

Nitin Navikant Kumar

Communications & Customer Service Professional
Pharmaceutical Technician
Age Care Support
Disability Support Worker

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Dynamic and resourceful customer service professional with a five years of experience in Retail & Government Pharmacies, Factory worker, Age care & Disability Care, Mindpearl – Call Centre and Mechanical and Construction Firms offering a solid academic foundation and progressive background in effective health concern, communication, basic accounting, bookkeeping and computing literacy. Customer-centric professional with a proven capacity to interface effectively with all levels of personal and clients of diverse backgrounds. Employs cross cultural sensitivity and awareness to liaise with clients and develop positive lasting relationships with key stakeholders. A Respected builder and leader of customer-focused teams; instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality and store operations policies.

AREAS OF EXPERTISE

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|--------------------------------|-------------------------------------|
| • Teambuilding & Training | • Customer Service Management |
| • Cost-Reduction Strategies | • Complaint Handling & Resolution |
| • Order Fulfillment | • Customer Satisfaction Enhancement |
| • Front-End Supervision | • Sales & Margin Improvement |
| • Retail Operations Management | |

WORK EXPERIENCE

Specialised Dementia Carer / Assistant in Nursing @ Hammondcare Age Care – Hammondville NSW 2170 Sydney

- Assisting in personal care - showering, bathing, sponging, repositioning pressure area and skin care, hair washing, shaving, mouth and denture care eye and ear care assistance with toileting provision, removal and cleaning of bedpans and urinals
- General ward ambulation and support mobilisation as per plan of care reinforce instructions on use of aids for mobility or care as detailed in plan of care, where appropriate assist with positioning, posture maintenance and comfort
- Observe and report patient completion of and performance of tasks in line with care plan set up and assistance with patient meals and fluids for assessed low risk patients
- Administering medication to residents. Manage medicine stock.
- Application of anti thromboembolic stockings
- Simple wound dressings
- Last offices/care of the deceased



LEADERSHIP

Librarian Monitor – 2010
Book Bank Monitor – 2011
General Prefect – 2012 & 2013
Deputy Head Boy – 2014

SKILLS & ABILITIES

Public Speaking
Negotiation
Teamwork
Decision Making
Research & Strategy
Emotional Intelligence
Outbound Marketing
Emailing
Google Analytics
Creative Thinking
Effective Listening
Sociable
Reliability

COMPUTER

Pro efficient in Microsoft applications, EPI INFO and PATIS soft wear

LANGUAGE

English Hindi i-Taukei

INTERESTS

Socializing
An Adventurous traveller
Sports cars
Photos shoots

- Assist in the collection of clinical data as allocated by a Registered Nurse; patient weighing and specific measurements specific patient observations nursing admission
- Observe patients physical and psychological status and responses during the course of interactions within scope of knowledge, and report changes to the Registered Nurse
- Document all patient responses to direct care/assistance given, include in progress notes and clinical records in accordance with the plan of care and organisational protocols
- Maintain the appearance and function of equipment such as lifting and mobilising aids, pressure reducing mattresses and other clinical devices used in nursing interventions
- Change and make up occupied and unoccupied beds
- Promote and maintain a clean, comfortable and safe environment for patients, staff and visitors

Disability Support Worker - @ Care Forum t/a AAB Care – Penrith NSW 2750 Sydney

Assisting people to perform important daily activities

- Facilitating daily personal hygiene and dressing tasks
- Performing home based tasks such as food preparation and housework
- Undertaking tasks outside the home such as shopping
- Ensuring a varied program of social activities
- Providing emotional support and friendship
- Prompting and Supervising Timely Medication
- Providing Transport Services
- Assisting with Community Participation

Factory Worker – Process Worker / Conveyor Line / Pick Packer / Sorter @ Pharmacare Operations – 3 Ash Road, Preston, NSW 2170 Sydney

- Following health and safety standards.
- Maintaining a clean workstation and production floor.
- Assembling products and parts.
- Following production guidelines and specifications.
- Finalizing and packaging products for shipment.
- Operating and maintaining machinery and production line equipment.
- Monitoring the assembly line and removing faulty products.
- Working on the production line and meeting production targets.
- Reporting any issues to the supervisor on duty.
- Performing other tasks as assigned.
- Use of pallet jacks

Shop Assistant - @ Woolworths Supermarket – Oran Park NSW 2570 Sydney

- Serving customers and processing retail sales
- Assisting customers
- Processing customer payments and customer refunds, including cash and card payments
- Following the company's sales process
- Maintaining a clean and tidy sales floor
- Performing stock control and stock room duties such as accepting new shipments
- Ensuring the smooth running of a high-pressure environment
- Investigating price discrepancies
- Maintaining good knowledge of the company's products and services

