

Key skills

- Cultural Competence
- Active Listening
- Management
- Empathy
- Critical Thinking
- Documentation
- Patience
- Working under Pressure
- Communication
- Advocacy
- Responsible
- Accountable
- Team player

Education

Bachelors in Business Administration from Pokhara University, Nepal Graduated Year: 2017

Summary

I'm self-motivated and aspiring AIN who is enthusiastic about learning new skills and making positive changes in other's lives, with valuable experience in helping clients.

Career history

Assistant in Nursing at Vital Home Health Service

March 2024 – till now

- Assisting elderly residents with their daily personal care and providing emotional support.

Key responsibilities

- Providing personal care and mobility assistance
- Reporting Incidents promptly and accurately
- Documenting residents' health conditions

Achievements

- Hosted different Cultural Programs in facility
- Success in negotiating with management for adding staff for better care of residents.
- Learned to work in team
- Learned to be empathic
- Learned to handling my own Emotions

Support Worker at Infinity Care / Support Foundation

Dec 2023 – till now

Supporting especially abled clients with their daily social needs and providing emotional support.

Key responsibilities

- Providing social and emotional support to client
- Documenting and reporting client's health conditions and incidents
- Assisting client for daily personal care

Training

Assistant in Nursing

from Advance College,
Burwood, Sydney, NSW

Dementia Care Training

from Vital Home Health
Service, Burwood,
Sydney, NSW

Behavioural

management Training
From Vital Home Health
Service, Burwood,
Sydney, NSW

Achievements

- Able to distinguish physical and intellectual disability
- Handling different clients and their behaviours

Customer Service Representative at Prabhu Bank Limited, Biratnagar, Nepal

June 2017 – July 2023

- Was assigned as face of branch where I had to deal with clients and help them complete their purpose of visiting bank.

Key responsibilities

- Handling customer's queries, complains and feedbacks
- Proper filing and Book keeping
- Reviewing and reporting suspicious transactions in CBS
- Answering telephone calls
- Assisting other departments when required

Achievements

- Conducted financial literacy program in my locality
- Awarded as star of Months for achieving service excellence
- Trained new staffs and interns

Interests

- Dancing
- Listening music
- Talking with peoples
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Personal Skills

- **Languages:** Fluency in English, Nepali and Hindi languages
- **Computer Skills:**
- Good knowledge of MS Office, Banking Software & other computer applications.
- Basic knowledge of Management Information System and E-Commerce

References

Subodh Pathak
Assistance in Nursing
Thompson Health Care, Durel

Other References on request.