

Shengnan Ren

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Objective

I'm a passionate certified nursing assistant eager to expand my nursing skills in aged care. With a warm personality and a knack for detail, I strive to make patients feel comfortable and cared for. I understand the value of clear communication and teamwork. My goal is to bring a compassionate touch to patient care and ensure everyone feels at ease with my care.

Community Nursing Experience

Oct-Dec 2007

During the final stage of my diploma nursing degree, I had the invaluable opportunity to spend two months working alongside community nurses. My responsibilities included conducting routine checkups, changing dressings, and completing necessary reports. This hands-on experience in the community setting was truly enriching, allowing me to develop a deeper, more personalised connection with patients.

Carer Experience

2018-2020

For over two years, I worked as the primary caregiver for my mother-in-law, who has been battling dementia since 2018. I lived close by to my mother-in-law at the time, it allowed me to provide her with attentive care before her condition progressed significantly, necessitating a move to a care facility. Throughout this period, I attended to her daily living needs, including meal preparation, overseeing her daily exercise routine, assisting with personal hygiene, and monitoring her medication intake.

This firsthand experience with dementia patients offered profound insights into their struggles, as well as the challenges faced by their families. As a result, I developed a deep sense of empathy, patience, and understanding, which continue to guide my approach in caring for individuals with dementia and their families.

Work History

Meatworksco Smokehouse & Bar - Manager/ Owner
South Melbourne, VIC • 11/2015 - 03/2020

- Successfully managed a large restaurant's operations, overseeing front-of-house activities, providing exceptional customer service, and liaising with back of house kitchen management.
- Cultivating a positive and customer-focused environment, consistently delivering outstanding service while addressing customer needs.
- Fostering a "can-do" attitude among staff members and motivating them to exceed customer expectations while providing exceptional service.
- Conducting regular stock takes and inventory management.
- Managing and leading a diverse team of employees.
- Developing effective marketing strategies with all social media platforms such as Instagram, Facebook and email marketing to attract and retain customers, resulting in increased foot traffic and revenue.

Old Shanghai Massage House - Manager /Owner

Paddington, NSW • 09/2010 - 07/2012

- Successfully operating a boutique massage house and overseeing all aspects of the business operation.
- Managing bookings and prioritising excellent customer service and ensuring-house activities, providing exceptional customer service, and liaising with back of house kitchen management.
- Cultivating a positive and customer-focused environment, consistently deli and leading a team of skilled therapists, whilst maintaining high service standards of my establishment.
- Developing and executing marketing strategies to attract and retain clients, resulting in increased bookings and positive customer reviews.
- Fostering a positive and nurturing environment within the massage house, contributing to the overall wellness and relaxation of both clients and staff.

Education

- Beijing Capital Medical University
Beijing • 07/2006
Bachelor Of Biomedical Sciences
- Australian Catholic University
Sydney, NSW • Jan2007- Dec2007
Diploma Of Nursing
- Australian Catholic University
Sydney, NSW • Jan2008- Dec2008
Bachelor Of Nursing

- University of Technology Sydney
Sydney, NSW • 2009
Bachelor of Biomedical Sciences

Skills

- Highly organised, with a meticulous approach to task management.
- Exceptional communication skills that foster clear and effective interactions.
- Excellent customer service and exceeding expectations.
- Passionate about contributing to and engaging with the community.
- Strong problem-solving abilities, adept at finding creative solutions.
- Culturally sensitive and skilled in engaging with diverse backgrounds.
- Collaborative team player, dedicated to achieving collective goals.
- Bilingual. Fluent in Chinese and English.