

SUBHADRA NEUPANE

Wentworthville, Sydney, NSW, 2145

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OBJECTIVE

Dedicated and compassionate individual with a Certificate III in individual, ageing and disability support along with practical placement experience and a strong background in customer service. Aiming to use and grow my skills, knowledge, and experience to provide high quality care to individuals and make a positive impact in their lives.

EXPERIENCE

Customer Service Assistant/ Cashier

ZamZam Village Grocer, Harrow Road, Auburn

2022-2024

- Delivered friendly and efficient service to customers, ensuring satisfaction.
- Proficiently used the Point-of-Sale (POS) system to scan items, enter prices, and process electronic payments, lowering checkout times.
- Processed sales transactions and managed returns and exchanges.
- Handled customer inquiries and resolved issues professionally.
- Resolved customer complaints and managed conflicts effectively.
- Trained and assimilated new cashiers, giving them in-depth instruction on POS systems and checkout processes.

Placement experience

RFBI Concord Community Village, Rhodes, NSW

- Assisted residents with daily living activities, such as personal hygiene, dressing, feeding and showering, ensuring comfort and dignity.
- Supported residents with mobility, including transferring from beds to chairs and assisting with walking or using mobility aids.
- Keeping resident's rooms and equipment clean, neat and organized.
- Monitored residents and reporting any concerns or changes in condition to supervisors.
- Worked alongside experienced staff to learn and apply best practices in aged care, always respecting the independence and rights of residents.

EDUCATION

MASTERS OF PROFESSIONAL ACCOUNTING

King's Own Institute Level 1, 31 Market Street, Sydney NSW 2000, Australia

July 2022-June 2024

BACHELOR OF BUSINESS STUDIES

Tribhuvan University

2014 - 2020

CERTIFICATE III IN INDIVIDUAL, AGEING AND DISABILITY SUPPORT

Jan2025

SKILLS AND ABILITIES

- Ability to work collaboratively with team members to provide quality care to seniors.
- Proven teamwork and adaptability skills developed through experience in both care and retail environments.
- Effective communication skills.
- Flexibility and willingness to learn.
- Focused and result oriented.
- Ability to understand and respond sensitively to the needs of individuals from diverse social, economic, and cultural backgrounds.
- Ability to work flexible hours and weekends.
- Customer Service focused.

TRAINING

- Manual handling training
- First-Aid and CPR
- Elder abuse training
- Infection control and hand hygiene
- Incident/Accident/Hazard management training

REFERENCES

Placement Coordinator, Aussieglobe Education and Migration, Rockdale, NSW

Rajan Khatiwada

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e-mail: rkhatiwada@aussieglobeacademy.com.au

Supervisor, ZamZam Village Grocer, Harrow Road, Auburn, NSW

Rashika Deuja

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Registered Nurse, RFBI Concord Community Village, Rhodes, NSW

Shayal Devi

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