
OLIVE GORDON

Brampton, ON L6S 2H4 | (647) 535-1705 | OLIVETGORDON11@GMAIL.COM

Skills

- Fast learner
- Reliable
- Great customer service skills
- Responsible
- Positive and friendly
- Communication skills
- Ability to work in a fast-paced environment
- Work well under pressure
- Patient Care
- ADL Assistance
- Documentation

Experience

SERVER | 03/2023 - Current

OTG Management., Toronto Pearson Intl - ON

- Greeted all guests warmly with an appropriate greeting
- Assisted customers in order selection while offering suggestions and recommendations from the menu
- Cleaned dining area in between guests
- Resolved guest concerns to ensure guests were satisfied with service
- Communicated clearly and positively with co-workers and management
- Prepared the tables, laying out placemats and making sure the condiments were refilled, performing all other preparation tasks
- Handled currency and credit transactions quickly and accurately
- Correctly delivered customer's orders in a timely manner
- Ensured that drinks and appetizers were delivered promptly and as requested
- Upsold guests by promoting desserts, appetizers, and specialty drinks
- Operated POS terminals to input orders, split bills and calculate totals
- Satisfied customers by topping off drinks and offering condiments, napkins and other items.
- Completed cleaning duties by sweeping and mopping floors, vacuuming carpet and tidying up server stations
- Presented menus to patrons to answer questions about offered items and make suitable recommendations

PERSONAL SUPPORT WORKER | 01/2023 - 03/2023

Priority Healthcare Agency - Mississauga, ON

- Helped clients with personal needs such as exercising and personal hygiene
- Observed and documented client's behavior
- Maintained client confidentiality at all times
- Answer call bells
- Assisted with ADLs
- Light housekeeping duties as needed
- Demonstrated companionship
- Dementia assistance
- Reported concerns to nurse supervisor to promote optimal care
- Made beds, swept floors and sanitized surfaces to support activities of daily living
- Lifted, moved and adjusted clients to ambulate individuals for diverse needs
- Engaged with patients and families to provide emotional support and daily living instruction

- Followed safe lifting and transferring techniques to transport residents
- Worked closely with clinical staff to support therapeutic and behavioral plans

STUDENT NURSE | 09/2022 - 12/2022

Etobicoke General Hospital - Etobicoke, ON

- Obtain and record patients' vital signs, intake and output, and blood glucose
- Assist patients with activities of daily living
- Follow isolation precautions and infection control procedures
- Obtain sample for urinalysis and stool samples
- Provided feeding and mobility assistance
- Answer patient call bells to determine patient's needs
- Assisted with personal care such as bed bath, oral hygiene, hair care
- Assisted nurse with medication administration
- Operated under direction of licensed nursing professionals and pursued opportunities to learn new skills.
- Observed medical procedures to advance nursing knowledge and prepare for more challenging experiences.
- Read and understood patient assignment list and reviewed charts to check for special conditions.
- Advocated for patient needs with interdisciplinary team and implemented outlined treatment plans.

PERSONAL SUPPORT WORKER | 05/2022 - 11/2022

Accela Staff INC - Toronto, ON

- Facilitate client movement and daily care support
- Assisted residents in completing activities of daily living, including personal hygiene, feeding, toileting, transferring, etc.,
- Provided preventative care to residents by positioning and applying skin care treatments to prevent and treat sores
- Answer patient call bells to determine patient's needs
- Observe and document patient's behaviors
- Laundered clothing and bedding to prevent infection
- Recorded patient temperature, pulse and blood pressure to monitor health and well-being

PERSONAL SUPPORT WORKER | 02/2022 - 04/2022

Holland Christian Homes - Brampton, ON

- Facilitate patient movement and daily care support
- Coordinate care with other healthcare and support professionals
- Helped clients accurately take medication
- Observed and documented client behaviors
- Maintained client confidentiality at all times
- Completed light housekeeping duties in the facility
- Assist with feeding and transfers where necessary
- Reported safety hazards to supervisor
- Bathing and grooming assistance

WAREHOUSE ASSOCIATE | 09/2021 - 11/2021

Philcos Enterpriser Lt - Mississauga, ON

- Attached clothing labels
- Processed requests and supply orders and pulled materials to successfully prepare orders
- Read computer-generated move tickets, put-away labels and delivery labels to properly move merchandise
- Maintained a clean work area
- Participated in annual inventory check
- Cut & tape boxes
- Kept shelves, workstations and pallet areas neat and tidy to maintain safe work environment
- Examined packages and goods for damage and notified vendors of replacement needs
- Picked and prepared numerous daily shipments in controlled atmosphere warehouse environment

RECEPTIONIST | 10/2020 - 08/2021

MCI The Doctor's Office - Brampton, ON

- Greet and check in patients
- Collect personal, medical, and insurance information
- Schedule, reschedule, and verify patient appointments
- Use CIS software to manage patient records and files
- Uphold patient confidentiality
- Recorded payment transactions and communicated outstanding balances to insurance companies and patients
- Answer telephones to address questions and concerns
- Screen and place patients in treatment rooms

KITCHEN HELPER (VOLUNTEER) | 05/2017 - 08/2018

Regeneration Outreach Community - Brampton, ON

- Help prepare food and serve food
- Establish and maintain a positive work environment
- Cleared dirty dishes, refilled beverage glasses, cleaned tables, bring desserts and drinks
- Resolves guest complaints effectively
- Assisted other volunteers and chef when possible
- Attend to new tables promptly to answer questions and take food or drink order
- Observe tables to respond to requests and refill beverages promptly
- Assist guests with finding items

Education and Training

Centennial College of Applied Arts And Technology - Scarborough, ON | RPN diploma

Expected in 07/2025

Seneca College - King City, ON | Personal Support Worker

04/2022

St. Marguerite D'youville SS - Brampton, ON

06/2021

Certifications

- CPR
- BLS
- Food handlers
- Smart serve