

Nisha Barot

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SUMMARY

Experienced healthcare professional with a Bachelor's degree in Nursing and a Postgraduate Diploma in Health Care Administration, bringing over 5 years of clinical and community health experience. Proven track record in leading multidisciplinary teams, training staff, managing high patient volumes, and maintaining strict standards in infection control and documentation. Currently a Shift Manager at a busy hotel front desk, leading operations, resolving issues, and delivering exceptional client experience, directly transferable to healthcare roles.

EXPERIENCE

MCITY supports services- Personal support worker

Feb 2026-present

- Assisted clients with personal care, including bathing, dressing, grooming, and mobility support.
- Helped with meals, feeding, and light housekeeping to maintain a safe environment.
- Monitored client well-being and reported changes to healthcare staff.
- Provided companionship and emotional support to promote comfort and independence.
- Maintained accurate documentation of care provided.

Shell -service attendant

July 2025-january 2026

- Delivered friendly customer service, processed payments, and operated POS/cash register.
- Assisted customers with fueling, maintained clean facilities, and stocked merchandise.
- Followed safety procedures and monitored inventory and store operations.

Hotel St. George, Shift Manager

Mar 2024 – October 2025

- Led front desk operations during assigned shifts, supervising reception activities, resolving guest issues, and coordinating with housekeeping and maintenance to ensure a safe, comfortable, and well-organized environment for all guests (transferable to patient and family experience in healthcare).
- Managed high volumes of check-ins, check-outs, and phone inquiries simultaneously, using strong multitasking and time management skills to keep wait times low and maintain a calm, professional atmosphere similar to a busy clinic or hospital unit.
- Served as primary point of contact for escalated concerns, listening empathetically, identifying the root cause of problems, and implementing practical solutions, mirroring patient-focused service and de-escalation skills required in healthcare settings.
- Coordinated shift handovers by updating logs, communicating key issues, and briefing incoming staff on VIP guests, safety concerns, and outstanding tasks, ensuring continuity of service comparable to clinical handover practices.
- Maintained accurate records and handled confidential guest information in booking systems and daily reports, consistently following privacy, security, and documentation standards aligned with healthcare confidentiality expectations.
- Collaborated closely with cross-functional teams (kitchen, housekeeping, maintenance, management) to address special requests and urgent issues, demonstrating strong teamwork and inter-departmental coordination similar to working with nurses, physicians, and allied health professionals.
- Trained new front desk staff on check-in procedures, customer service standards, and system use, helping them become independent quickly and showcasing leadership and coaching skills relevant to supervising staff in clinical environments.

Primary Health Centre, Supervisor

Mar 2022 - May 2023

- Led a multidisciplinary community health team of nurses, health aides, and volunteers to deliver primary care and health promotion services to patients of all age groups, ensuring consistent, high-quality support across the community.
- Planned and coordinated daily outreach schedules for community clinics and home visits, prioritizing high-risk patients and optimizing staff deployment so that all assigned areas received timely care without service gaps.
- Trained and coached new team members on patient assessment, infection control, documentation standards, and communication with families, raising overall team performance and enabling staff to work independently with confidence.

- Monitored workload, resolved issues, and reallocated resources in real time during busy periods to manage high patient volumes while maintaining safe practice, demonstrating strong judgment and calm, solution-focused leadership.
- Implemented and reinforced community health education initiatives (e.g., vaccination awareness, hygiene, chronic disease management), increasing engagement across diverse age groups and supporting better preventive health outcomes.
- Ensured accurate, timely completion of clinical records and reports for all community visits by reviewing documentation from team members, aligning with medical, legal, and ethical standards.
- Acted as main point of contact between field staff and clinic leadership, escalating complex cases, communicating updates, and providing clear feedback both upward and downward to keep operations running smoothly.

Patan Hospital, Staff Nurse

Dec 2018 - Sep 2021

- Delivered high-quality patient care to diverse age groups (pediatric, adult, geriatric) by conducting comprehensive vital signs monitoring, venipuncture, and capillary puncture procedures, ensuring accuracy and patient comfort in compliance with medical ethics and infection control standards.
- Trained and mentored 3 junior nursing staff in sterile techniques, patient assessment protocols, and clinical equipment handling, improving team competency and reducing procedural errors by fostering a culture of safety and professionalism.
- Coordinated patient flow and care plans during high-volume shifts (averaging 20–30 patients daily) by triaging cases, prioritizing urgent needs, and communicating effectively with physicians, demonstrating strong time management and multitasking under pressure.
- Maintained a calm and supportive environment during medical procedures and emergency situations, utilizing empathy and active listening to reduce patient anxiety and build trust, which contributed to consistently positive patient feedback.
- Implemented infection prevention protocols by adhering to sterile techniques, proper disposal of medical waste, and hygiene best practices, safeguarding patient health and minimizing hospital-acquired infection risks.
- Recognized by hospital management on 2 occasions for outstanding clinical performance, compassionate patient support, and leadership in coordinating emergency response during understaffed shifts.

EDUCATION

Northern Lights College

Postgraduate Degree • Health/Health Care Administration/Management • 2023 - 2025

- Experienced in Clinic Experience Associate where welcomed clients, scheduling, answering questions, coordinating clinic flow and excellent customer interaction.
- Leveraged my empathy and patient-facing experience

Hemchnadracharya North Gujrat university

Bachelor's Degree • Registered Nursing/Registered Nurse • 2016 - 2020

- Completed Training in caregiving and midwifery

SKILLS

- Customer service & client relations • Front desk reception & switchboard • Appointment scheduling & calendar management
- Medical and client record management • Data entry & Microsoft Office proficiency • Time management & multitasking
 - Team collaboration and lead in healthcare settings • Professional verbal and written communication • Problem solving & “can-do” & learning attitude • Knowledge of medical ethics, privacy & infection control

