

# Parshu Ram Khadka

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Tel: 0426 851 651

Unit 402/18 Simpson St, Auburn NSW 2144

## PROFILE

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Caring and dedicated individual with hands-on experience in aged care, specializing in direct care, health monitoring, and person-centered support. Passionate about enhancing residents' quality of life and providing compassionate, high-quality care. Over 8 years of experience in banking, retail and hospitality, bringing strong customer service skills, problem-solving abilities and effective communication to the Care Worker role. Thrives in team environments, committed to ensuring residents' comfort and well-being while maintaining high service standards and contributing to the overall success of the care facility.

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## KEY ASSETS

- Adaptability
- Communication and interpersonal skills
- Understanding of workplace health and safety
- Multitasking
- Problem-Solving Skills
- A reliable team player
- Attention to Detail
- Time Management
- Documentation and Record-Keeping
- Empathy and Compassion
- Food handling
- Patience
- Personal Care Assistance
- Customer Service
- Stress Management
- Health and Safety Compliance
- Computer Proficiency

## Aged Care Placement Experience

### **Bupa Villages and Aged Care**

126 – 128 Frederick Street, Ashfield, NSW 2131

Placement Student

June 2024 - July 2024

- Helped residents with daily activities like bathing, dressing, eating, and moving around.
- Gained skills in watching and reporting residents' health and solving care issues.
- Improved communication with residents, families, and team members, and supported activities and social events.
- Followed and improved infection control practices, keeping the environment clean and safe.
- Learned to respect and understand residents from different backgrounds, providing emotional support and companionship.
- Worked well with healthcare professionals, helping with documentation and care plans.
- Used person-centered care, adjusting support to fit each resident's needs and facility rules.
- Took part in learning activities to better understand residents' needs and the aged care environment

### **Achievements**

- Improved resident hygiene and living conditions.
- Praised for compassionate care and teamwork.
- Successfully helped with recreational activities.

## **Trainings & Certificates**

- Certificate IV in Ageing Support
  - Assist clients with medication
  - National Police Certificate
  - Current Working with Children Check (WWCC)
  - First Aid and CPR certificate
  - Current flu and Full COVID-19 vaccinations
  - NDIS Worker Screening Check
  - Current Responsible Service of Alcohol (RSA)
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## **Employment History**

### **Retail Food and Beverage Attendant**

**December 2023 - Current**

#### **Gema Group Holdings Pty. Ltd, Sydney, Australia**

- Provided excellent customer service by greeting customers warmly and assisting with inquiries.
  - Ensured high standards in food preparation and presentation while maintaining a clean and hygienic environment.
  - Handled cash transactions accurately and operated the POS, demonstrating attention to detail crucial for managing medications.
  - Collaborated with team members for smooth operations and addressed customer concerns, showcasing effective communication skills.
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### **Retail Team Member**

**September 2023 November 2023**

#### **Krispy Kreme Mascot, Sydney, Australia**

- Prioritized customer service by assisting customers with selections and taking orders, developing strong interpersonal skills essential for connecting with residents in aged care.
  - Managed cash transactions accurately using the POS system, demonstrating attention to detail vital for handling medications and records.
  - Prepared and served food and beverages, ensuring high quality and presentation, translating to providing nutritious meals tailored to residents' needs.
  - Maintained cleanliness and sanitation of work areas, adhering to food safety standards, reflecting my commitment to a safe environment for residents.
  - Collaborated with team members to support daily operations, strengthening my ability to work effectively within a care team for coordinated and compassionate care.
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### **Banking Assistant**

**September 2018 - July 2023**

#### **Rastriya Banijya Bank Limited, Nepal**

In my role, I supervised teller operations, ensuring accuracy and compliance. I managed accounts and collaborated with different departments, highlighting my teamwork and communication skills. Additionally, I verified documents, assessed risks, and supported all staff, demonstrating my ability to handle responsibility, pay attention to detail, and provide support to colleagues.

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## **Academic Achievement**

2011- Bachelor of Business Studies, Tribhuvan University, Nepal

2008- Junior Computer Technician, Council for Technical Education and Vocational Training (CTEVT), Nepal

**References:**

**References available upon request**

Unit 402, 18 Simpson St Auburn, Sydney, NSW 2144

0426851651

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# Parshu Ram Khadka

**Dear Hiring Manager,**

I am excited to apply for the Care Worker position. With a background in customer service, and recent hands - on experience in aged care, I am eager to bring my skills and dedication to your team.

During my placement, I gained valuable experience in delivering direct care and supporting residents with daily living activities. This role allowed me to develop strong observation skills, maintain infection control practices & collaborate with healthcare professionals to ensure high standards of care. My experience in customer service roles, including Retail Food and Beverage Attendant and Banker, has honed my communication skills and taught me the importance of empathy, patience and relationship building qualities that are essential in aged care.

I hold essential certifications, including a Certificate IV in Ageing Support and First Aid/CPR, which complement my full Australian working rights and flexibility to work morning, afternoon and night shifts across a 7-day week. My strong time management skills ensure that I can effectively handle both individual and shared workloads.

Drawing on years of life experience, I bring a level of understanding and empathy that enhances my ability to connect with and support elderly residents. I have always had a deep respect and admiration for the elderly, valuing the wisdom and stories they share. For me, this role is not just a job but a calling to provide compassionate care and support to those who need it most. I am passionate about helping aged care residents explore their potential and enjoy sharing my interests with them. My life experiences have naturally prepared me to connect with and support elderly residents, ensuring they feel valued and cared for.

I am deeply passionate about providing exceptional care and have a heartfelt commitment to nursing best practices. My understanding of relevant policies is paired with a genuine empathy that drives me to truly connect with and support residents. I am eager to join your team and bring my experience to enhance the well-being of your residents, ensuring they feel valued, respected and cared for every day.

Thank you for taking the time to review my application. I'm excited about the opportunity to discuss how my experience, skills, and certifications can benefit your team. Please feel free to reach out to me at 0426851651 or via email to schedule a time for an interview. I look forward to our conversation!

Your Sincerely,

Parshu Khadka