



Professional Summary

I am a dedicated and versatile professional with a diverse background in hospitality, retail, and nursing. I am adept at delivering exceptional customer service and utilizing strong interpersonal and communication skills to foster positive interactions with clients and patients. I am eager to leverage my healthcare knowledge, attention to detail, and ability to work effectively in fast-paced environments. I am committed to providing the highest level of care, both to customers and patients, while continuously expanding my skill set to contribute to the success of any team or organization.

Work History

ParkHouse - Waitress

Mona Vale, NSW

10/2022 - Current

- Trained new waitstaff on proper food handling, customer service and safety procedures.
- Followed health and safety regulations relevant to hospitality industry to minimize accidents, incidents and liability to restaurant.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals, and walk-in business.

Family In Northern Beaches - Family Nanny

Dee Why

09/2022 - 03/2023

- Built positive and nurturing environments to support child social and emotional growth.
- Played games, worked on puzzles, and read books to young children.
- Established lasting, professional connections with families and children by encouraging open communication and delivering positive feedback.
- Bathed, dressed, and helped with teeth brushing as part of bedtime preparation.
- Communicated with children at age-appropriate levels to encourage understanding and foster relationships.
- Monitored schedules to maintain sleeping, eating, and school schedules for children.
- Facilitated relationships with children and parents by developing caring and structured home environments.

Toro Nero - Waitress

Mona Vale

06/2020 - 08/2022

- Remained calm and poised when dealing with difficult customers or during busy shifts.
- Kept server areas clean and stocked to increase efficiency while working tables.
- Used cash registers and credit card machines to cash out customers.
- Greeted new customers, discussed specials, and took drink orders.

ICare Pharmacy - Retail Assistant

Mona Vale

06/2019 - 03/2021

- Maintained tidy and organized store environment to comply with cleanliness standards.
- Greeted customers, helped locate merchandise, and suggested suitable options.
- Stocked merchandise, clearly labelling items, and arranging according to size or colour.
- Balanced and organized cash register by handling cash, counting change, and storing coupons.
- Checked pricing, scanned items, applied discounts, and printed receipts to ring up customers.
- Assisted customers with prompt and polite support in-person and via telephone.
- Replenished sales floor merchandise and organized shelves, racks, and bins for optimal appearance.

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Skills

- Interpersonal Communication
- Self-Directed
- Flexible and Adaptable
- Organization and Time Management
- Multitasking
- PPE Use
- Customer Relations
- Computer Skills
- Conflict Resolution
- Friendly, Positive Attitude
- Critical Thinking
- Team Building

Education

Expected in 04/2025

The University of New England

Armidale

Bachelor of Nursing: Nursing

I have completed two mandatory placements. My first placement took place at a nursing home in Glen Innes (80 hours) and my second placement took place at Gloucester soldiers memorial hospital (80 hours). During these placements I was able to learn new skills and put my knowledge from my university course into practice.

11/2021

Barker College

Hornsby, NSW

High School Diploma