



STEVEN TENDO

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PROFESSIONAL SUMMARY

STEADFAST & RESULTS-oriented dedicated professional with more than 15 years of experience and a proven knowledge of HR, operations and Administration. Aiming to leverage my abilities to successfully fill any role due to my proven performance in management, leadership and communication. I am detail-oriented in problem-solving and planning thus being ready to make an immediate contribution to any company /organization.

SKILLED & MOTIVATED employee that learns quickly, Works independently with little to no supervision in fast-paced, high-volume environments. Consistently adheres to safety standards, Maintains open availability and flexibility to work various shifts, Skilled Patient Care Technician offering demonstrated expertise in patient support developed over a year of healthcare experience. Skilled at supporting transports, ambulating patients and charting updates. Flexible team player with positive and upbeat nature.

PATIENT-FOCUSED CPSA that brings extensive experience in medical office management, supporting physicians, nurses and other healthcare staff. Well-versed with evidence of experience providing quality patient care and administrative services in healthcare industry with proven track record of success in streamlining operations, developing protocols and improving patient outcomes with strong commitment to exemplary customer service and maximizing patient safety and satisfaction.

SKILLS

- Good Communication
- Project Management
- Computer Skills
- Complex Problem-Solving
- Teamwork and Collaboration
- Attention to Detail
- Physical stamina
- Conflict resolution
- Workplace cleanliness
- Attention to detail
- Efficient multitasking
- Reliability and punctuality
- Record keeping
- Team Leadership
- Flexible Schedule
- Problem-Solving
- Relationship Building

WORK HISTORY

CLINICAL PATIENT SAFETY ATTENDANT (CPSA) 11/2023 to CURRENT

UVM Medical Center | 111 COLCHESTER AVENUE, BURLINGTON VT

- Enhanced patient safety by conducting comprehensive room checks and maintaining a clean environment.

- Reduced risk of falls by assisting patients with mobility and providing appropriate support during transfers.
- Improved communication between medical staff and patients by effectively reporting observations and concerns.
- Increased patient satisfaction by offering compassionate care and addressing individual needs in a timely manner.
- Conducted hourly rounding to proactively address potential safety hazards or concerns, enhancing overall patient wellbeing.
- Contributed to the prevention of hospital-acquired infections through diligent hand hygiene practices and use of personal protective equipment.
- Promoted patient autonomy by encouraging self-care activities within safe boundaries, fostering independence.
- Collaborated with interdisciplinary teams to optimize patient outcomes through consistent communication and coordination of care plans.
- Participated in regular training sessions, staying current on best practices for patient safety attendants' roles and responsibilities.
- Maintained detailed documentation of patient interactions, ensuring accurate records for continuity of care purposes.
- Assisted nursing staff with non-clinical tasks, enabling them to focus on direct patient care and improving efficiency.
- Demonstrated adaptability by working with diverse populations, including patients with varying cognitive abilities, physical limitations, or cultural backgrounds.
- Supported family members during their loved ones' hospitalization, providing information on visitation guidelines and answering general questions about the facility's policies.
- Mentored new Patient Safety Attendants by sharing best practices and offering guidance as they acclimated to their roles.
- Ensured compliance with HIPAA regulations by maintaining strict confidentiality regarding patient health information.
- Utilized effective de-escalation techniques when encountering agitated or distressed patients, prioritizing safety for all involved parties.
- Facilitated efficient discharges by preparing rooms for cleaning and assisting patients with gathering belongings as needed.
- Actively participated in unit meetings to stay informed about policy updates or changes in protocols affecting daily tasks.

PRESIDENT/ EXECUTIVE DIRECTOR

03/2013 to CURRENT

ELOI MINISTRIES | KAMPALA UGANDA

- Built relationships with donors, government officials, and other organizations to secure funding and support for organization.
- Drove strategic improvements to enhance operational and organizational efficiencies.
- Devised and presented business plans and forecasts to organization board of directors.

