

DIANE CARLO ARCANGEL

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Roxburgh Park VIC 3064

Career Objective:

A compassionate professional with a strong background in healthcare and warehouse operations. Experienced as a Support Worker, providing personalized care to older adults and individuals with disabilities while promoting independence. Proficient in clinical operations, patient assessments, sanitation, and activity planning, committed to high standards of care. My role as Warehouse Assistant Co-Ordinator refined my skills in inventory management, service support, and organization. I am committed to using my skills for exceptional care and operational efficiency.

Qualifications and Skills:

- Healthcare & Support Services
- Healthcare & Clinical Operations
- Customer Service & Sales
- Warehouse & Inventory Management
- Administrative Skills
- Entrepreneurial & Business Management
- Strong interpersonal and communication skills, with a focus on collaboration and client satisfaction
- High adaptability and ability to manage multiple roles and responsibilities
- Analytical thinking to identify and implement service improvements

Employment History:

- Hope and Home Care Community (HAHCC) Victoria Australia

Support Worker (Full time)

19 June 2024 to present

- Assist older people and people with disabilities living independently in the community with activities relating to personal wellbeing, household management, and lifestyle, including (1) personal hygiene, grooming and presentation (2) general household, cleaning and environmental maintenance tasks (3) activities of interest in the home and local community (4) activities related to the maintenance or improvement of health and wellbeing (5) other reasonable requests made by the client
- Delivering services that respect the rights of the client, including maintaining confidentiality; and respecting the individual values, customs, preferences and spiritual beliefs of clients and their families/carers
- Maintain an awareness of the client's current circumstances and needs, reinforce their capacities, and encourage each client's independence
- Encourage and support clients to maintain their interests, friendships and social interactions
- Participate in the implementation of client activity plans or rehabilitation plans, including maintaining accurate and concise records and reports
- Ensure ongoing communication with Manager/Director about the health, wellbeing and progress of assigned clients, and advise any changes in the client's circumstances or needs
- Implement internal controls, information management systems, processes and procedures

- Maintain and enhance skills through participation in external and internal education and developmental activities as directed
- Provide high-quality customer service to all external and internal customers
- Identify and communicate opportunities for service improvement within the organisation
- Ensure all behaviour, communications and documentation of self and direct reports are consistent with relevant legislation; the organisation Vision, Mission and Values; and its policies and procedures, including the Code of Conduct, Philosophy of Care, Privacy and Confidentiality, Work Health Safety, Quality Management, Bullying and Harassment, etc.
- Undertaking projects and other duties commensurate with skills, knowledge and experience

- **WaterRower Australia Ltd Victoria Australia**
Customer Service / Warehouse Assistant Co-Ordinator (Full Time)

November 2023 to February 2025

- Develop and maintain an in-depth knowledge of Water Rower's core products.
- Warehouse and service support.
- Dispatching and receiving of stock.
- Monitor and maintain accessories and spare stock inventory and sales.
- Responsible for service area including onsite and off-site repairs.
- Implementation of systems and maintain warehouse efficiency, cleanliness, and organisation.
- General warehouse duties and customer service.
- Maintain consistent communication and timely follow-up with our customers, making ourselves available and responsive to the customer's real-time needs.
- Required to supply service support, advice, and assistance where necessary.
- Prepare and possibly attend conferences and expos to promote WaterRower and awareness of the brand.

- **Greengrocer Business Owner Mandaluyong Philippines**
 2011 to Present

- **JN Carlo Pharmaceutical Distributor Philippines**
Medical Sales Representative

May 2012 – September 2014

- Vast knowledge of the products offered was supported by various training and seminars to make sure the products' use and benefits were well understood.
- Promote and sell pharmaceutical medicine merchandised by the company to doctors and hospitals visited for sales meetings and calls.
- Make report, technical presentation and consolidates clinical data to support the branding and selling point of the medicines being sold by our company.

- **JN Carlo Pharmaceutical Distributor**
Administrative Assistance

2008 April to 2012 April

- Handles all administrative work such as handling incoming/ outgoing mail
- Prepares internal memos, training forms, minutes of meeting, meeting agenda, timesheet, weekly circulation report, monthly progress report and other reports as

requested.

- Establish and maintain an effective filing system for all the confidential documents and reports and ensure they are stored in a safe and secure location.

- **Tuy Medical Center Philippines**
Clinic Nurse (OPD)

2007 April to 2008 March

- Managed the sterilization of medical equipment & sanitation of examination rooms before and after use.
- Measured vital signs of patients during the intake process obtaining medical history and observing initial symptoms.

Educational Attainment:

- Tertiary

Graduate of Bachelor of Science in Nursing
Emilio Aguinaldo College Manila,
Philippines 2003 – 2007

- Tertiary

Holder of Diploma in Community Service
Aston College Australia
2025

*Character references upon request