



BINA RAI

5/5-7 PRIDDLE STREET, WESTMEAD NSW 2145

BINARAI160@GMAIL.COM

0415 894 301

OBJECTIVE

Compassionate individual looking for a job as a care assistant with a passion for assisting those in need. My previous experience as an intern displays my commitment to providing quality care for vulnerable elders and ensuring that those in my care feel safe and in reliable hands.

KEY SKILLS

First aid | Manual Handling | Basic Computer Skill with sound knowledge of Microsoft Office | Reliability | Empathy | Flexibility | Team player | Active listener | Good communication and Interpersonal Skills | Positive attitude | Multitasking | Ability to work under pressure | Self-motivated and highly organized |

EXPERIENCE

ASHFIELD TERRACE CARE COMMUNITY

Intern | May 2023 – June 2023

- Assisting clients with activities of daily living such as bathing, oral care, dressing/undressing, skin care, nail care.
- Helping clients in using bathroom and toilet.
- Assisting in preparing and feeding meals.
- Helping residents in mobilization, using lifters and wheelchairs to get them out of their bed and help them go round.
- Developing positive relationships with clients, gaining trust, and building rapport.
- Collaborating with leisure and lifestyle assistants in organizing and delivering leisure and lifestyle activities for residents.
- Providing companionship and emotional support to clients.
- Respecting residents and maintaining their dignity at all times.

WOOLWORTHS

Customer Service Assistant | Feb 2023 – Present

- Giving customers information about products and services.

- Taking orders and process invoices, payments, claims, and returns.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Communicating and coordinating with colleagues as necessary.
- Ensuring customer satisfaction and provide professional customer support.

EDEN ACADEMY CONSULTANCY PVT. LTD. (Nepal)

Education Counselor| Jan 2020 – Jan 2023

- Helping applicants make the best decision for their higher studies and career goals based on their information and choices.
- Offering consultation to applicants and provide them with assistance in understanding various educational programs, educational providers, admission requirements, and environment procedures as per their requirements.
- Communicating frequently with a range of Australian educational institutions to ensure a seamless enrollment process.
- Assisting clients with the necessary paperwork and give them timely information during the enrollment process.
- Managing and maintaining records, reports, success stories, and documentation for future use.

EDUCATION

Certificate IV in Ageing Support

Advance College (Australia) - 2023

Bachelor of Business Administration

Tribhuvan University (Nepal) – 2019

3.42 (CGPA out of 4)

REFERENCES

1. Garima Rai (Registered Nurse)
0433 724 008
Gareema.np@gmail.com
2. Priya Shrestha (Registered Nurse)
0435 065 914
Newagal123@gmail.com