

Andrey Nicole de la Cruz

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EDUCATION:

Astute Training Ltd. Penrith, New South Wales

November 2023 - February 2025

Certificate IV in Ageing Support

Certificate Obtained: ATP0001633

October 2022 - September 2023

Certificate III in Individual Support

Certificate Obtained: ATP0001277

Other Certificate:

Working with Children Number: WWC2975950E

NDISWC: 29053406

WORK EXPERIENCE:

HeartCare Health Services | **Support Worker/Carer** | January 2025 - Present

- I ensure the quality of life for individuals who require assistance due to age, disability, or other personal challenges. My profession is deeply rooted in compassion, and dedication, as it involves providing practical and emotional support to my clients in their daily lives. I help clients maintain their independence through a range of services to their unique needs. I also provide them personal care and medications if needed in their care plan. I strictly follow work health and safety procedures.

Stateside Sports | **Retail Officer** | November 2024 - Present

- I make sure to provide friendly and efficient customer service, driving sales, managing inventory, maintaining cleanliness, and accurately handling transactions. My strong interpersonal skills and adaptability helped me to ensure customers have a pleasant shopping experience.

Pegasus Media & Logistics

December 2022 - January 2025

Pick and Pack

- My role here involves guiding new casuals to ensure operational efficiency like picking and preparing items securely for shipment that label and document

packages correct., maintaining safety, Maintaining an organised warehouse and assisting with stock control.

Logistics Coordinator

- I manage inventory and ensure that products are stored and transported efficiently. This involves me tracking shipments, monitoring stock levels and ensuring compliance with safety regulations and company policies when handling materials, reducing the risk of damage or loss or even process Returns. My role is to oversee the movement of goods from suppliers to warehouses, distribution centers, and customers. I also manage transportation providers to select the most cost-effective and timely delivery methods, optimizing routes and schedules to minimize delays and expenses.

The Kamayan | Front of the house Staff | September 2022 – January 2025

- My job entails greeting and engaging guests with a positive, friendly attitude to create a welcoming atmosphere in our restaurants. Taking orders accurately and providing friendly, prompt service using our POS system. I work closely with the kitchen team to ensure smooth service operations. I experience handling customer questions, address concerns, and resolve any issues professionally.

SKILLS:

- Efficient and detail-oriented.
- Strong customer service skills with experience handling inquiries and resolving issues.
- Ability to work independently and flexible to collaborate in a team.
- Time management to execute tasks accurately on time.
- Work Ethics – being punctual, reliable and self-motivated.
- Computer skills using Microsoft Office, AUSPost Toll, Startrack, TNT and, Data entry.

REFERENCES:

Flourmei Sagun

Team Leader at Pegasus Media and Logistics
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