

## Profile

Hard-working, honest and diligent Professional with extensive experience in Office Administration and Customer Service; exemplifying positive attitude and an excellent communication skills with the ability to work effectively as an individual or part of a team. Additionally, I am skilled in streamlining workload and improving service while preserving the highest level of quality. As an individual committed to personal and professional growth, I seek challenging opportunities where I can further strengthen my knowledge and skill, and firmly establish myself as a first class provider who delivers meaningful contributions to an organisation.

## Skills and Attributes

- Excellent analytical skills, problem solving abilities, lateral thinker with investigative talent
- Exceptional organisational and prioritisation skills; can successfully complete multiple challenges whilst maintaining focus in a time constricted, high pressured environment
- Coherent team spirit with proven ability to work within a multi-cultural workforce; equally effective as a solid individual performing self-managed tasks
- Outstanding interpersonal skills; capable of interacting with all levels of stakeholders whilst building and maintaining mutually beneficial working relationships
- Strictly promotes, practices, and adheres to occupational health and safety procedures
- Quick learner, able to undertake new responsibilities with minimal down time
- Self-motivated, able to implement decisions and set effective priorities to achieve long term and immediate goals
- Extensive computer skills, having used MS Office Suite, specifically MS Word, MS Excel, MS Outlook, and MS PowerPoint, Dreamweaver as well as many in-house computer systems
- Speaks fluent English, Arabic and Dinka

## Career History

### Community work

Disability support worker

2017 - current

Duties:

- Support clients to participate in age appropriate activities and tasks including employment, in home support and community access.
- Support clients to access activities and outings in the community.
- Provide direct care assistance to each client in accordance with their service plan and as directed by the Manager.
- Work in accordance with the medication administration policy, work health and safety procedures and client right's policies including privacy and confidentiality.

- Monitor the safety and health of the clients and report any concerns to the Manager.
- Helping participant with toileting, bathing/showering and dress
- Caring for clients that have a range of physical and intellectual disabilities
- Completing admin work – budgeting, daily reports
- Ensuring that clients well-being and safety is prioritized in all aspect of their lives
- Assisting clients with their day to day lives through meal preparation, medication handling plus personal care
- Advocating for the rights of people with disabilities

### **Coordinator/Administrator**

Kushland Day Care

2015 - May 2017

Duties:

- Worked harmoniously with staff members to ensure the smooth operation of the day-to-day running of the centre in accordance to the centre's policies and procedures
- Provided administrative support by answering enquiries via phone or in person in a tactful manner to determine the customers' needs
- Developed and maintained effective relationships with customers, staff and management
- Effectively operated various office equipment's including phones, fax machines, computers, scanners, and photocopying machines
- Provided a range of mail services, mail opening and sorting to ensure that services are provided to clients
- Strictly adheres with all current regulations and standards; maintains confidentiality regarding children and their families
- Processing timesheets and data entry accuracy review

### **Coordinator**

Duties:

- Provide support to and supervise Educators to improve the service
- Ensure educators are inducted appropriately and are aware of the requirement of the role
- Support educators to provide a quality service by conducting regular home visits
- Assist with recruitment and induction of appropriate educators
- Ensure all incidents involving a child's health and well-being are reported immediately
- Provide support if families have concerns about their care arrangement

### **Volunteered with Anglicare at Box Hill**

2012 - July 2014

Tutoring young primary school children and kindergarden

Duties:

- Tutored children in small group in order to help with homework
- Kept children interested and engaged by creating games that were fun and also helped the children learn
- Acted as a positive role model to the children
- Taught English and math for primary

## **Customer Service Attendant**

2009 – 2014

Target

Duties:

- Effectively serviced busy front counter and checkout – delivering exceptional and prompt service to all customers.
- Developed intimate knowledge of all aspects of the daily requirements
- Maintained attractive store presentation – coordinating in-shop promotions/ displays.
- Effectively handled customer enquiries/complaints – ensuring swift resolution.

## **Education and Training**

- Diploma of Early Childhood Education and Care
- Diploma of Tourism
- Diploma of Management
- Diploma of Events Management
- Cert IV in Individual Support (Disability)
- Bachelor of Arts, Deakin University - current

## **Referees**

Name: Doreen Aching

Phone: 0438 393 917

Profession: Trainer

Name: Vincenza Nobile

Phone: 03 9532 5455

Profession: Manager

**Thank you for your consideration**