**PROFESSIONAL SUMMARY**

Empathetic and reliable Support Worker with over 10 years of experience in administrative and direct care roles, and recent training in community and mental health support. Strong background in supporting children with autism spectrum disorders and mental health needs. Skilled in behavior management, structured routine development, and trauma-informed communication. Fully certified in First Aid, NVCI (in progress), and committed to creating a safe, supportive environment for children and families.

**EDUCATION & CERTIFICATIONS**

**Community Support Worker Certificate**

*NorQuest College* | *Sept 2024 – Apr 2025*

Certifications included:

* + **CPR Level C & AED**
	+ **Crisis Intervention & Trauma-Informed Practice**
	+ **Suicide Prevention & Naloxone Administration**

**CMHA-ER Peer Support Worker Fundamentals *(In Progress)***

*Canadian Mental Health Association* – Edmonton Region

**Administrative Assistant Diploma**

*College of the North Atlantic* | *Sept 2000 – May 2002*

**High School Diploma**

*Completed* |

**FIELD & RELATED EXPERIENCE**

**Community Support Worker – Practicum**
*Petmier Care Inc., Edmonton, AB* | *Jan 2025 – Apr 2025*

* Provided emotional and behavioural support to youth in a group care setting
* Supported life skills development including hygiene, meal prep, and social routines
* Reinforced safety, consistency, and trauma-informed care strategies
* Completed detailed daily logs and collaborated with team leads

**Concierge**
*First Service Residential Edmonton, AB* | *June 2020 – May 2021*

* Acted as first point of contact for tenant concerns and building access
* Coordinated visitor access, service requests, and community information sharing

**Security Guard – Mental Health & Emergency Response**

*Paladin Security* | *Mar 2016 – May 2021*

* Responded to emotional crises and behavioural escalations with de-escalation techniques
* Provided care-centered presence in public-facing and medical environments

**Sales & Purchasing Administrator**
*Harlund Industries, Edmonton, AB* | *Oct 2023 – May 2024*

* Maintained communication logs, vendor scheduling, and inventory control
* Facilitated internal operations while balancing client needs and timelines

**VOLUNTEER EXPERIENCE**

**Support Worker** – *Catholic Social Services: Welcome Home Program* | *2024 – Present*

* Supported recently housed individuals in community integration and life skills

**Volunteer** – *CASA Mental Health Fundraisers & Events* | *2024 – Present*

**Front Desk Associate** – *Mill Woods Seniors Centre* | *Jan 2025 – Present*

* Registered members for programs and shared information on community resources