

# RESUME

Josalyn Espanola

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## Personal Information:

Summerland, B.C. Canada

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## Education:

Health Care Assistant Certificate (Okanagan College - Penticton, British Columbia, Canada)

Medication Administration Assistance Certificate (Sprott Shaw College – Penticton, British Columbia, Canada)

First Aid and CPR Certificate

FoodSafe Level 1

I.T. Diploma (Advance Central College - San Jose, Philippines)

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## Employment History:

**Summerland Seniors Village – Long Term Care/Assisted Living** **2022 – Present**  
**Summerland, BC, Canada**

- Registered Care Aide – Duties include:
  - Providing holistic personal care to residents, ensuring that the residents' activities of daily living (ADL) needs are met as per policy and procedures.
  - Reporting to Team Leader any physical and behavioural changes of residents.
  - Assisting with the admission, transfer and discharge of residents.
  - Encouraging and assisting residents to participate in social, physical, spiritual and recreational activities.
  - Assisting with medication.

**Summerland Seniors Village – Support Services** **2020 – 2022**  
**Summerland, BC, Canada**

- Dietary Aide, Server, Housekeeping, Laundry

**Dufferin Care Centre - Support Services** **2019 – 2020**  
**Coquitlam, BC, Canada**

- Dietary Aide, Housekeeping, Laundry
- Relief Cook

**Home Maker** **2016 – 2019**  
**Philippines**

- Cooking, Cleaning, Childcare, Laundry. All household duties.

**Teleperformance – Call Center Agent** **2015**  
**Philippines**

- Answering incoming calls.
- Placing customer hotel reservations in the computer system.
- Managing and resolving customer complaints.



**Persia Grill – Office Assistant  
Philippines**

**2014**

- Inventory counting, stocking, organizing inventory, and timecard verification. Other miscellaneous office duties.

**Home Maker  
Philippines**

**2013**

- Cooking, Cleaning, Childcare, Laundry. All household duties.

**Jollibee - Cashier  
Philippines**

**2012**

- Greeting customers.
- Taking and filling customer orders.
- Assisting in food preparation.

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**References available upon request**