

Elizabeth Del Pilar Paredes Melgar

Aged carer

✉ elizabeth_pm16@hotmail.com

☎ 0403340437

Empathetic Care Worker with sensitive and compassionate approach to cultivating trusting, stimulating and varied lifestyle for residents. Offers enhanced care with flexible learning approach for patients. Experience in hospital and in-home settings providing guidance and encouragement to patients through physical and emotional support.

Experience

Carer - Christian Brethren Community Services

2023 - Present

- Built strong relationships with clients to deliver emotional support and companionship.
- Assisted clients with daily living needs to maintain self-esteem and general wellness.
- Assisted with dressing guidance, grooming, meal preparation, and medication reminders.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Recognized and reported abnormalities or changes in patients' health status to case manager.
- Maintained frequent supervision of residents unable to call for assistance.
- Supported clients with mental support and physical activities to accomplish quality of life and sustain needs.
- Supported daily hygiene needs of patients by assisting with bathing, dressing, dental care and personal grooming.
- Completed regular check-ins and progress report for each client.
- Replaced bandages, dressings and binders to care for wounds and encourage healing.

Sales Administration Coordinator - Utilmarket 2AR, Peru

2022 - 2023

- Skilled at working independently and collaboratively in a team environment.
- Identified issues, analyzed information and provided solutions to problems.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Restocked supplies and placed purchase orders to maintain adequate stock levels.
- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
- Maintained office supplies inventory by checking stock and ordering new supplies.
- Executed record filing system to improve document organization and management.
- Created and maintained databases to track and record customer data.
- Assisted coworkers and staff members with special tasks on daily basis.
- Opened and properly distributed incoming mail to promote quicker response to client inquiries.

Customer Service Assistant - Utilmarket 2AR, Peru

2015 - 2022

- Maintained clean and organized work environment to maintain customer safety.
- Built strong relationships with customers and colleagues by providing friendly and personable service.
- Responded to customer calls and emails to answer questions about products and services.
- Collaborated with other departments to guarantee customer satisfaction.
- Answered customer questions about product availability and shipment times.
- Refunded money and adjusted bills to resolve customer service or billing complaints.
- Calculated correct order totals, updated accounts, and maintained detailed records for inventory management.
- Created and maintained detailed database to develop promotional sales.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.

Education

Certificate III in Individual Support

Expected in 06-2024

- Times Academy - Sydney

Certificate in Commercial Financial Cashier

- Certus - Lima, Peru

Skills

- Verbal Communication
- Time Management
- Patient Care
- Daily Living Assistance
- Patient Companionship

Languages

Spanish - Native

Reference

Mark Diesta - Registered Nurse
0412209126
mdiesta@cbcs.com.au