

Shristi Karmacharya

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Address : 9 Crowgey Street, Rydalmere, NSW

PROFESSIONAL GOALS

A detail-oriented professional with strong technical, analytical, and communication skills. Highly adaptable to new working environments and actively seeking opportunities to expand knowledge and skills in aged care. Demonstrates a strong capacity to take responsibility for assigned roles and tasks. An independent individual committed to focusing on principles, systems, and technologies that enhance organizational productivity.

CORE QUALIFICATIONS

- Extensive background in health care organization policy and procedure .
 - Superior skills in educating patients, community people (old aged and disabled people) in self-care programs and tasks.
 - Strong organizational and problem-solving skills .
 - Good oral and written communication skills .
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PROFESSIONAL EXPERIENCE

Norvic International Hospital, Thapathali, Kathmandu, Nepal

June 2022 - June 2024

Customer Service

- Efficiently handle all incoming calls, addressing inquiries and requirements as per established protocols.
- Update and manage doctors' leave and scheduling changes as directed by management.
- Respond and manage queries submitted through the Norvic International Hospital website promptly and accurately.
- Address and resolve queries received via WhatsApp and Viber, ensuring clear and professional communication.

Management Association of Nepal, Kathmandu, Nepal

Feb 2022 - April 2022

Management Fellow

- Conduct research and engage with participants for the CEO Conference 2022 organized by MAN, ensuring effective communication and coordination.
 - Assist in the organization and management of the National Management Convention, including the Election and Award Ceremony, to ensure smooth operations and successful execution of the event.
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ACADEMIC BACKGROUND

Masters of Not-For-Profit and Social Enterprise Management (Running)

University of Technology Sydney

Bachelors in Health Care Management (2022)

Nobel College

Board: University of Pokhara

GPA: 3.12

CERTIFICATIONS

- Certificate III in Individual Support (Ageing and Disability)
 - First AID Certificate
 - CPR and Manual Handling Certificate
 - Australian Police check
 - Flu vaccination
 - Covid -19 Certification
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REFERENCE

Bhawana Ghimire - Customer Care and Digital Marketing Head

Norvic International Hospital, Kathmandu

Email : bhawana.ghimire@norvichospital.com

Samiksha Limbu - R.N

Bupa Aged Care, Northrocks

Email : samiksha.tumbapolimbu@bupa.com.au

Mobile: 0450212156

SOCIAL REFERENCE

Dr. Bikash Dhungel - MBBS, MHSM, MN

Regional Manager- NSW, VIC & QLD

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