

Professional Summary

Motivated and people-focused professional with experience in management, human resources, aged care, disability services, youth social work, education support, and office administration. MARCUS brings five years of experience across aged care and disability support, with additional experience supporting young people in the western suburbs over the last two years. A business major from the University of Sydney, he combines strong organisational ability, exceptional social skills, time management, and practical office skills with a genuine commitment to supporting vulnerable communities and delivering professional, person-centred service.

Key Skills

Management and Human Resources

- **Team coordination:** Support daily operations, staff communication, task allocation, and smooth workplace workflow across service-based environments.
- **Human resources support:** Assist with staff records, rostering, onboarding tasks, workplace communication, and maintaining professional administrative processes.
- **Problem solving and leadership:** Apply practical judgement, clear communication, and a calm approach when supporting staff, clients, and operational needs.

Aged Care, Disability Support and Youth Work

- **Aged care and disability support:** Five years of experience providing respectful, person-centred support to clients with diverse care and daily living needs.
- **Youth social work:** Two years of experience supporting young people in the western suburbs through practical assistance, relationship-building, and community-focused support.

- **Community engagement:** Build trust with clients, families, young people, colleagues, and service providers through strong interpersonal communication and empathy.

Office, Education and Time Management Skills

- **Office administration:** Confident with documentation, scheduling, record keeping, data entry, email communication, and general office support.
- **Education experience:** Able to explain information clearly, support learning needs, and communicate effectively with people from different backgrounds.
- **Time management:** Organised and dependable, with the ability to prioritise tasks, meet deadlines, and manage competing responsibilities professionally.

Work Experience

Management and Human Resources Experience

- Supported workplace operations through team coordination, administrative assistance, staff communication, and practical HR-related tasks.
- Assisted with rostering, documentation, record management, onboarding support, and maintaining organised office systems.
- Applied strong communication, leadership, and problem-solving skills to support staff, clients, and daily business needs.

Aged Care and Disability Support | 5 Years

- Provided person-centred support to clients in aged care and disability settings, assisting with daily routines, independence, wellbeing, and safe service delivery.
- Communicated respectfully with clients, families, carers, and support teams to help maintain continuity of care and positive outcomes.

- *Demonstrated patience, reliability, empathy, and professionalism when supporting people with complex or changing needs.*

Social Work with Youth | Western Suburbs | 2 Years

- *Supported young people in the western suburbs through community-based social work, mentoring, guidance, and practical assistance.*
- *Built positive relationships with youth by using strong social skills, active listening, patience, and respectful communication.*
- *Assisted with education, personal development, and community engagement needs while maintaining professional boundaries and confidentiality.*

Education and Volunteering

Business Major | University of Sydney

- *Completed business major studies with a strong foundation in management, organisational behaviour, communication, administration, and professional workplace practice.*

Volunteer | OzHarvest Charity

- *Volunteer with OzHarvest, contributing to charitable community support activities and demonstrating commitment to social responsibility, teamwork, and helping people in need.*