- Founded performance- and merit-based evaluation system to assess staff performance.
- Led recruitment and development of strategic alliances to maximize utilization of existing talent and capabilities.
- Created succession plans to provide continuity of operations during leadership transitions.
- Formulated and executed strategic initiatives to improve product offerings.
- Set organizational goals and objectives to guide and direct company focus and achieve mission fulfillment.
- Developed and implemented organizational strategies to achieve set goals and objectives and secured long-term success.
- Monitored key business risks and established risk management procedures.
- Built and maintained strong company teams by hiring and training qualified staff to create positive and productive work environments.
- Analyzed industry trends and tracked competitor activities to inform decision-making.
- Fostered a work culture of collaboration and inclusion to increase morale and reduce turnover.
- Advocated for organization and company mission to raise awareness and support.
- Shaped solutions and approaches by leveraging trends in customer marketplaces and industries.
- Defined company roles and responsibilities to establish and enhance processes.
- Oversaw business-wide changes to modernize procedures and organization.
- Represented the organization to local public by giving presentations and speeches and participating in community events.
- Maintained P&L and shouldered corporate fiscal responsibility.
- Created promotional materials and provided insightful information to social media, websites and print media to educate public.
- Collaborated with legal, accounting, board, and other professional teams to review and maintain compliance with regulations.
- Worked closely with organizational leadership and board of directors to guide operational strategy.
- Managed financial, operational, and human resources to optimize business performance.
- Conducted top-tier media interviews, highlighting key messages of major developments and enhancing company reputation.
- Exercised appropriate cost control to meet budget restrictions and maximize profitability.
- Aligned department vision, goals, and objectives with company strategy to achieve consistently high results.
- Communicated business performance, forecasts, and strategies to

investors and shareholders.

- Directed technological improvements, reducing waste and business bottlenecks.
- Established and maintained strong relationships with customers, vendors, and strategic partners.
- Oversaw divisional marketing, advertising, and new product development.
- Monitored compliance with laws and regulations to protect organization from legal liabilities and penalties.
- Initiated strategy to drive company growth and increase market share and profitability.
- Cultivated company-wide culture of innovation and collaboration.
- Developed innovative sales and marketing strategies to facilitate business expansion, decision-making, board work,

DEACON

04/2024 to CURRENT

DAYBREAK COMMUNITY CHURCH | Colchester, VT

- Inspired congregation members by incorporating real-life experiences and contemporary issues into sermons.
- Collaborated with church leaders to develop community outreach programs, resulting in increased membership and engagement.
- Provided pastoral care and support to congregation members during times of personal crisis, fostering a strong sense of community within the church.
- Organized and led Bible study sessions for various age groups, promoting spiritual growth and understanding of religious texts.
- Planned and executed special events such as retreats, workshops, and guest speaker series, enhancing the overall worship experience for congregants.
- Delivered engaging sermons tailored to the needs of diverse audiences, effectively communicating spiritual teachings and principles.

CHAPLAIN

01/2024 to 05/2024

UVM Medical Center | 111 COLCHESTER AVENUE, BURLINGTON VERMONT

- Provided spiritual guidance to patients and staff members by conducting regular counseling sessions.
- Developed relationships with patients and families, resulting in increased trust and rapport during difficult times.
- Collaborated with interdisciplinary teams for holistic patient care, addressing both physical and emotional needs.
- Organized and led religious services for diverse groups within the community, fostering a sense of unity and belonging.
- Facilitated grief support groups, helping participants cope with loss and find healing through shared experiences.
- Implemented pastoral care programs that addressed the unique spiritual

needs of patients facing terminal illness or end-of-life decisions.

- Built strong relationships with local faith-based organizations to create a network of resources for patients and families.
- Conducted crisis intervention sessions with individuals experiencing severe emotional distress, providing comfort and support during critical times.
- Delivered thoughtful eulogies at memorial services, honoring the lives of deceased patients while offering solace to grieving loved ones.
- Enhanced the quality of life for long-term care residents by implementing engaging spiritual activities tailored to individual preferences.

ORDERLY

06/2023 to 03/2024

UVMMC | Burlington, VT

- Provided physical support to patients through diverse types of mobility assistance.
- Transported patients via wheelchair to and from rehabilitation and daily activities.
- Warmly greeted patients and visitors and made each feel welcome.
- Wiped down equipment with proper cleaning products after each patient transport to reduce instances of infection.
- Collected and transported specimens to prepare for lab testing.
- Responded to patient emergencies with immediate care and notified clinicians to provide comprehensive assistance.
- Supported patient admissions, discharges, and transfers to promote team productivity.
- Applied oxygen via nasal cannula, simple masks and nebulizer masks under direction of nurse in charge.
- Used wheelchairs, stretchers and movable beds to move patients between hospital locations.
- Lifted or assisted others to lift patients to move them on or off beds, surgical tables or stretchers.
- Cleaned, sanitized and moved hospital equipment.
- Responded to emergency situations to help with lifting and transporting patients.
- Collaborated with other medical staff to achieve high level of patient safety and care.
- Helped other staff with patient transfers by moving patients between departments.

