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# JASMINE KAUR

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Etobicoke, ON M9V 1N8 ♦ 647-561-3606 ♦ kaurjasmine1620@gmail.com

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## PROFESSIONAL SUMMARY

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Compassionate Personal Support Worker with hands-on training and internship experience in a Canadian healthcare setting. Strong background in resident interaction, safety monitoring, and healthcare support roles. Demonstrates excellent interpersonal skills, respect for resident rights, and a commitment to providing dignified, client-centred care.

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## CORE SKILLS

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- Personal Care Assistance
- Bathing, Grooming & Toileting Support
- Dementia & Elderly Care
- Resident Safety & Fall Prevention
- Compassionate Communication
- Activities of Daily Living (ADLs)
- Mobility, Transfers & Repositioning
- Infection Prevention & Control
- Observation & Reporting
- Team Collaboration & Time Management

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## CLINICAL EXPERIENCE

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**Personal Support Worker Intern**, 11/2025 - 01/2026

**Chartwell Scarlett Heights Retirement Residence** – Etobicoke, ON

- Assisted residents with Activities of Daily Living (ADLs) including bathing, dressing, grooming, toileting, and feeding
- Supported residents with safe transfers, mobility, and repositioning
- Observed and reported changes in residents' physical, emotional, and behavioral conditions
- Followed individualized care plans while promoting dignity, comfort, and independence
- Maintained proper infection control practices and workplace safety standards
- Provided companionship and emotional support to enhance quality of life.

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## PROFESSIONAL EXPERIENCE

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**Concierge Shift Lead- Current**

**Synergy Protection Group** - Toronto, ON

- Supervise daily concierge and security operations in residential and commercial properties

- Ensure resident safety, emergency response, and access control procedures
- Communicate effectively with residents, families, visitors, and management
- Prepare incident reports and maintain accurate documentation

**Front Store Supervisor - 03/2023- 10/2024**

**Rexall Drugstore - Toronto, ON**

- Supervised front-store operations in a healthcare and pharmacy environment
- Delivered excellent customer service and assisted with healthcare-related product inquiries
- Managed staff scheduling, inventory control, and cash handling
- Maintained store cleanliness, safety, and compliance with company policies

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## EDUCATION

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PERSONAL SUPPORT WORKER

**Mississauga Career College - Mississauga, ON**

BACHELORS OF COMPUTER APPLICATIONS

**Khalsa College - Punjab, India**

BUSINESS MANAGEMENT

**Northern College At Pures - Scarborough , ON**

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## CERTIFICATIONS

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- NACC Personal Support Worker Certificate
- Private Security & Investigative Services License
- First Aid & CPR/AED Level A & C Certificate
- Emergency First Aid Qualitative Fit Testing Certificate

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## LANGUAGES

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English

Hindi

Punjabi