

Ekessie Chizitelu Jennifer

Sudbury Ontario | ejessie03@gmail.com | (705) - 921 - 6711 |

PROFESSIONAL SUMMARY

Compassionate and patient-focused support professional with experience assisting individuals with physical disabilities in community and healthcare settings. Skilled in promoting independence, supporting daily living activities, fostering positive relationships, and providing person-centred care in supportive environments. Strong communicator with the ability to work collaboratively with healthcare teams, adapt to diverse client needs, and create safe, inclusive, and engaging experiences for individuals of varying abilities.

SUMMARY OF SKILLS

- **Administrative & Clerical:** Expertise in document preparation, records management, data entry, report creation, meeting coordination, calendar scheduling, and office management to enhance workflow efficiency.
- **Patient Support & Customer Service:** Skilled in delivering compassionate patient support, exceptional customer service, assisting patients with inquiries, and creating a supportive healthcare environment for patients and their families.
- **Healthcare Administration & Confidentiality:** Proficient in handling patient records, ensuring compliance with privacy regulations, and safeguarding confidential information with discretion and professionalism.
- **Technical & Software Proficiency:** Proficient in MS Office Suite (Word, Excel, PowerPoint, Outlook), Electronic Medical Records (EMR) systems CMS PROD customer documentation software, Accurate Data entry and keyboarding skills.
- **Communication and Collaboration:** Strong oral and written communication skills, including active listening skills for interacting with clients, patients, and team members. Proficient in drafting emails, reports, and official documents with clarity and professionalism. Able to adapt communication styles for diverse audiences, ensuring effective teamwork.

WORK EXPERIENCE

Customer Service Representative

Reliance Home Comfort (Remote) | October 2025 – Present

- Respond to high-volume client inquiries via phone and email, providing accurate information and resolving concerns efficiently
- Maintain detailed and accurate customer records while ensuring confidentiality and data protection
- Process service requests, billing inquiries, and account updates in compliance with company procedures
- Provide assistance, guidance, and direction to customers during emergencies.
- Coordinate appointment scheduling and service bookings while ensuring timely follow-up and accurate documentation.

Public Health Sudbury internship

Sudbury, ON

Research Administrative Assistant (Field Placement Student) | September 2024 - December 2024

- Conducted research and prepared reports on infection prevention and control practices
- Reviewed policies and ensured documentation aligned with regulatory standards
- Organized and analyzed data to support program development and decision-making
- Maintained strict confidentiality of sensitive health information

ICAN-CRED

Sudbury, ON

Independent Living Assistant | September 2024 - December 2024

- Supported individuals with physical disabilities in daily living activities while promoting independence and dignity
- Maintained accurate and confidential documentation of client care and progress
- Built positive and supportive relationships while promoting dignity, inclusion, and emotional wellbeing
- Provided compassionate support in a structured and person-centred environment
- Collaborated with healthcare teams and supervisors to support individualized care plans
- Assisted clients in accessing community and healthcare services

EDUCATION

Bachelor of Science (Honours), Biomedical Biology

Laurentian University — Sudbury, ON

September 2020 – June 2026

Certifications

- Medical Terminology
- Basic Life Support (BLS)
- WHMIS Certification
- Worker Health and Safety Awareness in 4 Steps
- Person-Centred Language (Long-Term Care)

ADDITIONAL QUALIFICATIONS

- Excellent interpersonal and communication skills
- Ability to prioritize tasks and work under pressure
- Commitment to confidentiality and ethical standards
- Valid driver's licence
- Vulnerable Sector Check