

Anika Joy Cayago

Reliable and caring professional with a passion for customer service and teamwork.

📍 Perth WA, Australia



Phone: +61420204014 **Email:** anika@thehuddlehub.com.au

Profile: <https://useverb.com/cv/anika>

About

I am a confident, caring, and highly reliable individual with a strong passion for making a positive impact through my work. My diverse experience in customer service, administration, and support roles, including food handling at McDonald's and direct customer interaction at Target, has honed my ability to connect with people, manage challenging situations, and work effectively in a team. I am punctual, dedicated, and committed to providing exceptional care and support, always striving to contribute positively to any team and environment.

Talents & Skills

Customer Service • Teamwork • Problem Solving • Communication • Patience • Food Handling • Data Entry • Conflict Resolution • Client Support

Experience

Customer Service Representative • Target Fremantle

2025 - Present

Support customers in-store to find the things they need; Work cashier and interact with customers for their purchases; Clean up store and return items to their locations; Attend to behavioural issues of customers in store and work with security to de-escalate.

Teaching Assistant • Australian Pop Academy

2024 - Present

Keep children on task during lessons; Teach singing and choreography to students; Prepare and deliver lesson plans to prepare for performances; Encourage positive behaviour and help children to manage their anxiety and nerves; Contribute to student reports and newsletters; Encourage participation in all tasks.

Admin Assistant • Milestone Migration

2024 - Present

Answering phones; Meeting and greeting guests; Events promotion & Flyer distribution; Email management, organisation and distribution; Data Entry; File management.

Special Needs Education Assistant (School Work Placement) • Christ the King Learning Support Centre

2025 - 2025

Provided support to a small group during classes at school; Kept children on task during lessons; Helped explain tasks and assisted students to complete their work; Encouraged positive behaviour and helped children to manage their anxiety and frustrations; Encouraged participation in all tasks; Reviewed children profiles to understand their special needs; Carried out instructions as directed by the teacher; Performed record keeping of students.

Occupational Therapist Assistant (School Work Placement) • Mosman Park Nursing Home

2025 - 2025

Provided support to elderly residents; Assisted the Occupational Therapist to bring residents to therapy activities; Led the OT activity for the day and encouraged participation of the residents; Spent time with residents to provide comfort and conversation; Encouraged participation in all tasks; Reviewed resident profiles to understand their specific needs; Carried out instructions as directed by the home manager and OT.

Customer Service Representative • McDonalds Oconnor

2023 - 2024

Took orders for front counter and drive through; Prepared food orders using safe food handling skills; Cleaned up work areas and restaurant following hygiene rules.

Education

High School Diploma (expected) - Iona Presentation College

2021 - Present

Subjects: Careers & Enterprise, Maths Essentials, English ATAR, Music, Dance, Religion General.