

YASHODA GAIRE

PROFESSIONAL SUMMARY

Knowledgeable Representative with comprehensive background in customer service and client relations. Consistently recognized for resolving complex issues and improving customer satisfaction. Demonstrated ability in fostering positive client interactions and maintaining high service standards.

Experienced with managing client relationships and addressing customer concerns efficiently. Utilizes effective communication and problem-solving skills to resolve issues promptly. Strong understanding of customer service principles and maintaining high satisfaction levels.

SKILLS

- Customer support
- Customer relations
- Client relationship building
- Teamwork and collaboration
- Problem-solving
- Active listening
- Goal-oriented mindset
- Data entry proficiency
- Records management
- Time management
- Decision-making
- Project planning

WORK HISTORY

HCP CASE MANAGER 12/2024 to 01/2025

3 Bridges Community , Ashfield, NSW

- Maintained accurate documentation on all cases, ensuring compliance with regulations and confidentiality requirements.
- Conducted thorough assessments of clients' situations, identifying issues, goals, and necessary interventions.
- Monitored ongoing cases closely, adjusting case management strategies as needed based on evolving circumstances or new information.
- Educated clients on available programs, benefits, and services, empowering them to make informed decisions about their care needs.
- Collaborated with multidisciplinary teams to address client needs and formulate tailored support strategies.
- Managed volunteer programs focused on providing community services to underserved populations.
- Created and managed budgets, efficiently allocating resources for social and community service projects.

ELDERLY SUPPORT WORKER 05/2024 to 07/2024

Canterbury Earlwood Caring Association, Canterbury, NSW

- Assisted clients with daily living needs to maintain self-esteem and general wellness.
- Helped clients manage and reach individual goals, supporting independent progression and

social skills.

- Enhanced the quality of care for clients by providing personalized support and assistance with daily living activities.
- Transported clients to appointments, shopping venues and entertainment events according to determined schedule.

PERSONAL CARER 04/2023 to 11/2023

Anglicare, Winston Hills

- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Provided emotional support during difficult times, offering companionship and empathy to enhance mental wellbeing.
- Facilitated activities of daily living such as grooming, dressing, and personal hygiene for increased self-esteem and confidence among patients.
- Maintained a clean, safe, and organized living environment for patients, promoting overall well-being and satisfaction.
- Assisted with dressing guidance, grooming, meal preparation, and medication reminders.

EDUCATION

Torrens University Australia, Surry Hills, Sydney

Bachelor of Science, Family And Community Services, Expected in 07/2026

Lead College , Sydney, NSW

Diploma of Community Services , Family And Community Services, 05/2024

Kathmandu Model College , Kathmandu, Nepal

High School , Biology, 01/2020