coordinated doctor appointments, exercise, recreation, and family visits to maintain
* schedule

**References**

Available upon request