

AMBIKA GURUNG

PROFESSIONAL SUMMARY

Support/ Care worker with 2 years of work experience at Opal Heath care community.

Compassionate care worker with solid background in providing personal care and support to individuals in need. Demonstrated ability to assist with daily living activities and foster comforting environment. Proven track record of exhibiting empathy and effective communication skills. Demonstrates strong analytical, communication, and teamwork skills, with proven ability to quickly adapt to new environments. Eager to contribute to team success and further develop professional skills. Brings positive attitude and commitment to continuous learning and growth.

Assistant Manager at Coles supermarket for 10+ year experience.

Physical Therapy Assistant at Regis age care.

WORK HISTORY

Support/Care Worker , 02/2023 to 02/2025

Opal Aged Care Community - New South Wales

- Provided emotional support and companionship to patients, building trust and improving overall wellbeing.
- Assisted patients with daily living activities, promoting independence and quality of life.
- Collaborated with healthcare professionals to develop customized care plans for optimal patient outcomes.
- Monitored patient health, reporting any changes or concerns to healthcare professionals promptly.
- Developed strong relationships with patients' families, keeping them informed about progress and addressing concerns as needed.
- Assisted in physical therapy exercises, helping patients regain mobility and strength over time.

- Facilitated group activities that fostered social interaction among residents within assisted living communities.
- Social outing with clients to park, social clubs.

Assistant Manager , Customer Service , 05/2009 to 01/2021

Coles Supermarket - New South Wales

- Created a positive work environment for staff members, promoting teamwork and employee morale.
- Improved customer satisfaction by addressing and resolving customer complaints in a timely manner.

CONTACT

Address: Jamisontown, Australia 2750

Phone: 0466452134

Email: grgambu3@gmail.com

WWW: [Bold Profile](#)

SKILLS

- Behavioural support
 - Recreational activities
 - Personal care assistance
 - Multitasking and organization
 - First aid and safety
 - Respectful and compassionate
 - Incident reporting
 - Physical therapy support
 - Disability support
 - Medical records management
 - Team collaboration
 - Active listening
 - Social interaction
 - Community activities
 - Care plan assessment
 - Care plan management
 - Patient assessments
 - Complex Problem-solving
 - Client confidentiality
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- Analyzed customer feedback data to identify trends, make improvements, and better understand client needs.
- Provided exceptional support to management, assisting in daily operations and decision-making processes.
- Managed inventory levels effectively, reducing waste while ensuring availability of necessary products/services at all times.
- Resolved customer complaints while prioritizing customer satisfaction and loyalty.
- Took ownership of customer issues and followed problems through to resolution.
- Successfully managed budgets and allocated resources to maximize productivity and profitability.
- Set aggressive targets for employees to drive company success and strengthen motivation.
- Evaluated employee performance and conveyed constructive feedback to improve skills.

Physical Therapist Assistant, 01/2011 to 03/2012

Regis Aged Care - Queensland

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EDUCATION

Diploma, Tertiary nursing, 12/2011

Australian catholic university

Certificate III in Aged Care, Aged care

Job Training Institue

REFERENCES

Oliver

0481466716

Registered Nurse (Opal Health Care)

Amit Makwana
0432143174
(Store Manager Coles)

INTERESTS

- Participating in fundraising events to support local charities, schools, or community projects.
 - I enjoy helping others and giving back to the community. My goal is to open a child care organization in South East Asian country to support orphan and homeless kids. A good future where every orphaned and vulnerable child in Asia is embraced by a nurturing home, given the tools to break free from poverty, and empowered to build a life filled with hope and opportunity.
 - My aim is to transform not just individual lives, but entire communities, helping children grow into confident, self-reliant adults inspiring change with those around them.
 - Volunteering for community initiatives to give back to local communities and make a positive impact.
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