

PALITA SAMANEIAM

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☎ 0423828858

📍 Ultimo, NSW 2007

PROFESSIONAL SUMMARY

Experienced customer care professional with a passion for providing exceptional service. Skilled in resolving customer issues, building positive relationships, and ensuring customer satisfaction. Strong communication and problem-solving abilities.

SKILLS

- Hardworking
- Schedule Management
- Social Media Knowledge
- Time Management
- Organising and Categorising
- Microsoft Office
- Menu Memorisation
- Food Preparation and Safety
- Dining Customer Service
- Customer Needs Assessments
- Chemical Cleaners
- Guest Satisfaction
- Teamwork

EDUCATION

Magill College

Sydney, NSW•Expected in 03/2027

Diploma of marketing and communication

Certificate IV in Marketing And

Communication: Marketing And

Communication•02/2024

Sydney English Language Academy

Sydney, NSW•01/2023

General English

Ramkhamhaeng University

Bangkok, Thailand•12/2021

Master Degree of Business

Administration Program : Business Management

Silpakorn University

Nakhon Pathom, Thailand•

10/2019

Bachelor of Business Engineering :

Business management

ACCOMPLISHMENTS

- 1st prize winner of National Student Council Contest, 2018.
- Star of the Month Nomination, 2022 at Vibe Hotel North Sydney

WORK HISTORY

Kopwa Ltd. Aged Care Facility - Assistant in Nursing

Roseville, NSW•15/04/24 - current

- Created positive patient experience by assisting patients with bathing, ambulating, feeding and personal and oral hygiene care.
- Measured and recorded food and liquid intake and output to report changes to medical and nursing staff.
- Follow work and health safety guidelines, including, always wearing personal protective equipment (PPE) to reduce transmission of any infectious diseases.
- Provided assistance in daily living activities by dressing, grooming, bathing and toileting patients.
- Kept accurate records for client files and handled related paperwork.
- Answered call lights and supported patient comfort and safety by adjusting bed rails and equipment
- Reported unusual or urgent circumstances in patients' condition or environment immediately to the nurse supervisor

Mercure Sydney - Housekeeping Attendant

Chippendale, NSW•01/2023 - 01/06/2024

- Clean and sanitise all designated areas, including floors, windows, walls, and furniture, using appropriate cleaning agents and equipment.
- Manage and maintain linen and laundry supplies, including washing, drying, folding, and storing linens and towels.
- Teamwork: Collaborate with other housekeeping staff to ensure efficient and effective operation of the department.

U know Thai Takeaway - Waitress

Earlwood, NSW•03/2023 - current

- Provide excellent customer service by greeting customers, taking orders, and addressing any questions or concerns they may have.
- Answer phone calls from customers, take their food and drink orders, and ensure accuracy.
- Calculate Sales: Add up the total sales for the day, including both in-house and phone orders.
- Deduct Expenses: Subtract any expenses incurred during the day, such as food and beverage costs, labor costs, and overhead expenses.

Ramkhamhaeng University
Bangkok, Thailand•03/2019
Bachelor Degree of Mass
Communication: Communications
Technology
•Professional development
completed in communication
technologies

CERTIFICATIONS

- 1st prize winner of National Student Council Contest, 2018.
- Star of the Month Nomination, 2022 at Vibe Hotel North Sydney Certified Baker

REFEREES

Julie Marie Tancred
from Mercure Sydney
Manager
0417424118

Supak Chanchaem
from U know Thai Restaurant
Owner
0413393758

Seng Ja Noi
From Kopwa Ltd.
Personal carer
0422234691

Vibe Hotel North Sydney - Housekeeping Attendant

North Sydney, NSW•05/2022 - 08/2023

- Used chemicals by following safety protocols and procedures to avoid burns and injuries.
- Disposed of trash and recyclables each day to avoid waste buildup.
- Restocked room supplies such as facial tissues for personal touch with every job.
- Removed bed sheets and towels from rooms and pre-treated stains to maintain and restore linen condition.

Viet Restaurant - Waitress

Ultimo, NSW•07/2022 - 02/2023

- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Used cash registers and credit card machines to cash out customers.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Bussed and reset tables to keep dining room and work areas clean.

Marko Restaurant - Waitress

Darlinghurst, NSW•06/2022 - 07/2022

- Inspected dishes and utensils for cleanliness.
- Folded napkins and prepared silverware sets to provide adequate supply for host station.
- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Used cash registers and credit card machines to cash out customers.

Indarulmeena Kindergarten Development Centre - Teacher

Bangkok, Thailand•10/2018 - 05/2022

- Worked cooperatively with other teachers, administrators and parents to help students reach learning objectives.
- Communicated frequently with parents, students and faculty to provide feedback and discuss instructional strategies.
- Kept students on-task with proactive behavior modification and positive reinforcement strategies.
- Incorporated multiple types of teaching strategies into classroom.
- Completed daily reports, meal count sheets and attendance logs.

Golden Bear Motel - Housekeeping Attendant

Alaska, United States Of America•05/2017 - 09/2017

- Disposed of trash and recyclables each day to avoid waste buildup.
- Engaged with guests on room requirements and amenities to promote overall satisfaction.
- Removed bed sheets and towels from rooms and pre-treated stains to maintain and restore linen condition.
- Restocked room supplies such as facial tissues for personal touch with every job.

Jane Thai Food (Food Truck) - Waitress

Alaska, United States Of America•05/2017 - 09/2017

- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Used cash registers and credit card machines to cash out customers.
- Kept server areas clean and stocked to increase efficiency while working tables.
- Greeted new customers, discussed specials and took drink orders.