

Resume of Lara Sanderson

28 Excelsior Avenue, Castle Hill, NSW, 2154

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Professional Qualifications

Qualification:	Certificate III in Aged Care and Individual Support Worker	Completed in 2018
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Institution: Macquarie Community College

Qualification: First Aid Certificate
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Demonstrated Skills & Abilities

- Passionate about working in the aged care sector
- Excellent verbal and written communication skills
- Ability to build strong rapport with clients from a diverse range of backgrounds
- Outstanding time management skills, with the capability to prioritise multiple tasks
- Exceptional conflict resolution and problem solving skills
- Excellent customer service skills in both face-to-face and phone interactions
- Ability to achieve challenging deadlines
- Friendly, professional and enthusiastic disposition
- Ability to work as part of a team or independently
- Ability to maintain composure during periods of high stress
- Strong attention to detail
- Decisive, conscientious, reliable and hard-working
- Experienced with MS Office products
- An excellent understanding of the requirements regarding infection control, manual handling and Work Health and Safety

Employment History

Moran Aged Care Facility

- Provide an outstanding level of care to consumers
- Supervise and manage a team of 3 other AINs
- Communicate effectively with RNs, and team
- Train and orientate new staff members
- Assist consumers with Activities of Daily Living
- Provide individualised care based on care plan
- Maintain accurate records and documentation
- Closely follow all WHS policies and procedures

Personal Carer

2012 – Current

- Provide an outstanding level of care to clients
- Assist clients with Activities of Daily Living
- Transport clients to appointments
- Maintain accurate records
- Closely follow all WHS policies and procedures

Student Placement

March 2018 and June 2018

Woodlands Aged Care Facility

- Provided an outstanding level of care and support to aged care residents
- Built strong rapport with residents from a diverse range of backgrounds
- Utilised exceptional conflict resolution skills to deal with challenging situations
- Assisted clients with Activities of Daily Living
- Contributed positively to a multidisciplinary team
- Met challenging deadlines
- Maintained accurate client records

- Closely followed all infection control, manual handling and WHS policies and procedures

Customer Service Assistant

**February 2016 – September
2016**

Talbot Park Canine Lodge

- Delivered excellent service to customers
- Built strong rapport with customers from a diverse range of backgrounds
- Met challenging deadlines
- Completed a range of animal husbandry tasks
- Maintained a safe and clean work environment

Customer Service Officer

2005 – 2012

Pendle Hill Auto Parts

- Delivered excellent service to customers
- Built strong rapport with customers from a diverse range of backgrounds
- Utilised outstanding conflict resolution skills to deal with challenging situations
- Cross and up-sold products
- Contributed positively to the team
- Maintained an excellent understanding of the latest industry trends and products
- Completed deliveries

Referees

References available upon request