

## **Bandish Basnet**

Homebush West, NSW | bandishbasnet@gmail.com | 0452625085

Hard-working and hungry to learn with an experience working as Food and Beverage Attendant/Bartender, Guest Service Agent, Disability Support Worker, Personal Care Worker, Assistant in Nursing and also IT Support Help Desk at a renowned organization. Having bunch of experience in multiple industries and committed to delivering incredible customer service and creating a warm atmosphere, understanding. Has a track record of making things run smoothly by minimizing disruption.

## **Skills**

- Motivated and Fast Learner
- Working under pressure
- Teamwork and Problem solving
- Can work under pressure
- Able to adapt to changing and competing priorities.
- Excellent verbal and written communication
- Can work at minimal or even unsupervised.
- Strong work ethics
- Strong organizational skills: prioritizing, maintaining attention to detail and recognizing time constraints.

## **Work Experience**

### **The William Inglis MGallery by Sofitel | F&B Attendant/ Bar Tender**

- Welcoming the Guests and leading them to their tables.
- Offering drinks and food menu.
- Taking the order from the tables (Upselling).
- Checking whether the correct food and drinks has been delivered or not.
- Receiving calls from guests for table reservations and for food orders for room services.
- Maintaining personal hygiene and quality control at workplace.
- Communicating with chefs and Bar Managers for Specials of the Day.
- Helping with payments and checkouts.
- Cash handling and infra sys management.
- Maintaining cleanliness in the restaurant.
- Following food safety protocols.
- Communication with different departments inside the hotel

### **Vital Home Health Services | Care Worker**

### **AFEA Care Services | Disability Support Worker**

### **Triniti Nursing Services | Assistant in Nursing**

- Working according to care plan
- Domestic services to resident
- Report and document any changes in resident's health and well-being
- Pain monitoring
- Communication with Physicians, nurses for continuum of care.
- Behaviours and activity monitor and reporting to Nurses.
- Document Incident/Hazard Reports

- Answered call lights to aid patient comfort.
- Safeguards resident's rights and confidentiality.
- Maintain the workplace equipment and environment
- Recognize health and environmental hazards and reports damages, faults and problems, using
- Appropriate incident reporting
- Assistance with toileting
- Taking and documenting of patient vital observations
- Change and make up occupied and unoccupied beds
- Report all Residents observation to the appropriate Registered Nurse
- Assistance to continue to live at home comfortably (e.g. transport to appointments, help at home)
- Engaging in social activities
- Domestic assistance / light housework
- Fulfil duties as allocated and prepared to alter routines to meet the changing needs of the residents
- Manual Handling Procedures
- Maintain WH&S and NDIS standard.

### **Pullman Sydney Penrith | Guest Service Agent**

- Check in Check out of guests.
- Managing reservations and sales.
- Communication in between different department to carry out the operations smoothly.
- Billing and invoices of payments.
- Cash handling.
- Daily log reporting and handover to upcoming shifts.
- Looking after guest inconvenience and complaints and working on it.

### **Sirus Migration Education | IT Support**

- Configuring Hardware and peripherals such as printer, audio and visual, projector.
- Maintaining/updating information in website.
- Maintaining/handling social media with latest information's and offers.
- Keeping record track of students.
- Providing basic level of technical supports to students.
- Troubleshooting minor IT issues.

### **Training and Certificates:**

- Cert III in Ageing
- CPR Certificate
- Manual Handling
- NDIS Clearance Check
- Covid-19 Complete dose and booster
- Valid Police Check
- Responsible Service of Alcohol
- Food Safety
- Oracle Hospitality (Opera Cloud)
- Hub OS, RESA Web, Hotel Link, Microsoft Office 365
- Intermediate level of Graphic Designing.

### **Key Abilities**

- Analysis, strategy development and delivery from identified needs
- Traditional care and commitment to organizational targets
- Communication nucleus with depth of cultural awareness
- Rapport and relationship management with lasting focus
- Enthusiastic, knowledge-hungry learner and committed to excellence in my work
- Highly motivated self-starter who takes initiative with minimal supervision
- Conscientious go-getter who is highly organized, dedicated, and committed to professionalism
- Resourceful team player who excels at building relationships with customers and colleagues
- Productive employee with solid work ethic who exerts optimal effort in successfully completing tasks.

### **Education**

Bachelors of Information Technology  
Crown Institute of Higher Education (2022-2025)

### **Reference**

Provided upon request