

Swastika Shrestha

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Personal Profile Statement:

Dedicated and compassionate AIN committed to providing exceptional care and support to elderly individuals. With a genuine passion for enhancing the quality of life for seniors, I strive to create a nurturing and respectful environment where each resident feels valued and dignified. Possessing strong communication skills, I effectively collaborate with interdisciplinary teams and family members to ensure personalized care plans are implemented seamlessly. My unwavering patience, empathy, and attention to detail enable me to address the unique needs of each resident with compassion and professionalism. Eager to contribute my skills and dedication to enriching the lives of seniors at your esteemed aged care facility.

Education:

Certificate III in individual support (Ageing, Disability, Home, and community. (Supreme Education and Training)

Training

HLTAID011 Provide First Aid

Manual Handling

CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT (AGEING, DISABILITY, HOME, AND COMMUNITY SERVICES)

Skills:

Patient care, Health Monitoring

Multi-Tasking, Time Management

Outstanding Communication Skills

Able to identify signs of emotional or developmental problems.

Knowledge of all relevant health and safety policies and procedures.

Ability to work under pressure in a fast-paced environment.

Employment and Work Experience

Assistant in Nursing

BERESFORD HALL and Drayton House

Roles and Responsibilities

- Maintained good interpersonal relationship with the residents, visitors, and other working staffs.
- Assisted residents in performing their daily activities within dignified manner i.e., showering, personal grooming, feeding, provision of bowel caring and many more.

- Keeping up to date records on patients, including daily observations about bowel chart, dress colour code and observing the vital sign i.e., BP, Temperature, and other critical conditions like sore and general appearance.
- Helped to organize and participate in recreational activities.
- Talking to clients and listening sympathetically to their problems.
- Making the best use of aids provided to help clients who have limited mobility, or physical / learning difficulties.
- Making and changing beds and ensuring that rooms are clean and tidy.
- Use appropriate infection control procedures to maintain a clean and safe working area.
- Segregating and disposing of waste materials.
- Helping patients with their toileting needs, including continence promotion.

Customer Service Representative

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Roles and Responsibilities

- Greet customers warmly and assist them with menu selections and inquiries.
- Accurately take customer orders in-person and over the phone, ensuring clarity and efficiency.
- Handle cash and credit transactions, providing change and receipts as necessary.
- Adhere to food safety regulations and cleanliness standards to ensure customer safety.
- Address customer complaints and concerns promptly and professionally, aiming for resolution and satisfaction.
- Work closely with kitchen staff and management to ensure timely service and order accuracy.
- Maintain up-to-date knowledge of menu items, promotions, and nutritional information.
- Assist in maintaining a clean and organized dining area and service counter.
- Gather customer feedback to improve service quality and enhance the dining experience.

Hobbies and interests

I enjoy Volunteering, reading books, cooking, and baking with my friends and family and gardening.

REFERENCE PROVIDED ON REQUEST