

# SWATI TAMAK

## PROFESSIONAL SUMMARY

Dedicated AIN at Anglicare with a track record of providing exceptional patient care and support. Excelled in HIPAA-compliant environments, enhancing patient wellbeing through effective vital signs monitoring and compassionate companionship. Demonstrated ability to manage high-stress situations, improving customer satisfaction at Little India Supermarket. Skilled in both direct patient care and customer service, ensuring safety and promoting loyalty.

## SKILLS

- Patient care
- HIPAA compliance
- Reliable team player
- Direct patient care
- Bathing assistance
- Collecting vital signs
- Compassionate
- Alzheimer's and dementia care
- Basic life support
- Bedside manner
- Vital signs monitoring
- Dressing assistance
- Safety precautions
- Recording vital signs
- Electronic charting
- Compassionate caregiver
- Patient-focused care
- Medical terminology
- Mobility assistance
- Companionship and emotional support

## WORK HISTORY

### AIN

#### Anglicare

- Provided high-quality personal care services such as bathing, grooming, dressing, and feeding to ensure patient dignity.
- Assisted patients with daily living activities for enhanced comfort and wellbeing.
- Checked patient vitals such as temperature, blood pressure, and blood sugar levels.
- Maintained a clean, safe environment by sanitizing surfaces, changing linens, and disposing of waste properly.
- Answered call lights and supported patient comfort and safety by adjusting bed rails and equipment.
- Improved patient care quality by monitoring and recording vital signs, fluid intake, and output.
- Promoted good oral and personal hygiene by aiding patients with shaving, bathing, and teeth brushing.
- Reduced fall incidents by implementing safety measures like bed alarms and proper positioning techniques.
- Prevented pressure ulcers development through frequent turning, repositioning of patients, and diligent skin assessments.

### CUSTOMER SERVICE REPRESENTATIVE

#### Little India Supermarket

- Managed high-stress situations effectively, maintaining professionalism under pressure

while resolving disputes or conflicts.

- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.
- Responded to customer requests for products, services, and company information.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.

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## EDUCATION

**Torrens Univeristy** , Central  
**Diploma Of Nursing** , Nursing

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## CERTIFICATIONS

CPR FIRST AID MEDICATION ADMINISTRATION