

Carmel Zahrai

Contact

Phone: 0435162920

Address: 26 Ilford Road Frenchs Forest 2086

Email: carmel_zahrai@msn.com

LinkedIn: <https://www.linkedin.com/in/carmel-zahrai-9b04a797>

Professional Summary

I am currently a Lead Educator with 6 years working in customer service. I am organised and detail-oriented, proficient at building and maintaining professional relationships. In my current role, I must collaborate with other team members to ensure the children are being treated and cared for fairly both in terms of physical and mental development. I am due to complete my Diploma in Early Child Education within the next year and very interested in building my career in this field.

Skills

- Word Processing
- Schedule Management
- Problem Solving
- Adaptability
- Collaboration
- Strong Work Ethic
- Time Management
- Critical Thinking
- Handling Pressure
- Creativity

Experience

Lead Educator (Full-Time)- Responsible Person • Greenwood Early Education Centres • August 2016 – January 2019

I was a room assistant when I started at Greenwood and became a lead educator in May 2018 and was given the opportunity to open a new, temporary room within the centre. As a Lead Educator within Greenwood I am responsible for the daily operation of my designated room (Early Learners 2, 2.5-3 years of age), and the compliance with the regulations and Greenwood processes and procedures within my room and within the centre. The room will be becoming a Preschool room at the beginning of January 2019.

As well as caring for the children, I also have other responsibilities in my role. These include, end of day safety checklists that need to be completed every day, organising a rotation for room/centre cleaning tasks, making sure the correct procedures are being followed and making sure child activities and experiences are following the National Quality Framework (NQF) and EYLF.

Sales Assistant (part -time) • Bunnings warehouse • September 2013 – June 2016

My responsibilities included customer service, merchandising, stocktake, reception work, pricing and returns. The most important responsibility for me was the customer service. This involved dealing with customer complaints and making sure they left the store with their shopping needs met even if it meant taking my service that extra mile.

Customer Service Assistant • Angus and Robertson Bookstore • 24th – 28th May 2010

For my high school year 10 work placement, I volunteered at a small but lovely bookstore called Angus and Robertson. My responsibility while there was customer service. As part of my responsibilities, I offered help and made recommendations to customers.

Education

- Diploma of Early Childcare Education – currently studying – Open Colleges
- Diploma of Marketing – 2015 – NSW Tafe
- Cert IV Business – 2015 – NSW Tafe
- Cert IV Game Design and Development – 2014 – NSW Tafe
- Cert III Early Childhood Education – 2013 – NSW Tafe
- HSC Year 12 – 2012 – Willoughby Girls High School

Certifications

- Working with Children Check
- Travel with Children Safety
- Child Protection Training (Legal and Practical Response to Child Abuse)
- Provide First Aid
- Provide Cardiopulmonary Resuscitation
- Provide an Emergency First Aid Response

Nominations

- I was nominated as a Standout Educator Finalist in September 2018 for Early Childhood Educators Day

References

On request