

## RESUME

### Jackline Ajjo

**Address:** 67 Stilt ave, Cranebrook NSW 2749

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### Skills

- Attentive listener
- Great communication skills in terms of listening and understand what a customer needs
- Able to communicate in hard situations with customers
- Problem solver
- Providing support to all team members when required.
- Genuinely wanting to go “above and beyond” to assist the customer and clients
- Excellent customer service through respect, politeness, and a smile.
- Ensuring that the customer is satisfied with the product and the service provided.
- Dealing with difficult customers, resulting in satisfactory outcome for both the organization and the customers.
- Working in a team environment and developing strong, positive and professional relationships with all team members.
- My ability to work listen to others and provide support where required.
- My ability to manage stress and pressure well.
- My ability to implement problem-solving skills in various situations.

### Experience

2019-present

**Connecting Families NDIS/ Child protection** – Support worker

- Personal care
- Supporting Individuals with challenging behaviours
- Dementia, physical and intellectual inability, schizophrenia etc.
- Day programs, taking out clients and helping them live independently
- In home care: Cooking, cleaning, washing and ironing clients clothing
- Supporting Young children with positive aspects to become a better version of themselves
- Helping improve youth perspectives within themselves

September 2022 - Present

**Aspire homes** – Youth worker

- Personal care
- Cleaning, Cooking
- ADL'S
- Outdoor parents visitation
- Supporting youth in the right decision making

- Supporting Youth with mental health and aspects of their daily lives
- Supporting youth to find work

2015-2019

**McDonalds South St Marys/ M4 East** -Customer server

- Customer service- Providing customers with what they requested and ensuring that all orders placed were complete and correct.
- Making sure all customers have their answers to what they are after.
- Giving your full attention to customers
- Being Patient and accessible
- Cleaning
- Ensuring that the areas are clean and up-to-standard at all times.

## Education

2013-2018

**Emmaus Catholic College- Kemps Creek**

2019

**Certificate III Health Service Assistance Acute Care- TAFE NSW**

2021-2022

**Diploma Nursing- TAFE NSW**

## Reference:

Rohan Amin:

Team leader- Connecting families NDIS

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Faye Aboghazaleh:

St marys area community development project

Co-ordinator

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