

# Nikhil Patel

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## OBJECTIVE

Compassionate and dedicated Personal Support Worker (PSW) with a solid background in patient care services. Adept at assisting clients with daily living activities, providing emotional support, and ensuring a safe and comfortable environment. Possesses strong communication skills and a passion for improving the quality of life for patients. Seeking to leverage my skills and experience in a healthcare setting.

## PROFESSIONAL EXPERIENCE

### **Advisor II, Technical Support – Concentrix| Belleville, Ontario| September 2024– February 2025**

- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer.
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures.
- Clarify customer requirements, probe for understanding.
- Troubleshoot basic to complex customer issues that are technical in nature, including hardware, software, networking, or other designated client products.
- Follow appropriate escalation paths to resolve technical issues; including making follow-up outbound calls to customers or other parties as needed.
- Solve problems that are generally unstructured and require extensive use of conceptual thinking skills.
- Serve as a resource to other support personnel.
- Assist external/internal users of the client's technical products or services; identify, investigate, research and provide resolutions to user questions and problems.

### **Personal Support Worker – Santiniketan Senior Living| Ahmedabad, India| January 2021 – January 2022**

- Provided daily care to elderly residents, assisting with hygiene, dressing, and toileting.
- Monitored residents' health conditions and communicated changes to medical staff.
- Assisted residents with mobility and transfers using proper lifting techniques.
- Ensured a safe, clean, and comfortable living environment.
- Supported residents with medication reminders and meal preparation.

### **Personal Support Worker – Jivan Jyot Elderly Care| Ahmedabad, India | December 2020 – February 2022**

- Assisted elderly patients with personal hygiene, including bathing, grooming, and dressing.
- Provided mobility assistance, including helping patients move from bed to wheelchair and vice versa.
- Monitored and documented changes in clients' physical and mental health conditions.
- Ensured medication compliance by reminding and assisting clients in taking prescribed medication.
- Provided companionship and engaged patients in recreational activities to improve emotional well-being.

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## Skills & Competencies

- Personal care assistance (bathing, dressing, toileting, feeding)
- Mobility support and transfer techniques
- Infection prevention and control
- Vital signs monitoring
- Medication reminders
- Strong communication and interpersonal skills
- Empathy and patience
- Team collaboration with healthcare professionals
- Knowledge of safety procedures and emergency response
- Time management and multitasking abilities

## Certifications & Qualifications

- Personal Support Worker Certificate (Academy of Learning College)
- First Aid & CPR Certification
- Basic Life Support (BLS) Certification
- Vulnerable Sector Police Check

## Education

- Georgian Ilac College, Toronto • August 2023  
Post Graduate Diploma in Global Business Management
- Gujarat University, Ahmedabad • September 2021  
Bachelor of Commerce in Accounting