- Helping customers make the right purchasing choice

Pharmacy Assistant / Pharmacy Technician – @ SUPERDRUG PHARMACY

- An unwavering commitment of three years to patient service, with the ability to build productive relationships, resolve patient enquiries/ issues and win patient loyalty by abiding correct procedure of communication and references.
- Dispensary services, providing medicines and providing counseling to inpatients, outpatients and external clients.
- Provide accurate, timely and informative pharmacy services to clients and other health professionals through dispensing and advise provisions on the use of prescription and non prescription medicines.
- Discuss customer / patient details by taking history and recommend suitable medication and advise
- Handling legality of prescription and documentation.
- Work as team in preparing prescription and issues with product quality customers report about by making referrals and checking appointments.
- Achieve calls and doing interventions with other health professionals to ensure patient safety in regards to dosage of medicines, ambiguity on prescriptions and availability of medicines.
- Became the lead "go-to" person for new reps in handling patient advice.
- Develop and provide internal guidelines.
- Manage stock / Inventory Management and medicine distribution by obtaining medicines and other relevant products from different suppliers marketing their line ups.
- Entering medicine profiles and display for customer exposure and advertise
- Check to see if the product meets up the quality standard and is legal to the society.
- Checking to see the expiry of items to avoid piling up of medicines at the store / warehouse. Rotate stock to other stores where items are fast moving.
- Workout the demand of the footfalls to certain location to determine what type and kind of products to be marketed.
- Choose to utilise and make the most of what resources are available for the firm.

MINDPEARL's Customer Sales and Service Representative

- Successfully completed my training at Mindpearl and became a Call Centre agent for Mindpearl.
- Receiving of Inbound calls and handling customer queries with Mindpearls protocol.
- Potential to handle customer queries from all around the world for Malaysia Airlines in English Language.
- Guarantee customer satisfaction by abiding the structure of appropriate customer handling skills as trained.
- Refer to reference books to deliver 100% correct information to customers by adhering to "Frequently asked question book", "Malaysia Airline website", "Amadeus hand book" etc.
- I was also involved in sending targeted emails in a day to customers providing them their answers to raised queries.
- Trained on Average Handling Time on calls so that Customer Service Quality was met.
- Following procedures on how to do opening of calls for customers, how to handle queries and how to end calls.
- Weekly Quality Feedbacks from Quality Analysts and Supervisors so that agents can improve on customer service skills.
- Received compliments from customers as their customer satisfaction feedback to supervisors.
- Making outbound calls to customers to provide service from my own initiative.
- Taking of payments online via automated payment line and even manual payments provided following security measures for the customers.
- Issuing of documents on calls with customers to their emails and getting instant feedback.
- Expert in system navigation – alert in information keeping.
- Adaptable to any shift work and able to work for over time even in holidays and dayoffs.

Business Development Manager & Supervisor - Hi-Tech Automotive

- Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions.
- Discussed account details with customers and recommend services applicable based on listening to their needs and interests.
- Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's primary trainers of new and established employees.
- Entered orders for customers in a computer system for products and services and record customer information in database.

- Achieve bank cheques, deposits, transfers, income tax returns documentation, managing labour wages, process refunds for customers.
- Increased customer satisfaction rate by improving the customer service.

ORGANISATION

- Hammondcare Age Care – Specialised Dementia Carer / Assistant in Nursing – (2023)
- Care Forum – Disability Support Worker – (2023)
- Alana Care – Disability support worker – (2023)
- Pharmicare Operations – Preston, NSW Sydney (2023)
- Golden Age homes – (2022)
- Superdrug Pharmacy and its other branches (2019 - 2022)- Fiji
- Colonial War Memorial Hospital – (2019) - Fiji
- Hi-Tech Automotive (2017-2018)
- MindPearl Call Centre – (2018)

EDUCATION

- Diploma in Nursing – Queensford College – Parramatta, NSW Sydney.
- Certificate IV Individual Support & Age Care – Queensford College – Parramatta, NSW Sydney
- FNU – College of Medicine Nursing and Health sciences – Diploma in Pharmacy (2015-2017)
- Bhawani Dayal Arya College (2010 – 2014)
- Bhawani Dayal Memorial Primary School (2002 – 2009)

ACADEMIC QUALIFICATION

- Certificate IV in Age Care - 2023
- Diploma in Pharmacy Technology – 2018
- Year 13 Certificate Exam 2014 – scored (316/400)
- Fiji School Leaving Certificate 2013 – scored (319/400)
- Fiji Eight Year Examination 2007 – scored (392/500)
- Fiji Intermediate Examination 2005

REFERENCES

- Bipin Kafle – Registered Nurse - @ Hammondcare – Ph - 0428692772
- Janice Antad – Services Coordinator @ Care Forum Pty Ltd – Ph. 0449966378
- Carmen – Workplace Coach @ Hammondcare – Ph: 0403694465
- Teresa Nair – Store Manager @ Woolworths – Ph. 0433414655
- Bibek Deuja – Lecturer / Nurse – Ph - 0426266521