

ANKIT JARIAL

Victoria, BC • 778-535-2426 • ankitjarial286@gmail.com

PROFESSIONAL SUMMARY

Dedicated and empathetic professional with experience in **community support services, healthcare operations, & frontline supervision**. Equipped with strong communication, team coordination, and problem-solving abilities gained through roles in social care, hospital environments, and customer-service-driven operations. Holds a **Post-Degree Diploma in Business Administration – Marketing**, with an interest in advancing into leadership roles through an MBA program. Committed to improving organizational efficiency, service quality, and client well-being.

CORE COMPETENCIES

- Leadership & Team Coordination
 - Customer Service Excellence
 - Operations & Workflow Management
 - Support Planning & Client Assessment
 - Confidentiality & Ethical Care
 - Communication & Interpersonal Relations
 - Inventory & Resource Management
 - Problem-Solving & Critical Thinking
 - Community Engagement & Support
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PROFESSIONAL EXPERIENCE

Supervisor

Mr. Lube, Victoria, BC | May 2023 – Present

- Support daily operations including opening/closing duties, administrative coordination, and safety compliance.
- Assist management with scheduling, documentation, and customer communication.
- Monitor and manage inventory of automotive supplies and shop materials.
- Ensure a clean, organized, and safe working environment for staff and clients.
- Provide quality customer service, addressing concerns and ensuring smooth service flow.

Community Support Worker

Kardel, Victoria, BC | Jan 2024 – Nov 2024

- Conducted needs assessments and created personalized support plans for individuals with developmental disabilities.
- Assisted clients with daily living tasks including personal care, meal prep, transportation, and housekeeping.
- Provided emotional and social support to enhance overall well-being and community engagement.
- Observed, documented, and reported behavioral or health changes to the care team.
- Ensured a safe, inclusive, and supportive environment tailored to each client's abilities and goals.

Housekeeping Attendant

Acciona – Royal Jubilee Hospital, Victoria, BC | Jun 2023 – Dec 2023

- Cleaned and sanitized patient rooms, treatment areas, hallways, and public spaces following health regulations.
- Safely disposed of waste, including biohazard materials, in compliance with hospital policies.
- Replenished supplies and linens to support hospital operations.
- Collaborated with healthcare staff to maintain a clean, safe, and patient-centered environment.
- Responded to urgent cleaning requests and maintained documentation for daily tasks.

VOLUNTEER EXPERIENCE

- Nurse Assistant – **Blood Donation Camp**, Punjab, India
 - Care Aid Assistant – **Nursing Home for Individuals with Special Needs**, Punjab, India
 - Volunteer – **Drug Rehabilitation Centre (NGO)**, Punjab, India
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EDUCATION

Post-Degree Diploma – Business Administration (Marketing)

Camosun College, Victoria, BC

Jan 2023 – Apr 2024

Bachelor of Arts

Indira Gandhi National Open University, New Delhi

Dec 2016 – Jan 2019

TECHNICAL & LANGUAGE SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint)
 - Documentation & Reporting
 - Scheduling & Client Support Tools
 - English (Fluent), Hindi & Punjabi (Fluent)
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ADDITIONAL STRENGTHS

- Empathy and cultural sensitivity
- Ability to manage confidential information
- Adaptability in fast-paced environments
- Strong teamwork and coordination skills
- Commitment to professional development