

Abhishek Goyal

Registered Practical Nurse 416-624-1501 | abhishekgoyal0802@gmail.com

Professional Summary

Dedicated and high-achieving Practical Nursing graduate (3.7 GPA) and successful NCLEX-PN candidate with a diverse background in acute clinical care, emergency dispatch, and project management. I possess a proven ability to excel in high-pressure environments, ranging from extensive clinical training at Brampton Civic Hospital to managing national incident reporting for TD Bank. An OACP certificate, a CAPM certification, and a diploma in Software and Information System Testing validate my advanced analytical and technical skills. Complemented by over four years of expert customer service and leadership experience, I am a physically resilient and mentally agile professional committed to serving the community through high-quality, patient-centred nursing care.

Clinical Experience

- General Medicine Department | Brampton Civic Hospital (4th Semester) – Completed full-time 450 hours of clinical pre - graduation residency under the supervision of a Registered Practical Nurse.
 - General Medicine Department | Brampton Civic Hospital (3rd Semester) – Participated in clinical rotations one day per week, focusing on acute care and medical-surgical nursing protocols.
 - Long-Term Care | Holland Christian Homes - Grace Manor (2nd Semester) – Conducted weekly clinical rotations providing resident care and assisting with daily living activities.
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Education and Certification

- Practical Nursing Diploma | Sheridan College, Brampton, ON | 09/2024 – 12/2025
- Project Management Diploma | Conestoga College, Kitchener, ON | 05/2016 – 12/2016
- Software and Information System Testing Diploma | Fanshawe College, London, ON | 09/2015 – 04/2016

- Bachelor of Technology in Computer Science & Engineering | Punjab Technical University, India | 09/2011 – 05/2015
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Technical Skills

- **Clinical:** Clinical Assessments | Acute Care & Pharmacology | Maternal-Newborn Protocols | Medication Administration | Documentation & Incident Reporting | Patient Safety.
 - **Systems & Business:** MS Project Professional | Excel | JMeter | Black/White/Grey Box Testing | Google Drive | iCloud | Windows & Ubuntu OS.
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Work Experience

Incident Reporting Centre Operator | TD, Global Services and Investigation | 08/2023 – 12/2024

- Managed national incident reporting and live camera monitoring for all TD branches across Canada.
- Collaborated with police organizations nationwide to assist in investigations regarding theft, fraud, and missing persons.
- Responded to emergencies involving general safety, injuries, and disruptive behavior to maintain secure environments.

Tele sales Customer Service Supervisor | National Credit Recovery Inc. | 01/2020 – 09/2023

- Led and trained employees in sales goals and communication protocols while auditing calls for quality assurance.
 - Achieved certificates of appreciation for excellence in sales and providing strong leadership skills.
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Professional Development & Physical Skills

- Certified Associate in Project Management (CAPM) | Project Management Institute.
- OACP Certificate | Validates strong analytical, physical, and mental skills through ATS testing.

- Emerging Practices in Community Policing | Wilfrid Laurier University.
 - Licenses: DZ License (M2 Class) | Valid First Aid and CPR | Ontario Boat License.
 - Athletics: 3-year State Level Table Tennis Champion (India) and competitive relay swimmer.
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Volunteer/Community Work

- Big Brothers Big Sisters of Peel | Mentor providing academic support (Math/Science) to immigrant youth | 02/2018 – Present.
 - Mississauga Food Bank | Food Sorter aiding in supply organization | 04/2019 – Present.
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AVAILABLE - Full-time/ Part-time/ Casual

REFERENCES - Available upon request