



SMRITI KARKI

PROFESSIONAL CARE WORKER

Profile

I am a highly motivated and compassionate professional with a diverse academic and practical background in social work, aged care, and hospitality management. I hold a Bachelor's degree in Hotel Management from Lincoln University, Nepal, complemented by a Certificate IV in Ageing Support, and I am currently advancing my expertise through a Master's degree in Social Work (Qualifying) at ACAP Sydney. My multidisciplinary skill set spans person-centered care, customer service excellence, and rigorous food safety practices, all of which are vital in delivering high-quality care within aged care environments.

With a solid foundation in hospitality management, I have developed exceptional leadership, operational, and customer support skills, with a strong emphasis on hygiene and food safety protocols. These experiences have sharpened my ability to create a safe, nurturing, and respectful environment for older adults. Driven by a deep commitment to improving the quality of life for seniors, I am eager to apply my knowledge and empathetic approach to make a meaningful impact in aged care, ensuring the dignity, safety, and well-being of every individual under my care.

Work Experience

Feb 2024- Present
Mantra Parramatta | Valentine Ave, Parramatta, NSW

Room Attendant

Ensured impeccable cleanliness and hygiene in guest rooms, with a strong focus on attention to detail and client satisfaction. Demonstrated efficiency in maintaining a high standard of service while adhering to safety and sanitation protocols. Collaborated effectively with teams to provide a seamless guest experience, handling special requests with professionalism and care.

Jan 2024- Sept 2024
Crust Pizza | 6 Yindela st, Davidson, NSW

Team Leader

Led a dynamic team in a fast-paced environment, ensuring smooth operations and exceptional customer service. Managed staff scheduling, training, and task delegation, while maintaining high standards of food safety and quality control. Handled customer inquiries and resolved issues efficiently, fostering a positive dining experience. Ensured compliance with health and safety regulations, and contributed to process improvements for operational efficiency.

2021-2022
Kuti Resort & SPA | Pokhara, Nepal

Food & Beverage Manager

Directed food and beverage operations with a focus on quality, safety, and guest satisfaction. Developed nutritious menu offerings tailored to diverse dietary needs while ensuring compliance with food safety standards. Trained and led a dedicated team, fostering an environment of collaboration and excellence in service delivery. Enhanced the dining experience by coordinating with culinary staff to provide exceptional meals that promote health and well-being.

Reference

Bidhan Thakali

Crust Pizza, Davidson
/ Owner

Bishal Baral

Montana Nursing
Home

Priyanka Rana

Goldcoast Private/ Registered
Nurse

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Education

- Lincoln University
Bachelor of Hotel Management
Completed in 2022
- Lincoln University
Certificate IV in Ageing Support
Completed in 2024
- ACAP Sydney
Masters of Social Work (Qualifying)
Currently studying
- Placement
Montana Nursing Home, Mosman

Skill

- Person-Centred care
- Mobility assistance
- Social Work Foundation
- Food Safety & Hygiene
- Communication & Interpersonal Skills
- Problem-solving & Critical Thinking
- Time-Management & Multitasking

Awards

Oct 2021 | Kuti Resort & SPA
The Best Employee of the Month

May 2022 | Prishna Enterprises
The Best Employee of the Year