

## Summary

Result oriented individual with an eager mindset to learn in a dynamic and challenging environment to deliver success and value. Understands the importance of learning from others, working as part of a team, developing as a professional and always striving to push standards and produce quality results.

## Education

### NSW Health Registered Training Association

Diploma of Nursing

### All Saints Catholic College

Higher School Certificate

## Professional Experience

Sep 2022 – Present

### Customer Care Consultant

*nib Health Funds*

- Providing excellent customer service in solving customer queries by clarifying issues and providing best solutions.
- Experience in digital team utilising salesforce to assist customers and communicate with stakeholders.
- Proven track record of exceeding key performance indicators related to customer satisfaction, engagement, quality assurance, and compliance.
- Proven ability to work in dynamic environments as a cross-skilled consultant across different areas of business services.

Mar 2022 – Jul 2022

### Endorsed Enrolled Nurse

*Liverpool Hospital – General Medicine*

- Working with allied health teams to develop a patient care plan and deliver person centred care.
- Managing patients loads in a fast paced environment whilst communicating with allied health care teams effectively.
- Safely administering medications to patients and monitoring health outcomes.

Nov 2021 – Mar 2022

### Covid Response Team

*South Western Sydney Local Health District*

- Working at an outbound call centre to provide assistance to individuals affected with Covid-19.
- Working in a fast-paced covid swabbing clinic.
- Managing my patient load with more confidence and being able to communicate with health team effectively.

Aug 2021 – Nov 2021

### Vaccination Worker

*South Western Sydney Local Health District*

- Patient screening and checks, obtaining consent, and providing education on possible side effects.
- Preparing the vaccine from vial to syringes in cold chain whilst maintaining infection control procedures.
- Observation on patients who have received the vaccine to monitor for any adverse reactions or side effects.

Nov 2016 – Feb 2020

**Warehouse Assistant**  
**Brightstar Logistics**

- Monitoring of items travelling on the quality assessment belt leaving the warehouse.
- Picking items using RF Scanners and packing of equipment ordered by customers and businesses.
- Taking care of all outbound packages leaving TB/TEG department and reporting statistics back to the supervisor.

**Personal Skills**

- High level of communication skills with confidence to do presentations and demonstrations
- Strong skillset in project management, scheduling, and organisation.
- Strong ability in being an influential and a motivational leader.
- Motivated self-starter and highly persistent when faced with challenges with a strong attitude to get the job done.
- Ability to excel in high pressure work environments.
- Strong ability to learn new things quickly.
- Solid team-oriented mindset and respectful towards all people.
- Highly confident in all things digital show cased by rapid learning in current digital service role.

**Certificates**

**First Aid Certification**  
**Working with Children Check**

**References**

Available upon request.