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# Keiarra Anderson

## Qualified AIN

8 Martin Grove,  
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## SKILLS AND CORE STRENGTHS

- Time management
- Customer service
- Communication
- Preciseness
- Effectiveness
- Reliability
- Teamwork

## EXPERIENCE

### **Hertz DK Thompson** - *Customer Service Representative*

*June 2023 - Current*

- *Greeting and checking in customers upon arrival and return*
- *Updating customer records*
- *Answering customer enquiries by responding to telephone calls and emails*
- *Maintaining cleanliness throughout the facility*
- *Taking photo evidence for insurance purposes*
- *Lodging damage reports*
- *Driving vehicles between locations*

### **Cobham Juvenile Justice Centre** - *Youth Officer*

*May 2023 - June 2023*

- *Supervise young people in custody*
- *Ensure young people's needs are met*
- *Provide and reinforce structure and discipline*
- *Assist detainee's with emotional and social challenges*
- *Conduct movements throughout the centre*
- *Maintain safety and security of the centre*

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- *Report to shift supervisors*

**Boronia House - Assistant in Nursing**

*June 2021- May 2023*

- Assisting residents with all aspects of personal hygiene and care
- Conducting general observations
- Observing and reporting changes in residents conditions
- Maintaining accurate and detailed patient records
- Building effective relationships with residents through clear communication and empathy
- Assisting patients with their mobility and operating manual handling aids when required

**The Royce Aged Care - Assistant in Nursing October 2019-October 2020**

- Assisting residents with all aspects of personal hygiene and care
- Conducting general observations
- Observing and reporting changes in residents conditions
- Maintaining accurate and detailed patient records
- Building effective relationships with residents through clear communication and empathy
- Assisting patients with their mobility and operating manual handling aids when required

**Red Rooster - Cashier and Kitchen Hand**

*September 2014-November 2017*

- Handling payments and cash registers
- Providing customers with information on products
- Greeting and communicating with customers in a respectable manner
- maintain cleanliness in food service areas and throughout the food establishment
- Operating cooking equipment and replenishing supplies
- Continuously cleaning dining area and kitchen
- Assist with preparing and packing food items
- Make sure that orders are prepared in a timely manner
- Ensure accuracy of order before serving it to customer

I also have some basic knowledge and experience as a medical receptionist accumulated from previous short term roles between the positions above.

The duties included in the medical reception positions are as follows:

- Greeting and attending to patients in person and over the phone

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- Assisting doctors, staff and patients in a professional and caring manner
  - Scheduling doctor/patients appointments
  - Scanning/Filing medical records
  - Collecting patient payments
  - Maintaining cleanliness throughout the facility
  - Register new patients and update existing patient details

## EDUCATION

### **First Aid Certificate - Issue date: 28/11/2022**

HLTAID011: Valid for 3 years

HLTAID009: Valid for 1 year

### **Service NSW - NDIS Check**

Issue date: 23/06/2023 - Valid for 5 years

### **Service NSW - Working with childrens check**

Exp: 15/02/2028

### **NSW Police - Police check**

Issue date: 28/11/2022

### **TAFE NSW - Certificate III in Health Services Assistance 2018**

**Erskine Park High School, Erskine Park**  
2012-2016

## REFERENCES

Anisha Mathew - Registered Nurse

*Boronia House*

Mob: 0433 816 860

E: mathewanish14@gmail.com

Penjit Thanacharoenpipat - Registered Nurse

*Boronia House*

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