

# Shanti Gautam

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## Objective

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I am fully committed, capable and confident woman who possesses the required ability, version and enthusiasm needed for successful business operations. A highly organised and consistent individual who can quickly comprehend complex managerial scenarios now seeking a customer service assistant in a suitable leadership role.

## Key Qualifications

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- Advance costumer skills including word, excel, PowerPoint.
- Team player
- Proven record of positive feedback from customers when handling their complaints
- Working under pressure
- Great communication and interpersonal skills to achieve sales and customers satisfaction
- Time management skill
- Motivation and adaptability
- High level of care and support
- Decision making ability
- Honest , determined, willing to work hard, try again under new circumstances, friendly attitude
- Able to communicate clearly and effectively and at the appropriate level with various types of people

## Work Experience

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**Assistant In Nursing**  
James milson village

2014-2016

- Assisting consumer with personal hygiene care including bed bath, making beds
- Experience writing aged care funding instrument notes
- Checking vitals and updating in leecare
- Tidying up consumer room
- Reporting register nurse if any incidents happen
- Working in team

**Assistant In Nursing**  
Illawara retirement trust

2016-2019

- Assisting consumer with medication
- Checking vitals and updating in leecare
- Writing ACFI notes
- Doing incident-reports
- Ordering medication from pharmacy
- Calling after hours doctors in emergency situation
- Sending consumer to Hospital in emergency situation( including informing NOK, manager, doctors(via fax)
- Updating consumers changes in vitals
- Assisting with doing dressing, applying charted cream etc
- Following up with register nurse if consumer need to be seen by doctors
- Look after aged people with my passion and enthusiasm
- Encouraged and helped people in order to increase social contact.
- Socially interacted with people in friendly and professional fashion
- Familiar with all aspects of teamwork and time management

## Education

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**Certificate Iv Human Resources Management**  
TAFE

2015-2016

**Certificate Iv In Aged Care**  
Illawara retirement trust

2018-2019

**Provide Support To People Living With Dementia**  
Irt academy

2018

**Medication Management Consultancy**  
Dementia training Australia

2019

**First Aid**  
Australian training institute

2019

## References

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Name- Joanne Ting  
Qualifications- Register nurse in illawara retirement  
Contact number- 0430410434

Name- Raylani Manabhat  
Qualification- ACFI coordinator in Illawarra retirement trust  
Contact number -0447046093