

SUSMITA MALLA

SUMMARY

Compassionate Personal Care Assistant with hands-on experience providing companionship and emotional support to residents. Well-versed in accurately documenting vital statistics and health metrics. Committed to creating positive rapport with patients and providing quality patient care.

EXPERIENCE

120 Hours Placement

Annandale Grove Care Community | Annandale, NSW | Aug 2024 - Sep 2024

- Provided companionship and emotional support to the residents.
- Assisted with activities of daily living such as bathing, grooming, dressing and toileting.
- Organised and monitored medication schedules for residents.
- Coordinated transportation services for medical appointments.
- Assisted in serving meals, ensuring dietary needs and preferences of residents.

Crew Member - Casual

Mc Donalds | Kingsford, NSW | Oct 2023 - Present

- Answered customer inquiries and provided accurate information regarding products and services.
- Provided excellent customer service to resolve customer complaints in a timely manner.
- Gathered customer feedback through surveys and used the data to improve customer service.
- Assisted customers with product selection, ordering, billing, returns, exchanges and technical support.

Admin - Casual

Say Education and Visa Services | Sydney | July 2023 - Present

- Developed and maintained effective relationships with key clients to ensure client satisfaction.
- Maintained proper documentation of the services and operation activities.
- Provided guidance and assistance to customers regarding visa applications and procedures.
- Performed regular reviews of daily activities in order to identify potential risks or opportunities for improvement.

VISA TYPE

Student visa (Master-coursework)

REFERENCES

References available upon request.

CONTACT

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2203

SKILLS

- Activity Planning
- Personal Hygiene Assistance
- Feeding Assistance
- Compassionate Care
- Dementia Care
- Palliative Care
- Mobility Assistance
- Chronic Disease Management
- Hand Hygiene Maintenance
- Documentation
- Guest Services
- Communication

EDUCATION AND TRAINING

Master of Professional Accounting

Sydney, Australia

2023 - Present

Bachelor of Business Administration

Pokhara University, Nepal

2019

CERTIFICATIONS

CERT IV in Ageing Support

First Aid Training