DONOR IMPACT AND RELATIONSHIP MANAGER

08/2021 to 12/2023

DREAM PROGRAM | DREAM PROGRAM, P.O.BOX 361, WINOOSKI, VT05446

- Maintained records and compile statistical reports concerning personnel-related data such as hires, transfers, performance appraisals and

absenteeism rates

- Negotiated bargaining agreements and helped interpret labor contracts
- Analyzed and modified compensation and benefits policies to establish competitive programs and comply with legal requirements
- Supervised and coordinated work activities of subordinates and staff relating to employment, compensation, labor relations and employee relations
- Designed and maintained financial models to identify and measure risks.
- Advised managers on organizational policy matters, such as equal employment opportunity and sexual harassment and recommended needed changes
- Maintained knowledge of banking products and distribution to provide optimal service support.
- Developed, administered and evaluated applicant tests
- Among others.
- Analyzed customer data to identify areas of improvement and maximize customer satisfaction.
- Developed and cultivated lucrative relationships with both new and existing clients through effective communication and exemplary interpersonal skills.
- Prepared cash flow projections, cost analysis and monthly, quarterly and annual reports.
- Analyzed business processes to identify cost savings and operational efficiencies.
- Developed and managed relationships with vendors to establish cost-effective products and services.
- Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products.,,,,,,,

DRYER /FILLER OPERATOR

10/2022 to 05/2023

Perrigo Nutritionals | 147 Industrial Park Rd, Georgia VT 05468

- Counted and recorded finished and rejected packaged items.
- Complied with company and OSHA safety rules and regulations.
- Set up and adjusted equipment and properly configured machines for daily operation.
- Calibrated, tested, and adjusted machine settings or controls in preparation for production operations.
- Observed machine operations to verify quality and conformity of packaged products, stepping in to resolve issues promptly and avoid costly production errors.
- Used precision measuring tools, micrometers and calipers to meet required product specifications.
- Assembled products according to changing daily work orders and specific customer needs.
- Attached identification labels to finished packaged items and cut stencils

and stencil information on containers such as lot numbers or shipping destinations.

- Set up and ran machinery to produce exceptional products for industrial needs.
- Monitored machines during operation to detect sounds of malfunction or excessive vibration and adjusted machines to eliminate problems.
- Loaded raw materials into machines and unloaded finished products to keep manufacturing process running smoothly.
- Replenished materials and supplies as needed to maintain production.
- Sealed products by applying appropriate fastenings and ties and confirmed seal integrity to prevent product and packaging damage.
- Followed detailed instructions to operate machines with accuracy and produce quality products.
- Operated machining equipment safely with team of operators.
- Reported malfunctions and errors to supervising staff, addressed concerns and supported other machine operators completing challenging workloads under tight schedules.
- Stocked and sorted packaging and replenished supplies to achieve consistent productivity levels.
- Maintained equipment performance by lubricating and cleaning components.
- Operated multiple machines simultaneously to meet production requirements.
- Regulated machine flow, speed and temperature and stopped and reset machine to address malfunctions.
- Maintained optimal equipment performance by carrying out simple hourly maintenance on machines.
- Assessed equipment after each production run and performed preventive maintenance to keep machines running smoothly.
- Updated daily production logs and informed management of production incidents or non-conformance issues.
- Kept detailed production records and identified hold-ups.
- Sorted and weighed products after packaging to assess quality, identify defects and grade resulting items.

