

**BINAYA DEVI MAKHIM**  
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## **Personal Profile**

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I am a nature enthusiast with a love for hiking and photography. I have experience in hospitality and retail, showcasing strong customer's service and problem-solving skills. I am also keen in progressing into roles that aids in teamwork. With a passion for learning and exploration, I find joy in cooking, reading, and traveling, guided by the mantra "Be Kind and Have a Courage."

## **Academic Qualifications**

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### **Sep 2024**

Masters in Counselling and Psychotherapy, ACAP, Sydney Australia

### **2018 - 2023**

Bachelors in Chemistry and Bachelors in Zoology, Tribhuvan University, Nepal

## **Experience**

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### **Front of House Staff Member (2024 July – 2024 August)**

**Street Eats Eatery, Yagan Square 420 Wellington St, Perth WA 6000**

#### **Roles and Responsibilities**

- Provided a warm and welcoming atmosphere for guests, ensuring their dining experience exceeded expectations.
- Maintained a clean and organized dining area, ensured prompt service by taking orders accurately and in a timely manner.
- Handled cash and credit card payments accurately and efficiently, ensuring smooth check-out processes for customers.

### **Kitchenhand (2024 May – 2024 June)**

**Street Eats Eatery, Yagan Square 420 Wellington St, Perth WA 6000**

#### **Roles and Responsibilities**

- Ensured proper sanitation by washing dishes and utensils, wiping down surfaces, mopping floors, and taking out trash.
- Facilitated efficient cooking by washing, peeling, and chopping vegetables, sorting and prepping ingredients according to recipes.
- Assisted with food preparation tasks, fetched ingredients, ran errands, and helped with plating dishes to contribute to a smooth workflow.
- Restocked supplies like plates, napkins, and cutlery, and maintained the organization of the refrigerator and pantry to ensure smooth operations.
- Collaborated effectively with colleagues to provide seamless service and ensure a smooth operation during busy periods.

### **Waiter (2024 March – 2024 April)**

**Afro Authentic Cuisine, 25 River Side Drive, East Perth 6004 WA**

## **Roles and Responsibilities**

- Customer service: Greet, take orders, serve food, address concerns.
- Order management: Take orders, communicate to kitchen, deliver food.
- Maintain cleanliness: Clear tables, reset, keep dining area clean.

### **Retail Assistant (2021-2023)**

**Bhat-Bhateni Supermarket, Kathmandu Nepal**

#### **Roles and Responsibilities**

- Ensured optimal stock levels and product freshness by conducting regular inventory checks and quality control measures.
- Provided exceptional customer service by assisting shoppers, operating checkout counters, and resolving issues promptly.
- Maintained cleanliness and organization throughout the store, contributing to a pleasant shopping environment for customers.

### **Housekeeping-Cleaning (2018-2020)**

**Panchali Hotel, Biratnagar, Nepal**

#### **Roles and Responsibilities**

- Kept guest rooms and public areas clean and tidy to maintain standards, ensuring guest satisfaction.
- Responded promptly to guest requests and reported maintenance issues, contributing to a positive guest experience.
- Followed safety procedures and guidelines for using cleaning products ensuring a safe working environment.

## **Trainings and Work Placement**

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### **CHC33015 Certificate III in Individual Support, Australian Institute of Workplace Training (AIWT) (5<sup>th</sup> April 2024 – 28<sup>th</sup> June 2024)**

823 Wellington St, West Perth WA 6005

- Acquired the fundamental skills required to work effectively in a community or residential aged care setting.
- Provide personalized support, meet personal care needs, and support independence and wellbeing for the older people and those living with dementia.
- Communicate effectively, work with diverse people, and support relationships with carers and families in health and community services.

### **Work Placement, Mercy Place Lathlain (3<sup>rd</sup> June 2024 – 21<sup>st</sup> June 2024)**

63 Archer St, Carlisle WA 6101

- Provided compassionate care and support to elderly residents in a residential aged care facility, ensuring their privacy, dignity, and well-being.
- Assisted residents with daily activities, following infection control procedures and maintaining a clean environment.
- Effectively communicated with residents of diverse backgrounds, understanding their needs and concerns.

## **Area of Expertise**

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- Cleaning and Hygiene
- Customer Service
- House Keeping
- Restaurant Operations

## **Professional Skills**

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- Food handling and food hygiene
- Good knowledge of cleaning procedures in hospitality areas.
- Good customer service skills.
- Empathy and Compassion
- Proficient in written and spoken English
- Strong, disciplined and hard working
- Physically fit, Quick Learner

## **Technical Skills**

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- MS Office (Word, Powerpoint, Excel), R, GIS, Computer Proficient

## **Personal Strengths**

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- Customer Service
- Teamwork
- Good communication skills
- Quick Learner

## **Certificates**

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- CHC33015 Certificate III in Individual Support
- First Aid and CPR Certification
- Police Clearance Certificate

## **References**

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1. **Ven Gireddy**  
General Manager - Mercy Place Lathlain  
Email: [vgireddy@mercy.com.au](mailto:vgireddy@mercy.com.au)  
Phone: 0413 471 248
2. **Harpreet Kaur**  
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3. **Diwas Khadka**  
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