

Pratima Banjara

0424813839

4-10 Pound Road, Hornsby, NSW

Email : pratimabanjara8@gmail.com

Skills and Competencies

- Highly creative with excellent attention to detail and organization
- Excellent team member, strong leadership traits, and winning attitude
- Solid communication skills; verbal, written and interpersonal
- Capable of working effectively in a fast-paced environment
- Ability to learn quickly from both success and failure

Education and Certificates

- Certificate III in Individual Support and disability
- Australian Institute of Higher Education/Bachelors of Accounting (Present)

- Paradise Secondary School, Gaighat, Nepal (2020-2021)/
GPA 3.50
- Canvas Academy Udayapur, Gaighat Nepal (2018-2019)/
GPA 3.60

Work experience

1. Aged Care Placement

Kopwa Aged Care, Roseville

27th March 2023 - 20th April 2023

- Assisted with daily living activities, including bathing, dressing, and grooming, toileting, and transferring for up to 10 residents each day.
- Developed strong communication skills through interactions with residents, families, and other care providers.
- Provided emotional support to patients and helped them maintain their independence.
- Demonstrated adaptability and teamwork skills by working collaboratively with nursing staff and other care providers to provide high-quality care.

2. Crew Member

McDonald's, Waitara

November 2022- Present

- Prepared food items according to company standards and recipes, ensuring quality and accuracy
- Assisted customers with orders and provided excellent customer service, resulting in a 98% satisfaction rating
- Operated cash register and handled cash and credit card transactions with accuracy and efficiency, processing an average of 50 transactions per hour
- Maintained cleanliness and organization of work area, ensuring compliance with health and safety regulations
- Prepared a variety of coffee and tea drinks, including lattes, cappuccinos and iced coffee, using a wide range of brewing methods and milk frothing techniques.

3. Waitress

Farina Pizzeria, North Turramurra

November 2022-March 2023

- Greet customers as they arrive and guide them to their tables, providing menus and taking drink orders
- Explain daily specials as they arrive and answer any questions about menu items, providing recommendations as needed

- Take orders accurately and input them into computer system, ensuring orders are prepared according to customer specifications
- Monitor tables to ensure customers are satisfied with their meals and address any concerns promptly and professionally
- Process payment transactions and reconcile cash drawer at the end of the shift
- Collaborate with kitchen staff and other servers to ensure a smooth and efficient dining experience for customers
- Perform shift duties like delivering racks of cups to the service station, rolling silverware, pre-bussing tables, wiping tables, and removing debris and more

4. Cashier

Bhatbhateni Supermarket, Bhaktapur Branch, Nepal

June 2020-August 2021

- Ran the POS system and cash register, following store procedures for opening and closing of the register and cash handling

- Interacted with customers in a positive, friendly, and welcoming way, increasing overall customer satisfaction and return rate
- Handled incoming orders, ensuring that all products was delivered, stocked, and accounted for