PRODUCTION TECHNICIAN 1

11/2021 to 09/2022

KURIG DR PEPPER-ESSEX PLANT | 30 Gauthier Dr, Essex Junction , VT 05452

- Aid in planning work assignments in accordance with worker performance, machine capacity, production schedules, or anticipated delays
- Performed setup of production equipment to establish optimal performance.
- Established and managed trial projects to deploy updated processes.
- Compile and evaluated statistical data to determine and maintain quality and reliability of products

- Read worker logs, product processing sheets, or specification sheets to verify that records adhere to quality assurance specifications
- Selected products at specified stages in production process for performance characteristics and adherence to specifications
- Verified that equipment was being operated and maintained according to quality assurance standards by observing worker performance
- Ensuring that quality is met and proper GMPs maintained,
- Developed and enhanced personnel work instructions to clear up confusion and boost performance.
- Made sure that products were produced on time and are of good quality.
- Executed continuous improvement initiatives to streamline production processes.
- Suggested and implemented new ideas to improve quality, reduce cost, and support production work environment.
- Ensuring that packaging is done right by verifying expiry dates, brands, master cases among others, Ensure and verify right quantity on pallets and make sure that they are labeled well and rightly,
- Monitor and adjust production processes and equipment for quality and productivity, among others
- Inspected products and machines to maintain quality and efficiency.
- Inspected equipment and systems to identify issues, immediately reporting problems to repair technicians.
- Promptly documented and reported all defective equipment and hazardous conditions.
- Reviewed production schedules and streamlined processes.
- Enhanced data gathering, extraction and analysis for diverse workflows and procedures.
- Maintained accurate production records to track progress, identify areas for improvement and meet regulatory requirements.
- Adjusted process parameters to optimize product quality and production rates.
- Read worker logs, product processing sheets or specification sheets to verify records adhered to quality assurance specifications.
- Selected material quantities or processing methods needed to achieve efficient production.
- Performed general equipment maintenance and repair to minimize downtime.
- Scheduled preventive and predictive maintenance actions based on failure analysis.
- Examined incoming materials and compared to documentation for accuracy and quality.
- Utilized calipers, micrometers and height gauges to calibrate and adjust machinery.
- Trained and supervised production personnel to properly use production equipment and apply best practices.

HR & BUSINESS DEVELOPMENT MANAGER

03/2012 to 03/2013

ELOI MINISTRIES | KAMPALA UGANDA

- Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.
- Coordinated technical training and personal development classes for staff members.
- Devised hiring and recruitment policies for 100-500 employee company.
- Utilized compliance tools, corrective actions and identification of deficiencies to mitigate audit risks.
- Collaborated with legal and compliance teams to review paperwork, obtain feedback, and procure available information for new training processes.
- Facilitated successful policy implementation and enforcement to maintain legal and operational compliance.
- Liaised between multiple business divisions to improve communications.
- Enhanced team workflows and employee job satisfaction by coordinating communication between managers and employees.
- Fostered positive work environment through comprehensive employee relations program.
- Reduced process gaps while supervising employees to achieve optimal productivity.
- Discovered and resolved complex employee issues that affected management and business decisions.
- Developed comprehensive process for new hires and reviewed new hire productivity, optimizing onboarding effectiveness.
- Structured compensation and benefits according to market conditions and budget demands.
- Distributed employee engagement surveys to identify areas of improvement.
- Maintained current knowledge of industry regulations and legislation to amend policies and promote compliance.
- Recruited top talent to maximize profitability.
- Identified and implemented appropriate strategies to increase employee satisfaction and retention.
- Instructed senior leaders on appropriate employee corrective steps.
- Updated training processes by reviewing existing documentation, leveraging feedback from associates and working with legal and compliance teams.
- Created and implemented forward-thinking initiatives to improve employee engagement.

NATIONAL SALES & ACCOUNT MANAGER

01/2011 to 02/2012

WARID TELECOM UGANDA LIMITED | KAMPALA UGANDA

- Developed and assigned monthly sales quotas to over 60 regional sales

managers in Uganda.

- Monitored customer buying trends, market conditions, and competitor actions to adjust strategies and achieve sales goals.
- Developed sales strategy based on research of consumer buying trends and market conditions.
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.
- Trained and developed exceptional sales leaders.
- Managed national sales programs, supervised 200 sales representatives and evaluated KPIs for promotional opportunities.
- Developed and implemented effective sales strategies and led nationwide sales team members to achieve sales targets.
- Exceeded targets by building, directing, and motivating high-performing sales team.
- Established and maintained budgets, quotas and regional territories for team members to drive consistent growth.
- Attended events, training seminars and manufacturer product showcases.
- Predicted shifts in regional and national marketplaces using current industry knowledge to stay ahead of competition.
- Drafted comprehensive sales plans and approved budget expenditures to meet project goals.
- Forecasted sales and established processes to achieve sales objectives and related metrics.
- Liaised with marketing and product development departments to maintain brand consistency.
- Met with customers to give sales presentations, negotiate contracts and promote services.
- Directed sales support staff in administrative tasks to help sales reps close deals.
- Empowered and led driven sales team to build product awareness and exceeded revenue targets.
- Conferred design and production departments on customer needs and preferences to stay on top of changing demands.
- Established and adjusted selling prices by monitoring costs, competition and supply and demand.
- Evaluated costs against expected market price points and set structures to achieve profit targets.
- Remained responsive to changing targets by preparing monthly, quarterly and annual sales reports and forecasts.
- Directed effective hiring, orientation, training, development and retention of sales staff to maximize team performance.
- Negotiated and closed agreements with large customers and monitored and analyzed performance metrics.



