

# Stephanie de Bruce

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## Profile

A Team player offering over 14 years of experience in multiple roles within Customer Service and most recently completed Certificate 3 in Aged Care & Individual Support at Peninsula Villages where I am employed as a Care Service Employee.

I have the proven ability to make a good impression with all clients, always strive to uphold company integrity by adhering to Company Policies, WHS Guidelines & Practices.

My main focus is to provide a responsible, caring and compassionate service to our senior citizens who are most deserving of our deep respect following their years of service and contributions to our society. To be able to provide services for them gives me great work satisfaction knowing that I am doing my part in making a positive change in their lives.

I love a team environment and firmly believe that building a strong camaraderie is not only beneficial to get any job done effectively, but it can also provide a positive outcome for all.

My time management and organisational skills allow me to accomplish my daily tasks effectively. I consider myself to be a hard worker, always willing to help out wherever I can and within my job role and capabilities. I am easy going with a warm and friendly approach. I am fully aware and respectful of cultural diversity and inclusiveness in the workplace and within our lovely community.

Lastly, I believe it is so important to show compassion, empathy and patience towards our elders who are deserving of our respect and we need to build their trust at all times. Having trust means they can feel safe, secure and at Home. By caring for our elders we are giving back to our community.

## ***Employment Experience***

**PENINSULA VILLAGES, Umina Beach NSW**  
**Care Service Employee**

**February 2024 - Current (Perm PT)**  
**Certificate III in Aged Care &**  
**Individual Support**

Providing Personal Cares, Room Service,  
Assisting with meals, Activities.  
Yet to be certified Assisting with Medication.

**HOME INSTEAD, Daleys Point NSW**  
**Caregiver**

**December 2021 - 2022**  
**2 days a week**

During Covid lockdown, I enlisted with Home Instead in Daleys Point as a Caregiver.  
Home Instead provided in-house training workshops in Aged Care.  
I provided Home Care in the community such as personal care, housekeeping, meal preparations, shopping, companionship, transport to Allied Health Professionals and some recreational activities.

**DIGGERS CLUB, Ettalong Beach NSW**  
**Agent Relief**

**April 2020 - January 2024**

- Managing TAB Functions
- Day to day Operations of setting up a TAB Agency; open and close of business
- Selling bets, paying out winning dividends
- Displaying sports and race information
- Demonstrated solid cash handling proficiency
- Point of Sale (EFTPOS) functions
- TAB Basics Accreditation with AML Laws & Security training

**TAB RELIEF AGENT, Erina, NSW**

**March 2018 - April 2020 (Casual)**

- Managing TAB Functions
- Day to day Operations of setting up a TAB Agency; open and close of business
- Selling bets, paying out winning dividends
- Displaying sports and race information
- Demonstrated solid cash handling proficiency
- Point of Sale (EFTPOS) functions
- TAB Basics Accreditation with AML Laws & Security training

***EFTEX PTY LTD, Woolloomooloo, NSW***

**CUSTOMER SERVICE & ATM HELP-DESK**

**October 2008 - December 2016**

- Monitored ATMs using Device Manager software to manage incidents
- Performed troubleshooting for ATMs and assisted in resolving technical issues over the phone with major client base mainly hotels, clubs, pubs & casinos Australia-wide.
- Provided excellent customer service logging service calls
- Upheld all company policies and procedures in resolving issues and supporting customers
- Liaised with IT support team to resolve technical issues
- Logged service calls for Armaguard and Chubb Security Services
- Provided daily reports on ATM status and gave feedback on actions taken

***EASTERN SUBURBS LEAGUES CLUB, Sydney***

**GAMING ATTENDANT**

**February 2003 - August 2008**

- Poker machine payouts
- Cashiering
- Keno & TAB
- Bar Attendant
- Barista
- Poker machine clearance
- Relief Reception & Front Door

***CITY TATTERSALLS CLUB, Sydney***

**GAMING ATTENDANT**

**August 2008 - October 2008**

- Poker machine payouts
- Cashiering
- Bar Attendant
- Barista
- Serviced Customers in Restaurant

***PALAMEDIA LIMITED, Sydney***

**MAGAZINE PRODUCTION/ADVERTISING COORDINATOR**

**September 1999 - October 2002**

- Coordinated advertising space for trade magazines; My Money & My Business Success
- Liaised with Editors, Advertising sales staff, Agencies, Printers
- Coordinated Circulation and Distribution
- Reported to Company Management

***REED BUSINESS INFORMATION, Sydney***

**MAGAZINE PRODUCTION COORDINATOR**

**June 1993 - August 1999**

- Received and coordinated advertising space material
- Worked with advertising agencies, clients, editors and advertising sales staff
- Updated positioning of advertisements in accordance with booked spaces.

***Education & Certificates***

- Certificate III in Aged Care & Individual Support (ET Australia/Peninsula Villages)
- Certificate II in Hospitality Operations
- RSA & RCG / Barista Workshop
- TAB Basics Accreditation Certificate
- TAB Security Procedures Certificate & Anti money laundering
- Safe Work NSW (Work Health & Safety) Construction White Card
- HSC - Fiji

## References:

Jackie Fisher - 0431 431294