

INTRODUCTION

I am seeking an opportunity to contribute to the success of your organization in the field of age care and disability, leveraging my commitment to high-quality client care service and dedication to hard work. With a strong passion for learning and developing new skills, I am eager to further expand my knowledge and capabilities within a dynamic team. I am confident that my previous experience and enthusiasm for growth will allow me to make meaningful contributions to the organization's success. I aim to build a valuable skill set while advancing the organization's objectives and continuously improving both personally and professionally.

PROFESSIONAL EXPERIENCE RECORD:

Customer Service

- Store Assistant, Aldi Stores, Wolli Creek, Sydney, Australia.
October 2023 to date

Duties and Responsibilities:

- *Being a customer service superstar and serving customers at the registers with a smile.*
 - *Keep shelves stocked with products so that customers can find items.*
 - *Being an expert in stock handling by making sure our products are in date and listed at the right place.*
 - *Creating eye catching displays of our Aldi special buys.*
 - *Keeping the store tidy, organized and looking great.*
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Age Care/Disability

- Sunnyday Carers, Sydney, Australia.
July to August 2024
- Golden Age Home, Fiji.
September 2020 to April 2023

Duties and Responsibilities:

- *Emotional Support*
 - *Food Preparing*
 - *Personal Care*
 - *Organize Social Activities*
 - *Housekeeping*
 - *Workplace Documentation/Maintaining Accurate Records and Reports*
 - *Effective Communication*
 - *Personal Hygiene Facilitation*
 - *Administering Medication*
 - *Mobility Support*
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Kitchen Management

- Assistant Cook: Kumar's Enterprises, Fiji.
December 2017 – August 2020

Duties and Responsibilities:

- *Set up the kitchen with cooking utensils and equipment, like knives, pans and kitchen scales*
- *Study each recipe and gather all necessary ingredients*
- *Cook food in a timely manner*
- *Ensure appealing plate presentation*

- *Slightly modify recipes to meet customers' needs and requests (e.g. reduce salt, remove nuts & dairy)*
 - *Monitor food stock and place orders*
 - *Check freshness of food and discard out-of-date items*
 - *Experiment with recipes and suggest new ingredients*
 - *Ensure compliance with all health and safety regulations within the kitchen area*
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Housekeeping

- Nalagi Hotel, Fiji.
June 2014 to November 2017

Duties and Responsibilities:

- *Cleaning guestrooms mid-stay and after departure.*
- *Making beds.*
- *Replacing dirty linens and towels.*
- *Restocking guestroom amenities like toiletries, drinking glasses, and notepads.*
- *Removing garbage, recycling, and room service trays.*
- *Picking up and returning valet laundry items*

EDUCATION/QUALIFICATION/ACHIEVEMENTS:

- Certificate 3 in Individual Support (Ageing and Disability) [Completed]
- Diploma in Hospitality Management, Novus Education, Sydney
- Advance Diploma in Hospitality Management, Novus Education, Sydney [in progress]
- Statement of Attainment in HLTAID011: Provide First AID and HLTAID009: Cardio-Pulmonary Resuscitation
- RSA –Responsible Service of Alcohol, NSW Government
- NDISWC – NSW
- Working with Children Check
- Flu and Covid Vaccine Certificate
- Police Clearance
- Antimicrobial Stewardship – Aged Care Quality Standards 3 and 8
- Food Handler Basis
- Food Safety in a Healthcare Setting
- NDIS Quality and Safeguard Commission – Certificate of Completion of Quality, Safety and You'- NDIS Worker Orientation Module and New Worker Induction Module.

SKILLS

- Good command of oral and written English
- Presentation
- Good at building team relationships
- Enthusiastic, good judgement and friendly warm manner
- Advance knowledge of Microsoft Office Programs
- Motivated, committed, and respectful
- Problem solving skills
- Self-disciplined
- Punctual and organized
- Confident and caring

REFEREES: Referee details can be provided upon request