

10 Gleditsia Narellan vale NSW

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Jaye Tia Bambury



SKILLS

Adaptability, Computer Literacy, Communication Skills, Goal Focused, Time. Management, TeamWork, Customer Service, RSA, Contact Centre Services. Customer Interaction, Empathy, Problem Solving, Phone Etiquette, Email.

EXPERIENCE

Honey Insurance – *call centre*

September 2024 – PRESENT

- Excellent verbal and written communication skills with strong customer service orientation
- and problem-solving abilities. Ability to handle high call volumes and manage multiple tasks.
- Basic knowledge of home insurance products and coverage type. Proficiency in using call
- center software and other relevant tools. Empathy, patience, and the ability to manage
- customer expectations. Ability to work in a fast-paced environment with a focus on
- efficiency and accuracy.

Plough and harrow – *Bar Attendant*

Jun 2024 – September 2024

- Delivered exceptional customer service in a fast-paced environment, serving drinks and
- food to customers while maintaining a friendly and professional attitude. Managed cash
- register, processed transactions, and handled payments, ensuring accuracy and efficiency in
- all financial transactions. Prepared and served alcoholic and non-alcoholic beverages
- according to standard recipes and customer preferences. Maintained cleanliness and

- organization of the bar area, ensuring compliance with health and safety regulations.

Carrington aged care – *AIN*

September 2020 – September 2024

- Provides personal, physical and emotional support to elders who require assistance with daily living and often assist with outings and social activities.
- Documenting and some medications.
- Excellent communication and interpersonal skills with the ability to build rapport and provide support.
- Empathy and understanding for clients and families in need of home care services.
- Strong problem-solving abilities, with the ability to handle challenging situations calmly and professionally.
- Basic knowledge of home care services, including in-home health care, personal assistance, and companion services.
- Proficiency in customer relationship management (CRM) software and scheduling systems.
- Strong attention to detail and organizational skills to manage multiple client requests and schedules.
- Ability to work in a fast-paced environment with a focus on customer satisfaction and care quality.
- Ability to maintain confidentiality and adhere to privacy regulations in health care.

Nurse next door – *AIN*

October 2023 – September 2024

- have experience following a structured roster to assist clients with household tasks.
- personal care, and appointments. Excel in communication and building rapport
- demonstrating empathy and understanding for clients and their families.
- Strong problem-solving skills enable you to handle challenges professionally.
- Basic knowledge of home care services.

AWARDS

- Certificate 3 in health services and assistance in acute care
- NDIS Worker Screening
- Check Issued by NDISWC
- Working with Children
- Check
- CPR First Aid Certificate
- NSW Responsible Service of Alcohol Certificate