

# Sheen Cleopatra C. Acosta

📍 Edmondson Park, NSW 2174

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- To become a successful individual who will serve as an inspiration for others by means of my ability to work hard and achieve my goals.
- To gain further experiences that will help in the enhancement of my skills and abilities which will contribute to my growth and development as a person and as a future professional.

## WORK EXPERIENCE

### Customer Service Team Member

Woolworths | Campbelltown, NSW

June 2023 – Present (4 months)

- Handle cash and card transactions with customers.
- Scan store items and handle payments.
- Issue change and receipts.
- Redeem gift cards and vouchers.
- Bag items
- Maintain checkout areas' cleanliness.
- Assist customers with questions.
- Returning unpurchased items to aisles.

### Production Worker

PAX Australia | Ingleburn, NSW

March 2023 – July 2023 (4 months)

- Assists in assembling liquid products such as liquid hair products, cleaning products, and aerosols on a production line.
- Inspect products for possible defects.
- Packing the finished products.
- Putting the finished product boxes in the designated pallets.
- Assists in reworking on-hold items.

### Front of House

Burger Point | Edmondson Park, NSW

January 2022 – Present (1 year)

- Maintain an accurate cash drawer.
- Provide service, take orders, phone orders, and serve food to customers.
- Check and ensure food accuracy and transport food to designated tables.
- Prepare takeaway orders.
- Check and organize stock supplies.
- Maintain store cleanliness, sanitize tables, and do bin runs.

### Barista

Cuppa Tea (Milk Tea Shop) | Laguna, Philippines

May 2021 – December 2021 (7 months)

- Prepare and serve hot and cold drinks such as milk tea, fruit tea, coffee, and tea.
- Serve foods including sandwiches and pastries.
- Provide service, take orders and serve food to customers.
- Clean and sanitize utensils, equipment, bar area, service areas, and customers' seats.
- Check and organize stock supplies.
- Receive and process customer payments.

### Personal Assistant (Training)

Insurance Inc. | Sydney, NSW

November 2019 – February 2020 (3 months)

- Monitor emails and responding, if required.
- Make necessary phone calls to relevant companies regarding the clients.
- Organize clients' files, create quotes, and lodge applications.
- Send important documents to relevant people through email and post.

## CLINICAL PLACEMENT ATTENDED

### Student Nurse (Clinical Placement)

John Edmondson VC Gardens Aged Care |  
Austral, NSW

September 18 – 29, 2023 (2 weeks)

## SKILLS

- Excellent in written and oral communication
- Has good adaptability skills and can work under pressure
- Basic knowledge of personal cares
- Excellent customer service skills
- Organisation skills
- Willing to learn and undergo training that could develop my skills and abilities
- Excellent in time management and highly values quality among the work being done
- Proficient in computer applications such as Microsoft Word, Power Point and the Internet

## EDUCATION

### Tertiary Level:

#### ***Bachelor of Nursing***

Western Sydney University  
Campbelltown, NSW  
Present

#### ***Diploma in Human Resources Management***

Australian Pacific College  
Sydney, NSW  
January – December 2022

***Certificate IV in Human Resources Management***

Australian Pacific College

Sydney, NSW

October 2019 – December 2020

**Secondary Level: *Science, Technology, Engineering and Mathematics (STEM) strand***

Senior High School

Batangas College of Arts and Sciences, Inc.

Batangas, Philippines

August 2017 – June 2019

Junior High School

The Lipa Grace Academy

Batangas, Philippines

June 2013 – April 2017

## TRAININGS/SEMINARS ATTENDED

**Responsible Service of Alcohol (RSA Training Course)**

Global Institute of Marketing | Australia | 8 February 2023

**First Aid Training**

Australian Training Institute | Australia | 16 January 2023

**PROGRESO 2016 Leadership Training**

The Lipa Grace Academy, Inc. | Philippines | May 2016

## PERSONAL AFFILIATIONS

**Chairperson**

Supreme Student Government Commissions on Elections | The Lipa Grace Academy, Inc.  
2016 – 2017

**Board Member**

Supreme Student Government Commissions on Elections | The Lipa Grace Academy, Inc.  
2014 – 2016

## REFERENCES

Available upon request.

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*



Sheen Cleopatra C. Acosta  
Applicant