

# DIYA MAHARJAN

## CONTACT

- Auburn 2144 NSW
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## PROFILE

Passionate and dedicated care professional with a Certificate IV in Ageing Support and hands-on experience from Bupa - Ashfield NSW. I bring a strong foundation in aged care, customer service, and hospitality, with a focus on delivering person-centered care that ensures residents' comfort, dignity, and well-being.

## SKILLS

### TECHNICAL

- Inventory Management
- Record Keeping
- MS Office

### SOFT SKILLS

- Excellent Interpersonal Skills
- Strong Time Management
- Effective Team Collaboration
- Problem-Solving Abilities

## EXPERIENCE

### CARER PLACEMENT | AUG. 2024 - SEP. 2024

#### BUPA AGED CARE - ASHFIELD

- Assisted elderly residents with daily living activities, including personal hygiene, mobility support, and meal assistance.
- Followed care plans to ensure the physical and emotional well-being of residents.
- Monitored residents' conditions and reported any changes to nursing staff.
- Helped maintain a clean and safe environment in compliance with facility protocols.
- Built strong rapport with residents, offering companionship and emotional support.

### CUSTOMER SERVICE | JAN. 2024 - ONGOING

#### CHEMIST WAREHOUSE - NEUTRAL BAY

- Filling shelves to keep the store well-stocked and organized for customers.
- Answering customer questions in person, giving them the right information to help with their concerns.
- Listening carefully to customer complaints, showing understanding, and working together to solve problems and keep them happy.
- Keeping organized records of customer interactions, questions, and complaints to help management follow up and fix any issues.
- Making changes based on customer feedback and complaints to improve service and keep customers happy.
- Managing customer billing, making sure charges are correct, fixing any billing issues, and handling refunds or exchanges to ensure customer satisfaction.

## EDUCATION

### BACHELOR ON ACCOUNTING

TAFE  
2024 - Ongoing

## REFERENCE

### PUZAL MAHARJAN-MANAGER • CHEMIST WAREHOUSE (+61 452212226)

SIRSHA MAHARJAN-RN  
• SOUTHERN CROSS AGED  
CARE  
(+61 435205481)