

Moses Mugisha

Toronto Ontario M1H2Z1

437-288-7751

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PERSONAL SUPPORT WORKER (PSW).

Professional Summary

Dedicated and caring personal support worker with practical expertise giving senior citizens in long-term care facilities personal care and support. Competent in encouraging independence, supporting activities of daily life, and maintaining a welcoming, safe, and comfortable environment. With a strong work ethic and dedication to person-centered care.

Knowledgeable about providing clients with emotional support, mobility assistance, personal hygiene, and everyday tasks. Adept at keeping a welcoming and secure atmosphere while guaranteeing each person's respect and dignity.

CERTIFICATION

Personal Support Worker Certificate

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|------------------------------------|----------------|
| Alpha Career College – Toronto, ON | July 2025 |
| Gentel Persuasive Approach (GPA) | August 06 2025 |
| Ontario Security Guard License | May 2023 |
| Emergency First Aid and CPR | Mar 2023 |
| WHMIS Certificate | Mar 2024 |
| Smart Serve Certificate | October 2025 |

WORK EXPERIENCE

Personal Support Worker

Alexi Lodge Retirement Residence – Toronto, ON **August 08 2025**

Residents were assisted with activities of daily living (ADLs), such as bathing, dressing, grooming, toileting, and mobility help.

Provided meal preparation and feeding assistance while ensuring dietary needs were satisfied.

Provided emotional support and companionship to residents in order to improve their mental and emotional well-being.

Monitored and documented physical and emotional changes in residents, and promptly reported any concerns to nursing personnel.

Followed infection control and safety protocols in accordance with facility regulations and public health standards.

Collaborated successfully with nurses, families, and other PSWs to ensure high-quality care and comfort.

Skills & Competencies:

Assisting with daily living activities (bathing, dressing, grooming)

Mobility and transfer support

Medication reminders and basic healthcare assistance

Meal preparation and dietary monitoring

Housekeeping and maintaining a clean environment

Emotional and social support

Observing and reporting client health conditions

Team collaboration and interpersonal skills

Infection control and safety compliance

Time management and reliability

SMS SECURITY COMPANY

A Concierge at Condo Front Desk

2024 up to date

Customer service or front desk roles to hotel, corporate office, or residential buildings

Security or building management to monitoring entry points and coordinating emergency responses

Administrative tasks to record-keeping, package handling, and scheduling maintenance request

Communication and problem-solving to resolving resident concerns and handling service requests

Technology and Monitoring, Operating security cameras, key fob systems, and intercoms.

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Aalliance Labeling Mississauga

Mar-Aug 2023

WARE HOUSE ASSISTANT

Receiving and Inspecting Goods

Order Picking and Packing

Housekeeping and Safety

Teamwork and Communication

Loading and off loading

Moved materials in work areas

Education

International University of East Africa

Kampala Uganda

Bachelor of procurement and logistics

2016

Ccentennial College

Toronto Canada

Post Graduate Diploma Global Business Management

2023

Alpha career College

Toronto Canada

Personal Support Worker (PSW)

July 2025

Volunteer Experience

PWA

Toronto Ontario

Associate

July 2025

Client intake screening and support process.

Contributed to the establishment of distribution centres.

Conducted thorough inspections for defects or contamination prior to packaging food items.

Monitored and patrolled premises with diligence.

Order Picking and Packing in the food bank

Documented essential product information, including lot numbers and expiration dates.

Conducted customer service through front desk

Reference

Ian Mcknight

Director PWA

4165061400

Christiana Egi

Director

Alexis Lodge Retirement Resident

6472950234