



# Tenzin Jikme

## Details

Sydney  
Australia  
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## Skills

Decision Making

Problem Solving

Ability to Multitask

Time Management

Customer Service

Adaptability

Computer Skills

Microsoft Office

Fast Learner

Ability to Work Under Pressure

Communication Skills

Ability to Work in a Team

Critical thinking and problem solving

Strong Interpersonal Communication Skills

Teamwork Skills

## Languages

English

Mandarin

Hindi

## Profile

Experienced customer service professional with over 5 years in banking and community support roles, complemented by a Diploma of Nursing from TAFE NSW. This nursing qualification adds a healthcare perspective to my diverse skill set, enhancing my ability to provide empathetic and informed support in various settings. Multilingual in English, Chinese, Tibetan, and Hindi, I excel in roles that require effective communication across different cultural backgrounds. Proven track record at Commonwealth Bank of Australia and Settlement Service International, demonstrating strong problem-solving and customer service skills. Additionally, my leadership capabilities were honed as a hostel captain and an active Environment Club member. Proficient in the Microsoft Office Suite and adept with modern technology, I am equipped to deliver high-quality service in dynamic environments.

## Employment History

### Customer Service Specialist, Commonwealth Bank of Australia , Sydney

MAY 2022 – DECEMBER 2022

Expertly handled customer inquiries and resolved complex banking issues, enhancing customer satisfaction and loyalty.

Demonstrated exceptional problem-solving skills, significantly improving operational efficiency.

Employed from May 2022 to December 2022, departing for educational advancement

### Bilingual Guide, Settlement Service International, Sydney

MARCH 2021 – PRESENT

Facilitated the successful integration of newly arrived refugees into Australian society, providing language support and cultural orientation.

Played a key role in developing community engagement strategies, ensuring a smooth transition for refugees.

Employed since 2021, contributing ongoing support and guidance.

### Interpreter, Multicultural NSW, Sydney

FEBRUARY 2022 – PRESENT

- Developed the ability to think on your feet and interpret complex conversations without hesitation
- Quickly and accurately interpreted a variety of conversations, including medical exams, court proceedings, and business negotiations
- Used advanced technology, such as remote interpreting equipment, to provide interpretation services to clients in remote locations
- Developed a glossary of common terms used in consecutive and simultaneous interpreting, allowing for quicker and more accurate interpretation

## Education

### Bachelor of Commerce , Delhi University, Delhi

2014 – MAY 2017

Graduated with high honors.

### Diploma of nursing, Tafe NSW, Sydney

FEBRUARY 2023 – PRESENT

I am currently undertaking a Diploma of Nursing at TAFE NSW, a program renowned for its comprehensive approach to nursing education. This course encompasses a broad spectrum of subjects essential to nursing, including patient care, anatomy, physiology, and healthcare ethics. Emphasizing practical learning, the program involves clinical placements that provide real-world experience in various healthcare settings. Through this ongoing study, I am acquiring a blend of technical nursing skills and soft skills such as empathy, effective communication, and teamwork. My active engagement in this diploma underlines my dedication to healthcare and my aspiration to contribute meaningfully to patient care and well-being.

**Statement of Attainment in Interpreting (NAATI), Tafe NSW, Sydney**

MAY 2021 – NOVEMBER 2021

**Certificate II in Hospitality, Wesley Institute, Sydney**

FEBRUARY 2021 – MAY 2021

**Responsible Service of Alcohol, Tafe NSW, Sydney**

FEBRUARY 2022 – APRIL 2022

**Certificate III in Pathology Collection, TAFE NSW, Sydney**

JULY 2021 – DECEMBER 2021