

Selvika Shrestha

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Professional Summary

Motivated and hardworking individual currently pursuing a Bachelor of Information Technology, with a passion for leveraging technology to solve real-world problems. I bring over two years of experience as a wait staff team leader, where I developed exceptional leadership, problem-solving, and customer service skills. Additionally, my two years as a personal support worker have equipped me with empathy, attention to detail, and the ability to work effectively under pressure. I am eager to contribute my diverse skills and experiences to a dynamic and growth-oriented organization.

Key Skills

- **Leadership & Team Coordination:** Successfully managed and motivated diverse teams to achieve organizational goals.
 - **Customer Service Excellence:** Provided high-quality service, ensuring customer satisfaction and loyalty.
 - **Interpersonal & Communication Skills:** Built strong relationships with team members, clients, and stakeholders.
 - **Time Management & Organization:** Effectively prioritized tasks to meet deadlines in fast-paced environments.
 - **Technical Proficiency:** Strong foundation in IT principles, with hands-on experience in Microsoft Office Suite, task management tools, and an eagerness to expand technical expertise.
 - **Problem-Solving:** Quickly adapted to challenges, devising effective solutions to maintain smooth operations.
 - **Caregiving Expertise:** Skilled in providing compassionate, patient-centered care to clients with diverse needs.
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Education

Bachelor of Information Technology

Kings Own Institute, Sydney, NSW

2022 – Present

Professional Experience

Personal Support Worker

Arcare Aged Care, Oatlands NSW

November 2022 - Present

- Provided compassionate care to clients, assisting with personal hygiene, dressing, and meal preparation.
- Supported clients with mobility and physical therapy exercises to enhance their independence.
- Maintained accurate documentation of daily activities, medications, and progress reports.
- Communicated effectively with clients, families, and healthcare professionals to ensure quality care.
- Responded to emergency situations with a calm and efficient approach, adhering to safety protocols.
- Built trusting relationships with clients, fostering a supportive and respectful environment.

Personal Support Worker

Whiddon Easton Park, Glenfield NSW

June 2023 – Present

- Supports residents to use and develop their abilities to engage in any activity that is personally meaningful to residents including everyday activities.
- Follows care plan instructions to assist residents to maintain personal hygiene, nutritional status and mobility in a manner that maintains the safety of the resident and staff.
- Recognises resident preferences, including personally significant cultural and spiritual practices, and incorporates these into everyday activities.
- Uses flexible and creative approaches with residents to meet duty of care whilst supporting residents' rights to exercise maximum choice and control during everyday activities and respecting residents' rights to decline offers of support.
- Engages cooperatively with residents to assist them to take packaged medication in accordance *with medication policy and practice, and as prescribed by the General Practitioner.*
- Maintains a clean, comfortable, and homely environment in partnership with residents as able.

Wait Staff (Team Leader)

Kickin' Inn, Parramatta NSW

October 2022 – February 2024

- Supervised a team of wait staff, ensuring efficient service delivery in a fast-paced environment.
- Conducted staff training on customer service standards, safety protocols, and operational procedures.
- Monitored team performance and provided constructive feedback to enhance productivity.
- Addressed and resolved customer concerns promptly, ensuring satisfaction and repeat business.
- Collaborated with kitchen staff to ensure smooth order processing and timely service.
- Oversaw inventory management, including stock checks and order placements for supplies.

Licenses & Certifications

- Certificate in Individual Support (Aging and Disability)
- Valid Australian Driver's License
- Responsible Service of Alcohol (RSA), First Aid and CPR, Manual Handling.

References

Available upon request