

# Jazzlene Grace Fortuno

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Strong communicator with excellent organization and time management skills. Efficiently manages multiple projects simultaneously while adhering to strict deadlines. Possesses excellent problem-solving skills and ability to think and act quickly to find creative solutions.

## Experience

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### **Assistant in Nursing | Thompson Healthcare - Dural, NSW**

*November 2022 - December 2023*

- Enhanced residents quality of life by providing compassionate and alternative care.
- Maintained a clean and safe living environment for all residents, ensuring their well being,
- Continually update knowledge in aged care practices by attending professional development courses regularly
- Developed trust-based relationships with residents by actively listening to their concerns and demonstrating genuine interest in their lives.
- Assisted with dressing guidance, grooming, meal preparation, and medication reminders.

### **Barista Shift Supervisor | Professor Javas - NY, USA**

*October 2018 - January 2020*

- Enhanced customer satisfaction by providing exceptional service and maintaining a clean, welcoming environment.
- Streamlined operations for increased efficiency by optimizing staff scheduling and task delegation.

- Ensured high-quality products by closely monitoring espresso extraction times and milk steaming techniques.
- Trained new team members on barista skills, cash handling procedures, and company policies

### **Food Service Worker | Albany Medical Center - NY, USA**

*July 2016 - October 2018*

- Contributed to menu development, incorporating seasonal ingredients and customer feedback.
- Delivered exceptional service by promptly addressing concerns and special requests.

### **Barista | Albany Medical Center - NY, USA**

*July 2016 - October 2018*

- Enhanced customer satisfaction by efficiently preparing and serving high-quality beverages.
- Maintained a clean and organized workspace for optimal productivity and safety.
- Increased repeat business by providing exceptional customer service and building rapport with patrons.
- Streamlined order processing through accurate cash handling and efficient use of the point-of-sale system.

## **Education**

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### **Highschool**

- Ebenzer Montessori Christian INC. | Philippines

*High School Diploma - 2011*

### **College**

- Our Lady of Fatima University | Philippines

*Bachelor of Science in Nursing - 2011 Undgraduate*

- Vigil Training College | Parramatta, NSW

*Certificate III in Individual Support (Ageing, Home & Community) 2023 - Present*

## **Skills**

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- ✦ Record Keeping
- ✦ Effective communication
- ✦ Time Management
- ✦ Compassionate care
- ✦ Healthcare coordination
- ✦ Barista Trainning
- ✦ Quality control