

# Bhavika Kaajal Nand

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## Professional Summary

A dedicated and customer-focused Retail Assistant with strong interpersonal skills and a keen eye for detail. Experienced in providing excellent customer service, handling transactions, and maintaining store displays. Passionate about creating a positive shopping experience for customers while supporting store operations.

## Skills

- Customer service and communication
- Cash handling and POS operation
- Stock replenishment and inventory management
- Merchandising and product display
- Teamwork and adaptability
- Problem-solving and multitasking

## Experience

March 2024 - current

### **Life with Purpose Homecare** – *Support Worker*

- Provide personalized support services to NDIS participants, including assistance with daily living activities, personal care, and community engagement.
- Develop and implement individualized support plans in collaboration with clients, their families, and healthcare professionals.
- Assist clients with mobility, medication management, meal preparation, and other activities of daily living (ADLs).
- Ensure compliance with NDIS guidelines and maintain accurate documentation of client progress and support activities.
- Foster a positive and respectful relationship with clients, promoting their autonomy and well-being.
- Successfully supported clients in achieving their individual goals, leading to increased independence and participation in community activities.
- Recognized for consistency delivering high-quality care and maintaining a high level of client satisfaction.

April 2024 - April 2024 (3weeks)

### **Calvary Henley Manor** – *Aged Care Assistance (Placement)*

- Assist elderly residents with daily living tasks, including bathing, dressing, and feeding, ensuring their comfort and dignity.
- Supported the nursing staff in monitoring residents' health, and managing their care plans.
- Engaged residents in recreational activities and social interactions to enhance their emotional well-being
- Provided companionship and emotional support to residents, particularly those with limited family contact.
- Maintained a clean, safe, and nurturing environment, adhering to all health and safety regulations.
- Completed placement with commendation for strong interpersonal skills and compassionate care delivery.
- Demonstrated ability to manage challenging situations with patience and professionalism, contributing to a positive living environment for residents.

August 2016 - January 2024

### **Judicial Department Fiji: Clerk**

- Provide friendly customer service to the general public over counter or via telephone queries.
- Entering data on warrant copies in the database.
- Typing of bio data of new applicants.
- Prepare a weekly timesheet for unestablished staff and monthly absence returns.
- Preparing payment vouchers.
- Transcribing of court recordings.

## **Education**

January 2025 - Current

**INT College** - *Diploma of Community Service*

## **Referees**

Referee 1

Proveena Narayn

Colleague - Life with Purpose Homecare

Ph# +61 410 470 750

Referee 2

Una Letewale

Staff - INT College

Ph# 0488 750 386