

JILU GEORGE

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Health Care Aide

Certified Health Care Aide with hands-on clinical experience in long-term care environments. Holds credentials in the Healthcare Assistant Program and BC Care Aide Registry. Adept at providing person-centered support with daily living activities, adhering to individualized care plans, and promoting resident safety, dignity, and comfort. Demonstrates strong interpersonal skills, effective communication, and proficiency in documentation using Point of Care (POC) systems. Experienced in working collaboratively with interdisciplinary teams and skilled in de-escalation techniques. Also brings valuable experience in customer service and safe food handling practices.

CORE COMPETENCIES

- Resident Care
- Patient/Client Engagement
- Healthcare Operations
- Effective Communication
- Clinical/Progress Note Documentation
- De-escalation Techniques
- Interdisciplinary Teamwork
- Care Plan Management
- Administrative

Technical Acumen: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) | Point of Care (POC)

PROFESSIONAL EXPERIENCE

Healthcare Assistant (Clinical Practicum) | The Cascades Long Term Care, Chilliwack, BC

Apr 2025- May 2025

Shadowing experienced supervisors to gain hands-on experience in healthcare operations and resident care. Supported daily routines and collaborated with care aides to ensure high-quality care delivery.

- Resident Care Assistance:** Assisted residents with activities of daily living including transfers, feeding, personal hygiene, and bed making. Utilized mechanical lifts to ensure safe and proper resident handling in accordance with care protocols.
- Client relations:** Fostered positive relationships with residents by engaging in meaningful interactions, addressing basic needs, and promoting a supportive environment. Applied de-escalation techniques to manage behavioral challenges and escalated concerns to supervisors as appropriate.
- Care Plan Management:** Followed individualized care plans to address dietary requirements, maintain hygiene (including denture care), and support consistent routines such as sleep schedules. Operated care equipment safely and in alignment with clinical guidance.
- Documenting and Reporting:** Recorded care activities, resident behaviors, and incidents accurately using the Point of Care (POC) system. Maintained up-to-date logs and communicated any significant changes in resident condition to licensed nursing staff (LPN/RN) promptly.

Customer Service Representative | Silvercreek Travel Centre, Hope BC

Oct 2023- Mar 2025

Provided professional customer service, offering accurate, personalized assistance. Supported refueling and advised on mountain road safety to ensure dependable travel.

- Administrative:** Managed cashier duties, processed transactions, restocked supplies, tracked inventory, balanced registers, and submitted orders to maintain smooth operations.
- Customer Service:** Provided courteous and responsive service to all customers, promptly addressing inquiries, resolving issues, and ensuring a welcoming environment that fostered repeat visits and positive word-of-mouth.

Volunteer Experience | Sevagram Trust Care home, India

Mar 2019 - Sep 2019

- Provided companionship and emotional support to elderly residents, engaging in meaningful conversations and creating a warm, respectful environment.
- Assisted with daily activities such as reading, playing games, meal support, and mobility, promoting comfort and well-being.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Supported care aides by assisting with hygiene routines, monitoring resident needs, and ensuring a clean and safe living environment.
- Helped plan and organize recreational events to enhance residents' quality of life and foster a strong sense of community.

Office Administration | Electricity Board | India**July 2018- Jan 2019**

- Provided front-line support via phone and remote tools, addressing inquiries and escalating technical issues as required.
- Coordinated and scheduled routine maintenance for power supply equipment, ensuring timely service and operational continuity.
- Maintained detailed documentation of incidents and service requests for tracking and compliance purposes
- Conducted follow-ups with clients to confirm issue resolution and ensure customer satisfaction.

EDUCATION & CERTIFICATIONS**Healthcare Assistant Program** | Western Community College, Abbotsford, BC**2025****Post Graduate Diploma in Advanced Project Management and Strategic Leadership** | Lambton in Mississauga**2022****Bachelor of Technology in Electronics and Communication Engineering** | Mahatma Gandhi University | Kerala, India**2018****CERTIFICATIONS:****BC Care Aide Certification** | BC Ministry of Health**Food Safety Level1****First Aid & CPR/AED Certifications****SPECO Certification****WHMIS Certification****Analytics in Healthcare Management and Administration****Certification in Food Safety and Quality Assurance**