

SHUGUFTHA HEENA

CONTACT INFORMATION

Phone: +447435438700

Email: heenamirza735@gmail.com

Address: Southampton, UK

Visa Status: Right to Work in UK

Enhanced DBS Check: Obtained

PROFESSIONAL SUMMARY

Compassionate and experienced Health Care Assistant with a proven track record in residential and clinical care. Proficient in delivering personal care, supporting mobility, and providing dementia care. Dedicated to safeguarding patient dignity, promoting independence, and maintaining a safe, hygienic environment. Strong communication skills and cultural sensitivity enhance collaboration with patients, families, and healthcare teams.

CERTIFICATION

- Mandatory & Statutory (Practical) Training Course (CSTF - UK)

KEY SKILLS

- Personal care and hygiene assistance
- Dementia and disability care
- Safeguarding and confidentiality
- Record-keeping and infection control
- Team collaboration and cultural sensitivity
- Mobility support and repositioning assistance

EDUCATION

Bachelor of Commerce (Computers) – 2014
Osmania University, Hyderabad, India

Master of Business Administration (MBA) – 2016
Osmania University, Hyderabad, India

LANGUAGES

- English
- Urdu
- Telugu
- Hindi

WORK EXPERIENCE

1. Health Care Assistant – Unique Home Care, Abu Dhabi, UAE (Feb 2021 – Jul 2024)

Key Responsibilities:

- Provided personal care, including bathing, dressing, grooming, and toileting, ensuring patient comfort and dignity.
- Supported patients with mobility, including safe transfers and repositioning, to prevent bedsores.
- Assisted in dementia and disability care, fostering independence and safeguarding confidentiality.
- Monitored and documented changes in health, promptly communicating concerns to healthcare professionals.
- Maintained hygienic patient areas, sanitized equipment, and adhered to infection control protocols.
- Facilitated social and recreational activities to enhance patients' mental well-being.
- Supported patients in end-of-life care, ensuring compassion and dignity in their final stages.

2. HR Recruitment Advisor – Artek Services & Solutions, Southampton, UK (Aug 2024 – Present)

Key Responsibilities:

- Organized and maintained employee records and HR documentation for compliance purposes.
- Scheduled interviews and managed calendars for senior staff and hiring managers.
- Sourced candidates through job boards, social media, and networking, conducting initial screenings.
- Assisted with employee onboarding processes, including induction schedules and orientation programs.

3. Retail Supervisor & Cashier – Christmas Market, Southampton, UK (Oct 2024 – Jan 2025)

Key Responsibilities:

- Supervised daily sales operations and assigned tasks to team members.
- Delivered exceptional customer service, managing transactions efficiently during peak hours.
- Ensured the retail space met aesthetic and operational standards.
- Trained new staff on point-of-sale systems and customer service protocols.