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Blacktown, NSW 2148



[Bold Profile](#)

## EDUCATION

Certificate Of Community  
Service, ageing And Disabi:  
Healthcare  
**Greenwich College**, Central

Certificate of Individual  
Support, Healthcare  
**Greenwich College**, Central  
Australia

Diploma Of Hospitality,  
Tourism And Management  
**St Therese College**, Taguig  
City  
July 2022

# ANDRIA PAULA PONCE ENOVAL

## PROFESSIONAL SUMMARY

Proven track record in enhancing operational efficiency and client satisfaction, notably at Essential where on-time delivery rates were significantly improved. Skilled in package handling and demonstrating exceptional attention to detail, excelling in fast-paced environments to ensure quality and precision in every task. Demonstrates a commitment to excellence and empathy in service delivery through the development of personalized support plans.

## SKILLS

- Patient Monitoring
- Medical Documentation
- Quality of care standards
- Attention to Detail
- Computer Skills
- Pallet Jack Handling
- Picking and Packing
- Cleaning and Organizing
- Hospitality and accommodation
- Hospitality and Guest Service

## WORK HISTORY

November 2023 - Current

**Angels Filipino Bbq - Front of House Cashier**, Blacktown, NSW

- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Managed high-volume periods with ease, maintaining composure under pressure and minimizing wait times for guests.

November 2023 - Current

**Angels Filipino BBQ - Kitchen Hand**, Blacktown, NSW

- Maintained a well-organized work area by consistently cleaning surfaces and organizing supplies.
- Collaborated with other kitchen staff members to ensure smooth workflow during peak dining hours.

November 2023 - Current

**Essential - Warehouse Packing and Picking**, Eastern Creek, NSW, Australia

- Sealed, packed, labeled and affixed postage on packages to prepare materials for shipping, utilizing postage meters, and sealing tools
- Improved on-time delivery rates by closely monitoring shipment progress and proactively addressing potential delays

October 2023 - Current

**Unity Reach - Home Support Worker**, Dural

- Developed trusting relationships with clients, establishing rapport and open communication.
- Improved independence and quality of life for clients through assistance with daily living tasks.

October 2023 - Current

**Unity Reach - Disability Support Worker**, NSW, Australia

- Enhanced quality of life for clients with physical and intellectual disabilities through compassionate care and assistance
- Delivered exceptional personal care services, including bathing, dressing, grooming, and feeding assistance
- Improved client independence by developing personalized support plans tailored to individual needs and goals

July 2023 - Current

**Capella Hotel Sydney - Room Attendant**, Sydney, Australia

- Reduced guest complaints by maintaining a high standard of cleanliness in all assigned rooms
- Engaged with guests on room requirements and amenities to promote overall satisfaction
- Inspected guest rooms to replenish soap, paper towels and toiletries

June 2023 - November 2024

**Quayclean - School Cleaner**, Queenwood, Australia

- Enhanced school cleanliness by performing thorough daily cleaning of classrooms, restrooms, and common areas
- Prevented accidents by keeping hallways clear of debris, wet floors properly marked, and identifying potential hazards
- Maintained inventory of cleaning supplies and equipment, ensuring availability when needed

June 2021 - November 2021

**Cpg Estate Goldberg Hotel - Receptionist Trainee/ Room Attendant**, Taguig, Philippines

- Assisted in inventory management, ordering supplies as needed to maintain a well-stocked reception area
- Welcomed visitors warmly upon entry, providing exceptional first impressions of the company
- Handled incoming inquiries with professionalism, providing accurate information and assistance as needed
- Supported office efficiency by sorting and distributing mail to relevant staff members daily