

# Rusmi Sarkar

## CONTACT

4167047594

rusmisarkar1302@gmail.com

## SKILLS

Emergency response

Preventative Care Strategies

Stress Management

Safe Patient Transfers

Decision Making

Attention to detail

## Education

### Personal Support Worker

Oxford College, ON  
2022-2023

GPA: 3.7/4.0

### Masters of Commerce

Maharaja Sayajirao University  
Gujarat, India  
2012-2014

### Bachelor of Commerce

Maharaja Sayajirao University  
Gujarat, India

## Certifications and License

Personal Support Worker

Oxford College, ON, CAN

Date: 24<sup>th</sup> February 2023

National Association of  
Career Colleges (NACC)

Oxford College, ON, CAN

Date: 24<sup>th</sup> February 2023

## OBJECTIVE

A flexible careful keen and lively individual with knowledge of implementing Personal Support plans which center on the individual's welfare, requirements, needs and interest.

## PROFESSIONAL EXPERIENCE

4+ years of experience in Administration, data entry and Customer Service.

Strong background in administration, management and intervention.

Proficient in MS Office, Google Chrome, SAP, Data Entry, E-Mail and Internet.

Strong written and verbal communication skills.

Master of Commerce with specialization in Business Management and Human Resource Management.

## WORK EXPERIENCE

### Personal Support Worker

Cawthra Long term Care – November 2022- February 2023

Ensured that clients receive the service and benefits they are entitled to.

Washed , bathed, bed bathed, and assisted in the shower of Residents including with feeding and toileting

Worked in the Dementia unit ,dealt with irrational, confusing and anger residents

Also Assisted and provided service In COVID-19 outbreak unit.

Maintained a clean healthy and safe environment.

### TELEtech Company

Customer Service Co-ordinator- January2022-May 2022

Recording and answering customer complaints visa phone call email and company website.

Understanding the customer requirements concerns and offering needs thier the products services best suited to their needs.

Waking customers through basic trouble shooting or setup processes.

Documenting and maintaining the record of clients.

### Outlook Logistics D.B.A 11330586 LTD

Freight Coordinator-September 2020-July 2021

Selection of frights on load link system

Planning and scheduling routes. Coordinating with the shipper for load pick up and drop prepare the invoices and documenting the trip details.

### Podar International School

HR Administrator – June2016- April2019

- Planning and organizing recruitment duties and role.
- Attending meetings with school superintendents, Principals and school boards.
- Ensure employees follow policies and procedures.

References available upon Request