**KELLY ADAMS**825 Ontario Road  
Welland, ON L3B 5V6Phone: (905) 788-3751Email: reception@employment-solutions.org

**PROFESSIONAL PROFILE**

* Highly motivated, multi-skilled professional with excellent communication skills, interpersonal skills and organizational skills
* Several years of hands-on experience in providing assistance to children and elderly with personal, nutritional, and recreational needs
* Comprehensive knowledge of implementing personal support plans focusing on the individual’s comfort, needs, and interests
* Excellent ability to detect problems and report information to appropriate personnel
* Compassionate, caring and respectful with active community involvement
* Creative, considerate and sincere with excellent customer service skills, leadership and managerial skills
* Outstanding performance award in Youth Work from Family and Children’s Services
* Demonstrated ability to maintain professional composure in stressful situations and problem solve effectively

**PERSONAL SUPPORT WORKER SKILLS**

* Provided personal care to residents such as bathing, assisted with personal hygiene, grooming, toileting, and skin care
* Served meals and provided assistance feeding residents
* Prepared residents for medical appointments, social activities, and laboratory procedures
* Reported information on resident health changes, cognitive or behavior changes in the residents to RN
* Reported all complaints or requests made by residents or family members to RN
* Performed tasks according to the policies and procedures in the In-Home Services, Personal Support Worker, and Home Support Worker Manuals

**COMMUNICATION/LEADERSHIP SKILLS**

* Actively engaged clubhouse members in clerical and café responsibilities
* Counselled individuals of various ages in areas of basic life skills, social skills and self-esteem development
* Taught life skills and encouraged group participation in activities of daily living
* Provided support, encouragement and guidance to children in need, persons with disabilities, the elderly and persons in palliative care
* Facilitated group discussions for youth aged 12-18 regarding personal issues of importance to them such as goal setting, self-esteem and problem solving
* Organized and coordinated special events and activities

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**ADMINISTRATIVE SKILLS/CUSTOMER SERVICE SKILLS**

* Answered incoming calls, directed calls appropriately and took accurate messages
* Input daily and monthly statistics; prepared daily sales reports and banking deposits
* Maintained up to date professional file recording
* Prepared cash floats; ordered and maintained merchandise inventor
* Greeted and served customers; provided information regarding services available
* Assisted customers in locating merchandise; processed customer payment transactions
* Listened effectively and empathetically to expressed client/customer concerns; resolved customer concerns

**EMPLOYMENT HISTORY**

***Personal Support Worker,*** Para Med Home Health Care, St. Catharines, ON 5 years

***Cashier/Salesclerk,*** Souvenir City, Niagara Falls, ON 6 years (seasonal)

***Cashier/ Salesclerk/Key Holder,*** Cotton Ginny, Niagara Falls, ON 1 year

**EDUCATION/TRAINING**

***Introduction to Office Administration,*** Niagara Women’s Enterprise Centre, Welland, ON

***Pastoral Care & Marriage Certificate,*** Christian Leaders Institute, Michigan (on-line studies)

***Personal Support Worker Certificate,*** issued from Career Canada College-classroom setting at Red Cross, St. Catharines, ON

***Social Service Worker Diploma,*** Niagara College of Applied Arts & Technology, Welland, ON

***Ontario Secondary School Diploma,*** Gananoque Secondary School, Gananoque, ON

**ADDITIONAL CERTIFICATES**

Microsoft Word 2010 Microsoft Excel 2010 Microsoft PowerPoint 2010 WHMIS

Customer Service Excellence Niagara Tourism Bill 168

**VOLUNTEER WORK/CO-OP WORK EXPERIENCE**

***Student Co-Op Mental Health Clubhouse Setting,*** Oak Centre, Welland, ON Oct-Nov. 2015

***Member of Palliative Care Team,*** Woodlands of Sunset & Rapelje Lodge, Welland, ON 7 years

***Special Friend Program Volunteer,*** Family and Children’s Services, St. Catharines, ON 2 years

***Student Co-Op Child Care Worker,*** Family and Children’s Services, St. Catharines, ON academic year

**REFERENCES AVAILABLE UPON REQUEST**