

Theresa Vivi Lie

Contact

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Skills

Excellent written and verbal communication skills

Proven organisation and time management abilities

Self-motivated with a strong work ethic

Excellent customer service with the ability to retain existing ones

Strong interest in continuously upgrading skills and knowledge

Flexible with the ability to adapt readily to changing work environments

Reliable and responsible

Complaint Handling

Education

Certificate III in Aged Care and Disability

Nurse Training Australia
Burwood (September 2023)

Diploma in Website Development

Kent Institute, Sydney
(January 2021)

Diploma in Human Resources Management

York Institute, Sydney

A compassionate, highly motivated and hardworking Individual who holds a **Certificate III in Aged Care & Disability** and is seeking for an opportunity in age care where I can employ my theoretical and practical knowledge. Skilled in assisting elderly, convalescents or persons with disabilities with daily living activities in-home or within care facility. Able to advice families and healthcare team regarding health concerns, nutrition, cleanliness and household activities.

An excellent working knowledge of the following:

- Excellent communication and interpersonal skills whilst maintaining personal and professional boundaries with sound ability to build social relationships with colleagues, elderly people and families
- Collaborate with multidisciplinary teams to share knowledge that promotes care
- Trustworthy and respectful in dealing with elderly people and health professionals
- Highly organised with the ability to priorities tasks effectively

Work History

2023 -

Personal Care Assistant - Placement 120 HRS

Group Homes Australia Vaocluse

Responsibilities:

- Provided immobile, recovering, or frail clients with support, company and comfort
- Dispensed medications, administered treatments and assisted with exercise routines as prescribed
- Reported changes in the physical, mental and emotional conditions of clients
- Provided support with personal hygiene, including bathroom visits, bathing, dressing and brushing teeth
- Engaged clients in suitable activities, such as playing games, taking walks or having conversations
- Performed basic housekeeping duties, including cleaning, laundry and preparing meals
- Assisted clients with household finances, bills and payments as well as running errands
- Provided mobility support, including assistance with walking aids and wheelchairs

2023 - Present

Retail Assistant

Pop Up Cosmetic

Responsibilities:

- Greeted customers and asked questions to assess needs
- Maintained customer satisfaction, quickly resolving issues and offering expert assistance
- Issued refunds for damaged, non-functional and unwanted items

2022 - 2023

Retail Assistant

Huaz Jewellery

Responsibilities:

- Issued refunds for damaged, non-functional and unwanted items
- Collected cash payments and processed credit card transactions
- Prepared merchandise for sales floor and tagged items with correct pricing information

Software

Microsoft Office Suites: Word, Excel, PowerPoint

Internet and Email

POS Systems

Community Service

Church Volunteer

-Committed to providing assistance to elderly members of GKPB MDC, offering support as needed.

-Enthusiastically engaged in church events and activities, contributing to a vibrant and connected community.

-Demonstrated compassion, teamwork and a strong commitment to enhancing the well-being of older individuals within church family.

2020 - 2021

Restaurant Waiter

Pempek Clovelly

Responsibilities:

- Addressed issues promptly, relaying complaints directly to management.
- Worked in fast-paced environment, handled multiple priorities and learned new procedures
- Followed industry standards for food handling safety and sanitation.

2020 - 2021

Restaurant Waiter

Peanut Butter Bar

Responsibilities:

- Advised guests on menu choices, accommodated requests and noted preferences
- Answered questions about menu selections and recommended food choices
- Handled guest needs with upbeat attitude and attention to detail.

2019 - 2020

Babysitter

Home Baby Sit

Responsibilities:

- Helped children through personal issues with caring, age-appropriate support
- Fed children nutritious meals and snacks
- Kept home environment neat, clean and optimal for children's development