

Dorcas Nengson

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Fluent in Afrikaans

PROFESSIONAL SUMMARY

A reliable, skilled and experienced care assistant. Skills developed while working at care home. Fast and willing learner who is very compassionate and passionate about helping those in need. An individual who thrives I am a very motivated and passionate person with a drive to stand out. I can easily adapt to change and love to take on new challenges and problem solving with a positive outlook. I have experience working as both part of a cohesive team as well as working by myself and I thrive in both situations. I excel when working in a fast-paced environment and I can manage my time efficiently, understanding the importance of meeting deadlines by prioritising my workload. My empathetic nature drives my need for delivering excellent customer service and I have a proven track record of this within my working history.

WORK HISTORY

Current experience

I have mostly worked at different organisations and care homes as a carer, educator and support worker. This includes

- Delight recruitment Agency Stevenage uk. (July 2023 – present).

Most Quantum care home like,

- The mead as support worker
- jubilee Court as carer. Also,
- Mantles court as carer,
- fountain court as carer,
- Margaret house as carer and
- Richard court as care assistant role.

Health carer

July 2023 - Present

Temporary | DELIGHT RECRUITMENT | Stevenage

- Assisting the patient with bathing,
- Preparing and serving meals at the appropriate time
- Providing mental and emotional support
- Organising suitable recreational activities for the patient

Health Care Assistant

April 2020 - June 2023

Contract | Crave Daniel hospital Nigeria | Lagos

- Assisting with daily living activities such as eating, showering and using the toilet
- Utilising equipment to move patients when necessary
- Helping tidies the patient's home or room
- Assisting nurses and other staff when needed
- Adhering to professional standards
- Talking to patients and reassuring them
- Delivering reports to Case Managers and reviewing any important changes in the patient's condition •

Research assistant

October 2019 - May 2020

Research assistant

October 2019 -

May 2020

Permanent | Olive edge consulting firm

- Researching and drafting presentations, concept note
- Leading group sessions at workshops
- Recap facilitator saddled with the responsibility of taking notes and streamlining same to serve as functional linkages to trainees
- Editor of reports engagement

Direct sales Executive

February 2018 - September 2019

Contract | United Bank for Africa

- Improve customer's experience
- Identified business opportunities by recognising prospects
- Increased the loyalty of satisfaction of existing customers
- Acting as a point of contact between customers and companies
- Negotiating terms of sales and agreements and closing sales with customers
- • Gathering market and customer information to figure out the customer needs
- • Responding to customer queries and resolving their objections to get them to make a purchase

EDUCATION

Masters in view

University of Bedfordshire - 2024

Digital marketing

Bachelor's degree

University - 2016

History/international studies |

Diploma

College - 2012

Computer application |

Diploma

University - 2010

Law |

TRAINING & CERTIFICATIONS

PMVA December 2023 Incisive Training

Mandatory Training

July 2023

Incisive Training

SKILLS

Ability To Work Under Pressure, Caring, Committed, Communication Skills, Diligent, Fast Learner, First Aid, Good Listener, Health And Safety, Honesty, Presentation Skills, Problem-Solving, Resourceful, Research, Team Player

HOBBIES & INTERESTS

Charity, Cinema, Dancing, Netball

REFERENCES

Available on request