



# NURAINI AZIZ

Personal Care Worker

+601111242240

airessecrets@gmail.com

Selangor, Malaysia, 47820

## Professional Summary

**Emotional Intelligence | Social Skills | Adaptability**

Enthusiastic Personal Care Worker with over 2 years of dedicated experience in the aged care industry. Proven track record of achieving a 95% satisfaction rating from clients and families through compassionate and tailored care assessments. Skilled in performing daily living activities, promoting health and safety, and providing exceptional customer service in various healthcare settings. Passionate about enhancing the quality of life for elderly and disabled clients.

## Education

**Bachelor of Business Administration  
Finance**

Multimedia University, Cyberjaya, Malaysia  
2003 - 2007

## Trainings & Certifications

**Certificate III**

**Individual Support**

Einstein College of Australia, Melbourne  
2023 (6 months)

**Goulburn Vally**

**Food Safety Services**

Bendina Pty Ltd, Australia  
2022

**Certificate IV**

**Accounting and Bookkeeping**

Gotafe Shepparton Victoria, Australia  
2019-2020

**Languages :** English, Malay

## Experience

**Personal Care Worker**

**Oct 2023 - March 2024**

- TLC Aged Care Forest Lodge , Frankston, Melbourne, Australia

### Key Qualifications & Responsibilities

- ADL's for residents, reporting in documentation of residents' issues and conditions, do creative activity when attending them.

**Personal Care Assistant**

**July 2023 - Sept 2023**

- Iris Manor Aged Care, Ashburton, Victoria, Australia

### Key Qualifications & Responsibilities

- Provided residents with showering, dressing, toileting, feeding, making of beds, and changing linen for residents.
- Kept a clean all of the resident's rooms and maintain a professional self-care of residents at all times.
- Provided residents with excellent customer service.

**Home Support Worker**

**Dec 2022 - July 2023**

- Ablecare Staffing, Shepparton Victoria Australia

### Key Qualifications & Responsibilities

- Provided client with showering, dressing, grooming, toileting, prepared lunch and dinner, making of bed and changing linen for client.
- Welfare check- monitored client's medication and emotional stability of client.
- Achieved a 95% satisfaction rating from clients and families based on providing compassionate care.
- Experienced working in facilities at Shepparton Villages, Estia Health Benalla, and Rumbalara Aged Care.

## Key Skills

**Effective Communication Skills, Friendly Customer Service, High level of empathy, Passionate about helping others, multitasking and fast paced work**