

NAVJEET KAUR

navjeets190@gmail.com | 0432270109 | Sydney, NSW 2147

Summary

Dedicated employee known for punctuality, pursuing employment options where good customer service and positive attitude will make a difference. Flexible hard worker ready to learn and contribute to team success. Caring Social Worker offering case management expertise quickly building trust and rapport with clients from diverse cultures. Highly adept at case planning and diagnosis management. Committed to achieving high-quality, cost-effective care for patients and families. Wanted to do job only in health care industry related to my study.

Skills

- Daily Living Assistance
- Problem-Solving
- Leading Team Meetings
- Continuous Improvement
- Records Management
- Customer Service
- Information Confidentiality
- Teamwork and Collaboration
- Documentation Skills

Experience

Support Worker | life skill Partner | 09/2022 - Current

- Supported clients' social, physical and emotional needs to help integrate into local community.
- Made beds, swept floors and sanitized surfaces to support activities of daily living.
- Maintained daily living standards by assisting clients with personal hygiene needs.
- Maintained organized filing system for client records, providing complete documentation of all interactions.
- Utilized strong assessment skills to determine necessary client care and daily function assistance.

Administrative Staff Member | Needs Migration - Sydney | 03/2022 - Current

- Delivered exceptional customer service through direct communication with clients and team members.
- Responded to client and vendor inquiries via email and telephone, providing updated and accurate information.
- Developed and continuously improved digital filing and document management protocols.
- Created files in excell and MS word then distributed to appropriate personnel to maintain consistent communication.
- Managed office duties, ordered materials, organized workspaces, answered emails and made phone calls.
- Answered phones to direct callers, schedule appointments and provide general office information.
- Obtained scanned records and uploaded to database.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Processed financial documents, contracts, expense reports and invoices.
- Assisted with basic accounting functions by reconciling company credit card, petty cash and expense reports.

Parcel Sorter | Australia post - Eastern Creek , NSW | 02/2021 - 03/2022

- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Sorted incoming shipments and separated packages by size, type and destination within warehouse.
- Utilized factors such as package shape and final destination to sort into correct bins for delivery.
- Offered support and advice to newer personnel to improve performance.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.

Education and Training

Universal Business School of Sydney | 12/2022

MBA: Entrepreneurship

CUBE INSTITUTE | 09/2022

CERTIFICATE IV : AGED CARE

ACKNOWLEDGE EDUCATION

BACHELORS IN COMMUNITY SERVICES: Family And Community Services

Languages

English:



Full Professional

Punjabi:



Native/ Bilingual

Hindi:



Native/ Bilingual