

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

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## WORK EXPERIENCE

### Dispatcher

Jan 2023 - Present

Nationwide Transport Ltd, Milton, Canada

- Managed high-stress situations calmly and effectively, ensuring timely assistance to those in need.
- Communicated with drivers and personnel to coordinate timely delivery of goods and materials.
- Managed conflict resolutions with customers, drivers and other personnel to encourage professional relationships and promote respect.
- Maintained updated and detailed records of calls in physical and electronic database.
- Tracked delivery progress to identify possible delays and provide real-time updates to customers.
- Update regarding any delay during transit and detour the driver to get as early as possible
- Generated reports to track deliveries and maintain proper records and documentation.
- Streamlined the dispatch process by organizing resources and routes, optimizing response efforts.

### Registered Nurse

2022 - Jan 2023

Shri Gurudev Hospital, Banga, India

- Utilized critical thinking skills to prioritize nursing interventions based on patients' acuity levels and individual needs.
- Educate patients regarding medicine, health and disease condition
- Performed patient care such as Activity of Daily living, Head to Toe assessment, wound dressings
- Maintained Intake and output patient chart
- Advised patients and caregivers of proper wound management, discharge plan objectives, safe medication use, and disease management.
- Streamlined medication administration (oral, IM and IV) processes for increased safety and accuracy during busy shifts.
- Conducted thorough patient assessments to identify changes in condition, promptly notifying physicians and initiating appropriate interventions when necessary.
- Enhanced patient satisfaction by providing compassionate, holistic nursing care that addressed physical, emotional, and spiritual needs.

### Dispatcher

Jan 2016 - Jan 2022

Nationwide Transport Ltd, Milton, Canada

- Collaborated with fellow dispatchers to maintain a seamless workflow during shift changes.
- Provided exceptional customer service to callers, remaining empathetic and patient during emergencies.
- Trained new dispatchers on company protocols, contributing to a well-prepared team of professionals.
- Planned, organized, and managed work of subordinate staff to accomplish consistent work within organizational standards.

### Administrative Assistant

Jan 2014 - Jan 2016

Nationwide Transport Ltd, Brampton, Canada

- Perform financial transactions, Train new team members
- Facilitated cross-departmental communication, organizing meetings to discuss project progress and align objectives.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Maintained confidentiality of sensitive information by adhering to strict privacy policies and implementing secure filing systems.
- Coordinated office supply inventory management, proactively ordering necessary items before depletion to avoid workflow disruptions.

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## EDUCATION AND QUALIFICATIONS

**General Art and Science**

Jan 2014 - Jan 2015

Niagara College, Canada

**Community Mental Health Nursing**

Jan 2013 - Jan 2014

Niagra College, Canada

**General Nursing and Midwifery**

Sep 2008 - Jul 2012

Guru Nanak College Of Nursing, India

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## SKILLS

Medication and IV  
administration

Direct Patient Care

Documentation and Charting

Patient Assessment

Patient education and  
counseling

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## CERTIFICATIONS

Registered Nurse New York State

Registered Nurse Ontario