

OROBOSA QUEENSLEY UWAGBOR

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PROFESSIONAL SUMMARY

A highly dedicated and reliable individual with a strong relationship-building skills and emotional intelligence. Adept multitasker, able to address a wide variety of clients' concerns with courtesy and professionalism. Skilled in handling difficult and tense interpersonal solutions efficiently and safely. A fast-rising support worker/career who strive to proffer possible solutions to clients with different needs such as mental health issues, dementia, anti-social behaviors, depression or drug and alcohol misuse.

Key Skills

- Passionate in helping the needy, especially the homeless
- Experience working with special children, vulnerable, abused, depressed, trafficked, drug and alcohol addicts, etc.
- Passionate in caring for people generally
- Mental health support
- Client management and social support
- Good Knowledge and application of Microsoft Office Applications such as Word, Power Point ,Excel
- Able to prioritize workloads and excellent administration skills
- Sound decision making and problem-solving skills

EMPLOYMENT/PROFESSIONAL WORK EXPERIENCE:

Support Worker, Precious Care Home, Lagos, Nigeria (*January 2022 – March 2025*)

- Helping people to get organized, plan their day, clean and shop
- Encouraging and supporting client in the development of personal skills through hobbies and interests
- Working closely with other healthcare professionals to ensure that all care needs meet the highest possible standards
- Being on hand to guide and advise, listen and understand, build confidence and self-esteem.
- Providing emotional and physical support for clients
- Helping patients access community facilities and be gradually integrated into the larger society

Exam officer, Chrisidal college, Benin City, Nigeria (*July 2019 – January 2022*)

- Providing independent and confidential counseling service to students and staff through individual sessions, responding to their personal, social, emotional, and educational concerns.
- Promoting a caring and supportive environment where such concerns may be explored, thereby promoting the mental and emotional health
- Writing of weekly report of activities indicating achievements, challenges, solutions, and the recommendation thereof
- Keeping up with trends and problem and to be willing to identify causes and recommend corrective actions.
- Worked with the academic advising team to provide course scheduling recommendations and exemptions for students with learning disabilities and individualized education plan.
- To work with a broad range of issues including anxiety, perfectionism, depression, bereavement, eating disorders, self-harm, anger management, abuse and relationship

difficulties with family or friends.

Library officer university of Benin(SIWES) (September 2013 – April 2014)

- **Cataloging and Classification:** Organizing library materials (books, journals, multimedia) by cataloging and classifying them for easy retrieval.
- **Assist with Library Services:** Providing assistance to library users in locating materials, answering reference questions, and helping with research.
- **Maintenance of Library Materials:** Ensuring that library resources are well-maintained, including repairing damaged materials and updating collections.
- **Inventory Management:** Tracking the library's inventory, managing acquisitions, and ensuring that books and other resources are properly stored and protected.
- **Customer Service:** Assisting patrons with library services such as checking out and returning books, issuing library cards, and providing information about library policies and programs.
- **Programming and Events:** Organizing or supporting library programs, workshops, and events aimed at engaging the community and promoting literacy.
- **Managing Library Systems:** Overseeing the use of library management software to track books, monitor overdue materials, and manage circulation systems.
- **Staff Supervision:** In some cases, library officers may supervise library assistants and other staff members, ensuring that operations run smoothly.
- **Budget and Resource Management:** Assisting in budgeting for library resources and ensuring that funds are allocated efficiently for acquiring new materials or maintaining current ones.
- **Promoting Library Resources:** Promoting new materials and library services to users and encouraging participation in library programs.
- **Collaboration with Educational Institutions:** Working closely with schools, universities, or community organizations to ensure that the library supports educational and research needs.

Volunteer, Home for the Physically Impaired, Ighosa IDP CAMP Benin, Nigeria (January 2018 –December2022)

- Encouraging and empowering students to maximize their potential and reach meaningful goals
- Improving children and young people's understanding and ability to address their difficulties
- Promoting strategies to cope with change
- Supporting the development of personal strategies needed to manage problems
- Offering pupils emergency support whenever they are distressed
- Increasing resilience
- Championing the campaign for literacy programs among pupils of school age in disconnected community
- Develop a monitoring and evaluation assessment for English proficiency and general communication skill
- Discovering beneficiaries' ingenuity, creativity and intelligence and celebrating same.
- Encouraging students to express themselves freely

EDUCATION & QUALIFICATION

Bachelor of Science Degree – Ambrose Ali University Ekpoma, Nigeria

(July 2016)

CERTIFICATION

- Basic Life Support *(January 2023)*
- Building Mental Health Resilience *(January 2023)*
- Adult Social Care *(January 2023)*