



ARISHA UMAIRA

PROFILE

I am a highly motivated IT professional with a Certificate III in Information Technology from North Metropolitan TAFE, combined with a year of valuable experience in the hospitality industry. I possess a strong foundation in IT, complemented by exceptional customer service skills acquired through previous roles and I am now eager to transition into learning new experience. I am committed to delivering outstanding support and solutions to ensure customer satisfaction. I am fast learner and adaptable.

EXPERIENCE

Barista and Crew Member

Mcdonald's Karawara

Nov 2022 - Nov 2023

- Delivered exceptional customer service by actively listening, problem-solving, and ensuring customer satisfaction in a fast-paced environment.
- Applied time management by handling multiple orders and customers in a fast-paced environment.
- Prepared and packages mobile and delivery orders for patrons.
- Maintained clean and healthy environment by following proper safety and sanitation regulations.

Sport Medic Volunteer

High School Medical Response Team

Jan 2018 - Dec 2021

- Provided first aid and medical assistance during school events, sports games, and emergencies.
- Participated in training sessions on first aid and emergency response protocols.
- Contributed to a safer and healthier school environment through proactive medical support.

Event Coordinator Volunteer

Local Netball Club in Malaysia

March 2020 - Present (Seasonal)

- Assist in organizing and coordinating sports events and tournaments for any local league.
- Collaborate with league officials and volunteers to plan the schedule games, and ensure a smooth and successful operation.

Pharmacist Assistant

Chemist Warehouse

June 2024 - Present

- Assisted in dispensing medications and providing accurate drug information to customers, ensuring proper usage and safety.
- Managed inventory by monitoring stock levels, conducting regular audits, and maintaining organized pharmacy records for efficient operation.



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EDUCATION

Certificate III in Information Technology
NorthMetropolitan TAFE

January 2022 - June 2023

Certificate IV in Information Technology
NorthMetropolitan TAFE

June 2023 - June 2024

Diploma of Information Technology
NorthMetropolitan TAFE

June 2024 - Present (June 2025)

SKILLS

- Problem Solving
- Customer Satisfaction
- Collaboration
- Time Management
- Critical Thinking
- Adaptability
- Software Proficiency (Microsoft Office Suite
- Openness to change
- Fast Learner