

AGNES NTUA

Chilliwack, BC V2P0L5
672-338-0467 - agnes.ntua@gmail.com

PROFESSIONAL SUMMARY

To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

SKILLS

- Two years of experience working with customers, handling client queries, and resolving conflicts
- Critical thinker, adaptable and flexible, ability to make decisions under pressure and work to deadlines.
- Result oriented team player; works well independently with little supervision.
- Energetic, motivated, hardworking, and committed to delivering customer service excellence.
- Identifying issues and determining effective solutions in real-time.
- Ensuring all work is accurate, meets codes, and functions correctly.
- Efficiently scheduling and completing tasks to meet project deadlines.
- Experience working with POS (Point of sales) systems.
- Proficient in English communication skills

WORK HISTORY

07/2023 to Current

Multiskilled Support Worker/Housekeeping/Night Attendant

Chartwell Hampton House Retirement Residence – Chilliwack, BC

- Ensured all procedures and protocols such as safety protocols, cleaning scheduled are followed on timely basis.
- Conducted security checks to ensure all doors and windows were securely locked before leaving.
- Greeted residents in friendly and welcoming manner.
- Ensured that restrooms were clean, well-stocked with supplies, and in good working condition.
- Responded to spillages, accidents, and emergencies promptly, ensuring a safe environment for residents.
- Maintained security awareness and reported any suspicious activity to management.
- Answered questions and addressed, resolved, or escalated issues to management personnel to satisfy customers

02/2022 to 03/2023

General Laborer (Storekeeper)

China Mall – Douala, Cameroon

- Provided professional services and support in a dynamic work environment.
- Gained strong leadership skills by managing projects from start to finish.
- Assisted with day-to-day operations, working efficiently and productively with all team members.
- Worked flexible hours across night, weekend, and holiday shifts.
- Oversaw the organization of warehouse or storage areas to maximize efficiency and accessibility.

- Implemented operational strategies and effectively built customer and employee loyalty

01/2020 to 01/2021 **Social Worker**

House Of Hope Orphanage – Douala, Cameroon

- Maintained regular contact with clients by calling and visiting clients' homes.
- Developed and maintained strong relationships with community, liaised with referral sources and other external agencies.
- Advocated for clients to assure respected rights and wishes.
- Facilitated group therapy sessions to build supportive, communicative client networks.
- Assisted clients with navigating and accessing social services such as housing and medical care.
- Conducted intakes and assessments for clients.

EDUCATION

12/2021

Bachelors in laws and political science: Laws And Political Science
University of Buea - Buea, Cameroon

08/2017

High School Diploma
Bilingual Grammar School - Molyko, Buea Cameroon

LANGUAGES

English

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Native or Bilingual

French

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Native or Bilingual