



BHARAT ADHIKARI

Doonside, NSW 2767

0481712734

adhikarivarat@gmail.com

PROFESSIONAL SUMMARY

A compassionate and dedicated Assistant in Nursing (AIN) with extensive experience providing high-quality care to elderly individuals in both residential and home care settings. Adept at delivering personalized patient support, assisting with daily living activities, and ensuring the comfort and dignity of clients. Skilled in monitoring patient health, administering medications, and collaborating with healthcare professionals to improve outcomes. Committed to creating a safe and supportive environment for elderly residents, with a strong emphasis on empathy, patience, and respect.

SKILLS

- Medication Administration
- Team player
- Patient Monitoring & Documentation
- Time Management
- Committed to preserving the dignity and autonomy of the elderly people.
- Personal Care Assistance
- Interpersonal skill
- Interpersonal Skills
- Problem-solving skills,
- Communication and Teamwork
- First Aid and CPR Certified
- Customer Support and Service

EXPERIENCE

Customer Service Officer

February 2024 – Current

Amplifon | **Liverpool, NSW**

Roles and Responsibility

- Issue invoices and follow up with customers on overdue accounts to manage accounts receivable.
- Provided exceptional customer service to clients via phone, emails and in-person interactions.
- Greeting and welcoming of Customer for hearing check and guide to touch screen for Hearing Check, arrange appointment and schedule of customers with audiologist.
- Maintained accurate records of customers interactions and transactions using CRM software. Handling customer issues and offer clear, accurate, and detailed information about products, services, policies, and procedures.
- Maintaining company standards while working. Maintained stock of store and overall store management and delivery quality customer service to the stakeholders.
- Create a positive, welcoming experience for every customer, ensuring they feel valued and heard.
- Ensure that customer records are updated with relevant information, including contact details, preferences, and service history.

Care Service Employee

August 2024 – Ongoing

Uniting NSW.ACT

Roles and Responsibilities

1. Personal Care Assistance

- **Assist with Activities of Daily Living (ADLs):** Help residents with tasks such as bathing, dressing, grooming, and toileting.
- **Support Mobility:** Aid in transferring residents from bed to chair, or help them with walking and using mobility aids (e.g., walkers, wheelchairs).
- **Oral Care:** Assist residents with brushing their teeth and maintaining oral hygiene.

- 2. Monitor and Assist with Medication Administration:** Help residents with taking their medications, ensuring the correct medication is given at the prescribed time
- Adhere to protocols like hand hygiene, wearing personal protective equipment (PPE), and cleaning practices to prevent the spread of infection.
 - Offer emotional support to residents, engaging in conversation or social activities to prevent loneliness.
 - Maintain accurate and up-to-date documentation of residents' health status, care provided, and any incidents.
 - Help residents with eating, including feeding them if they have difficulty doing so independently.
 - Provide compassionate care to residents' families during the end-of-life process, offering guidance and support when necessary
 - Ensure that residents' living areas are free from hazards to reduce the risk of falls, accidents, and injuries.
 - Assist with maintaining residents' living areas, making sure their rooms are clean and tidy.
 - Communicate regularly with registered nurses, doctors, and other healthcare professionals to provide coordinated care.
 - Participate in team meetings, training, and professional development opportunities to improve care quality and skills.

Customer Service Officer

February 2016 - January 2024

Citizens Bank International Ltd | Kathmandu, Nepal

Roles and Responsibilities

- Processed customer exchanges, refunds and bill adjustments to correct product or service problems.
- Completed contract forms, prepared change of address records, or issued service discontinuance orders with computer and job-related software.
- Resolved complex customer issues with patience and understanding.
- Conferred with customers by telephone or in-person to provide information about products or services.
- Kept records of customer interactions or transactions, recording details of inquiries and actions taken.
- Maintained up-to-date knowledge of product offerings to provide accurate information to customers.

EDUCATION

Certificate IV in Aging support

Master of Public Administration (M.P.A.) – Accounting Tribhuwan University , Karhmandu	2021
Bachelors in Law – Accounting Tribhuwan University, Kathmandu	2016

CERTIFICATION

Certificate IV in Aging support

First AID and CPR
Manual Handling
NDIS Worker check
Working with Children Check (WWCC)
The Basics of infection prevention and Control Training
Quality, Safety and You' - NDIS Worker Orientation Module
Completed **120 hours (3 weeks) placement at RFBI**, Concord Community Village, Rhodes NSW

WORKING RIGHTS

Full Working Rights with No Restrictions

REFERENCES

*References available upon request.