UGANDA TELECOM LIMITED | TELEPHONE HOUSE, KAMPALA

- Forecasted sales and established processes to achieve sales objectives and related metrics.
- Collaborated with business development managers in partner planning process to develop mutual performance objectives, financial targets and critical milestones.
- Supported senior management in increasing website traffic, resulting in 2.6M unique monthly visitors.
- Earned top spot out of 2000 employees across Uganda for outstanding sales performance and revenue contributions.
- Complied with policies and quality standards to maintain consistency in quality of services.
- Identified staff requirements and worked with human resource department to initiate recruitment and training processes.
- Identified profitable business leads and built pipeline of prospective customers.
- Worked diligently to resolve unique and recurring complaints, promoting loyalty, and enhancing operations.
- Resolved complex problems to positively impact sales and business direction.
- Directed sales support staff in administrative tasks to help sales reps close deals.
- Shaped solutions and approaches by leveraging trends in customer marketplaces and industries.
- Managed, supported and grew business relationships with existing accounts and developed strategies to increase sales and revenue.
- Supervised and trained new hires on best practices and proper protocols; updated training materials and sales collateral and decreased process gaps.
- Increased market penetration by growing brand awareness.
- Provided product demonstrations to share features, answer questions and overcome concerns.
- Efficiently resolved sales, service and account issues to maximize customer satisfaction.
- Improved profit opportunities by cultivating expansion of existing customer base and generating new accounts.
- Developed and implemented comprehensive sales plan to achieve designated group sales objectives consistent with overall company short- and long-term objectives.
- Performed projects under-budget and on-time, maximizing efficiencies of print campaigns.
- Improved bottom-line profits by creating new product penetration and retail market opportunities.
- Brought lapsed accounts back to active status and providing additional revenue.

- Created representative and customer sales reports and recommended initiatives for marketing and promotional programs.
- Tracked sales data to assess trends and make proactive strategy changes.
- Developed sales strategy based on research of consumer buying trends and market conditions.
- Evaluated costs against expected market price points and set structures to achieve profit targets.
- Reached out to customers frequently to check on satisfaction, inquire about needs and propose new offerings.
- Operated within budgetary constraints, participated in development of annual budget forecasts and reconciled operating budget.

EDUCATION

○	Master of Arts Education	<i>09/2011</i>
	UGANDA MANAGEMENT INSTITUTE, UGANDA	
○	Bachelor of Arts EDUCATION	<i>02/2010</i>
	MAKERERE UNIVERSITY KAMPALA, KAMPALA UGANDA	
○	Associate of Arts Theology And Biblical Ministry	<i>11/2010</i>
	ABA FOUNDATION BIBLE COLLEGE, KAMPALA UGANDA	
○	No Degree CHAPLAIN/ ACPE	<i>05/2024</i>
	UVM, BURLINGTON, VT	
○	Associate of Science MOAB & CPR TRAINING	<i>07/2023</i>
	UVMMC, Burlington, VT	
○	MULTIPLE CERTIFICATES IN MULTIPLE FIELDS CUSTOMER CARE, GUIDANCE AND COUNSELING, LEADERSHIP	<i>11/2016</i>
	MULTIPLE INSTITUTES, UGANDA AND ABROAD	
○	ADVANCED CERTIFICATE OF EDUCATION (High School) Liberal Arts And General Studies	<i>11/2006</i>
	KYAMBOGO COLLEGE SCHOOL, KAMPALA UGANDA	
○	CERTIFICATE OF EDUCATION (MIDDLE SCHOOL) Arts, Sciences And General Studies	<i>11/2004</i>
	CLIVE COLLEGE SCHOOL , KIREKA KAMPALA UGANDA	