

# PALAK GUPTA

AIN

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## OBJECTIVE

Assistant in Nursing, bringing top-notch skills in delivering best care to the clients with a keen eye to detail in everything as well as a quick learner. Proficient in therapeutic communication, personal needs of residents, manual handling. Accomplishment of NHHI module, NDIS worker orientation module and infection control module. Along with flexible working hours during any day of the week. Necessary immunisations are done with police check, ndis check and working with children check.

## PROFESSIONAL EXPERIENCE

### CUSTOMER SERVICE ASSISTANT

February 2024- Present

- Built strong relationships with customers and colleagues by providing friendly and personable service
- Answered customers questions about product availability and shipment times.
- Utilized problem solving skills to address customer queries and complaints.
- Maintained clean and organized work environment to maintain customer safety.
- Worked collaboratively with team members to achieve common goals.

### BUPA AGED CARE, ASHFIELD

Training of AIN (3 weeks)

- Experience in feeding, changing the residents and manual handling.
- Making beds and knowing the appropriate use of equipment.
- Assisting the residents with personal needs and providing safe and comfortable environment for them.
- Compliance with laundry regulations.
- A keen eye to detail and reporting any changes.
- Measurement of vital signs.
- Providing emotional support and company to the residents in various activities.
- Experience in dementia support.

**CERTIFICATES**

- CERT III in aging and disability
- First Aid
- CPR

**EDUCATION**

**AUSTRALIAN CATHOLIC UNIVERSITY**  
**BLACKTOWN, NSW.**  
*Bachelors in nursing*  
*2024-2027. (Completed first semester)*

**ADDITIONAL SKILLS**

- Computer skills
- Excellent verbal and literacy skills
- PPE handling
- Manual handling
- Quick learner and active listening
- Flexible schedule available.

