

RESUME

SAMARJEET KOUR

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Care provider with extensive experience who is passionate about enhancing the quality of life for those in need. able to work well in a fast-paced, constantly cooperative customer service environment. competent to manage safeguarding concerns and maintain accurate consumer information, went organised and detail-oriented. Outstanding interpersonal skills and the capacity to clearly explain services to clients, associates, and partner organisations.

STRENGTHS

. Problem-solving

resolved housing-related problems for clients in need, achieving a 98% satisfaction rate

. Customer Service

Served customers with excellence, earning 95% positive comments.

. Adaptability

effectively adjusted to shifting priorities and calmly handled crises

SKILLS

- Time management
- Mobility Assistance
- Heavy lifting
- PPE Usage
- Respectful and compassionate
- Verbal and written communication
- Dependable and responsible
- First Aid and Safety
- Incident reporting
- Community activities
- Client documentation
- CPR certification
- Care planning
- Personal Hygiene Assistance

Achievements

- **Customer satisfaction**

Improved customer satisfaction rates by 20% through personalized support and attention.

. Teamwork

successfully worked with colleagues to give high-quality service and handle complicated situations

Experience:

Age care worker, 06 July 2023 to current

Summit aged care - Penrith

- Provided clients with emotional support and companionship.
- Assisted with mobility needs and maintaining personal hygiene of students.
- Supported bathing, dressing and personal care needs.
- Maintained clean and well-organised environment for clients happiness and safety.

- Helped clients communicate with loved ones by typing written messages and relaying verbal messages.
- Recorded clients status progress and challenges in logbooks and reports.
- Consulted with client care team to continually update care plans.
- Helped clients get in and out of beds and wheelchairs.

certificate:

- HLTAID012 Provide First Aid in an education and care setting
- . HLTAID011 Provide first Aid
- . HLTAID010 Provide basic emergency life support
- . HLTAID009 Provide cardiopulmonary resuscitation

- . COURSE: CHC33021- Certificate III in individual support (Ageing and Disability)
- Manual handling
- CPR

Sir/ Madam, under your kind guidance, if I get the chance to work with your organisation, I will do my work with full dedication and sincerity. I also do declare hereby that the information above mentioned is true to be best of my knowledge and belief.