

SMRITI PANDEY

Campsie, NSW 2194
smritipandey098@gmail.com / 0457769832

SUMMARY

Hardworking and devoted individual, highly skilled in assisting with daily living activities, promoting physical and emotional well-being, and ensuring a safe and comfortable environment. Proficient in developing strong rapport with clients and their families, while maintaining professionalism and confidentiality. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

SKILLS

- Creative Problem Solving
- Time management
- Discipline and commitment to work
- Passionate to learn new skills
- Pay attention to details
- Multi-tasking

EXPERIENCE

Customer Service / KFC - Townhall

03/2023 - Current

- Greeted customers and responded to informational requests.
- Handled customer complaints and concerns promptly, escalating complex issues to direct supervisor for quick resolution.
- Processed credit card, EBT and gift certificate payments in electronic computer systems.
- Maintained cleanliness and presentation of stock room and production floor.
- Answered product questions with up-to-date knowledge of sales and store promotions.

Assistant in Nursing / Opal health care - Campsie, NSW

06/2023 - 07/2023

- Supported bathing, dressing and personal care needs.
- Observed patients for changes in physical, emotional, mental, or behavioral condition and injuries.
- Followed safe lifting and transferring techniques to transport residents.
- Laundered clothing and bedding to prevent infection.
- Monitored health and well-being of clients and reported significant health changes.
- Recorded client status progress and challenges in logbooks and reports.

EDUCATION AND TRAINING

Certificate III
Encourage Training College - Sydney, NSW

06/2023

Bachelor of Information Technology
Victoria University - Sydney, NSW

02/2023

High School

Devi Secondary School - Jhapa

REFERENCES

Reference 1

- Name: Ram Chandra Acharya (RN)
- Organization: Canterbury Place Care Community
- Phone:0411375659
- Email: ramchacharya@gmail.com

Reference 2

- Name: Kabita Karki (Assistant manager)
- Organization: KFC, George Street
- Phone:0473008285
- Email: kabitaKarki6565@gmail.com

Reference 3

Name: Anupama Bogati

organization:summitcare, liverpool

Phone:0452098662

Email; bogatianupama165@gmail.com