

VIKASHNI SANGEETA KUMAR

vikashnikumarsyd@gmail.com

0415409321

2A Cedar Crescent, North St Mary's

KEY SKILLS

- An interest in helping other people, regardless of their condition.
- The ability to communicate clearly and sensitively when talking to people and their families.
- Abilities to do shift work with passion.
- Communication & Active Listening skills
- Aiding and support
- Ability to work in a team with integrity.

KNOWLEDGE

- Worked with high care disability patients with medical condition of degenerative disc disease, psychological disorders, hearing-visual disabilities, nervous system disorder.
- Direct feeding into small bowel via jejunostomy tube (JJ TUBE)
- Administer medication via peg.
- Knowledge of lifting machine/hoist/standing frame
- Able to assess individual care needs.
- Provide physical care.
- Having basic life support skills
- Patience and a sense of humour.
- Reliability.
- Proficient in MS Office Word/Outlook/MS Excel/ PowerPoint
- Networking concepts, Network recovery & backup data
- Convergent Billing system
- Pc maintenance & repair
- Hardware/Installation process

EMPLOYMENT HISTORY

Better Treat Disability Services (Australia)

- Duration: 6months
- Currently working

Vodafone Fiji Limited

- Duration: 6years

Tappoo Group of Companies

- Duration: 4years

EDUCATIONAL ACHIEVEMENTS

CHC33015 Certificate III in Individual Support – International Nurse Training

Clinical placement (student AIN)

- 120 hours at better treat disability services

CHC52015 Diploma of Community Services – International Nurse Training (Current)

Manual Handling Training

- Handling Position and Footwork
- Safe Lifting Techniques
- Sit To Stand
- Mobilizing With an Individual
- Stairs
- Wheelchair
- Rolling In Bed
- Bed Mobility
- Lying To Sitting
- Standing Machine
- Sara Steady
- Lifting Machine/Hoist
- Transferring From Floor – Mobile Lifting Machine
- Car Transfer

HLTAID011 Provide First Aid (Certificate)

- HLTAID009 All Competencies to Provide Cardiopulmonary Resuscitation

Certificate in Information Technology

- Internet
- Windows
- Microsoft Access
- Hardware
- Microsoft Words
- Microsoft Excel
- Pc Maintenance and Repair

Successfully Completed Year 12

REQUIRED CERTIFICATES

- Cleared Working with Children's Check.
- Cleared Police Check Report.
- First Aid Certificate
- Ndis Check
- Manual Handling Training
- Valid Driver's License
- Covid 19 vaccine
- Flu vaccine

- New Worker NDIS Induction Module Completion Certificate
- Quality, Safety and You' - NDIS Worker Orientation Module Certificate

- Infection Control Certificate
- Supporting Effective Communication Module Completion Certificate
- Supporting Safe and Enjoyable Meals Certificate of Completion
- Indigenous Health Module 1-Epidemiology
- Indigenous Health Module 2- Contact Tracing
- Indigenous Health Module 3- Conducting Interview with Our Mob.
- Indigenous Health Module 4 - Using Personal Protective Equipment in Remote Communities.
- Indigenous Health Module 5 - Line Listing and Data Management For COVID-19
- Aged Care Module 1 - Personal Safety
- Aged Care Module 2 - Families and Visitors - Part 1 - Residential Care
- Aged Care Module 2 - Families and Visitors - Part 2 - In-Home Care
- Aged Care Module 3 - COVID 19 and Aged Care
- Aged Care Module 4 - Outbreak Management Procedures
- Aged Care Module 5 - Personal Protective Equipment (PPE)
- Aged Care Module 6 – Laundry
- Aged Care Module 7 – Cleaning
- Aged Care Module 8 - If You Suspect a Person has Coronavirus COVID-19
- Aged Care Module 9 - Supporting Older Australians - Part 1 Residential Care
- Aged Care Module 9 - Supporting Older Australians - Part 2 In-Home Care

PROFESSIONAL SKILLS

- Develop a working relationship with clients to determine their needs.
- Assist clients with personal hygiene.
- Write reports about services I provide.
- Empathy and Patience.
- Being Positive and Encouraging.
- Reliable and Respectful of Choices.
- Being Observant with Excellent Communication Skills
- Customer Service and Communication Skills.
- Relationship Building Skills.
- Attention to Detail.
- Life Experience and Transferrable Skills.
- Leadership Skills.
- The Right Qualifications.
- Drive quality system to ensure outstanding customer service and help channels/customers to solve issues.
- Inbound/outbound calls assisting dealers and Vodafone stores with status updates for customer's handsets, also dealing with quotes generated by the tech for customer handsets that have been issued with a quote for the repair/exchange of the unit/handset.
- Manage escalation, responding promptly to customer enquiries via telephone, and e-mail always in a professional & efficient manner.
- Managing reports; running reports from the system to generate quotes, sending SMS to potential clients regarding, the progress of the handset, or status of the repair.

LANGUAGES

- English
- Hindi

- Fijian

REFEREES

Mrs. Divya Diwashni
Chief Executive Officer
Better treat disability services
Phone: 0452141374

Mrs. Sarita Mudaliar
Chief Executive Officer
International Nurse Training
Phone: 0411811625

Mrs. Reena Mudaliar
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