**EMMANUEL AFOLAYAN**

**Location:** Scotland, UK **| Email**: [afolayan\_tobiloba@yahoo.com](mailto:afolayan_tobiloba@yahoo.com) **| Phone:** 07407328468

# CAREER SUMMARY

Hardworking and reliable Individual focused on going above and beyond to support the team and serve customers. An individual who is highly motivated and has a great deal of experience in providing care and support to elderly individuals who are dealing with health issues. Reliable team member accustomed to taking on challenging tasks. Versed in entrepreneurial awareness and emotional intelligence to resolve difficulties and meet clients' needs. Motivated to continue to learn and grow and contribute as a professional.

# SKILLS

* **Time Management Skills**: Efficient time management to execute given tasks and achieve goals.
* **Communication Skills:** Proficient in English Language and communicates well in oral and written formats.
* **Complex Problem-Solving Skills**: Ability to identify complex problems, develop and evaluate options and implement solutions.
* **Team Player & Leadership Skills**: Ability to lead a team, resolve conflict, motivate, organize, and establish rapport.
* **Technical Skills**: Proficient in Microsoft Office Suite (Word, Excel and PowerPoint).

# PROFESSIONAL EXPERIENCE

**Healthcare Support worker**

Carewell Support Services Ltd **06/2022 - Present**.

* Assisted with patient care, such as helping with bathing, dressing, and feeding
* Helping with mobility and exercise
* Assisted with patient transportation
* Cleaned and stocked patient rooms
* Communicating with patients and families to understand their needs
* Documented patient information in electronic medical records
* Assisted in the rehabilitation process
* Support in the administrative tasks.

**Outreach Support worker**

Westtwell Services Co.Ltd **01/2022 – 05/2022**.

* Helped clients access services ( housing, healthcare, and employment, as well as providing emotional and practical support)
* Worked with families, helping them to access services and support.

## Supervisor

Good Living Home Care  **2021 - 2022**.

* Supervised and managed a team of home care workers : Monitoring patients, Aiding patients movement
* Ensured compliance with all relevant laws, regulations and agency policies, and maintaining safety standards in the home
* Coordinated and oversee the provision of care services
* Assisted patients with basic hygiene activities

## Customer Service

MICOM CABLE COMPANY  **2018 – 2020**

* I answer customer inquiries and resolve complaints via phone, email, or in-person.
* Handled Customer complaints and escalations in a professional manner.
* Provided customers with product and service information.
* Keeping accurate records of customer interactions and transactions.
* Identified and escalated issues to the appropriate department for further investigation.
* Providing feedback to the management team on the effectiveness of customer service policies and procedures.
* Continuously updating own knowledge about products and services to assist customers
* Built and maintained strong customer relationships.

## Kitchen assistance

Queens College **2017 – 2018**

* Worked as a kitchen assistance at the school in Lagos Nigeria
* Very quick with handling of kitchen accessories and can work under pressure
* High skills of personal hygiene and neatness of my environment
* Assistant my colleague who are still working whenever I’m free from my duties

# EDUCATION

## Master of Science (M.Sc.) – International Business

University of Dundee, Scotland, UK **Present**

## Bachelor of Science (B.Sc.) – History and International Relations

Tai Solarin University of Education, Ijebu-Ode, Ogun State **2016**

# REFEREE

* Name: Cynthia Adibe

Position: HR Compliance Line Manager

Company: Carewell Support Services Ltd

Address: 45 Fitzroy Street, Fitzrovia, London, W1T 6EB.

Phone: 02086773333

Mobile: 07950955544

Email: [hr@carewellsupport.com](mailto:hr@carewellsupport.com)

* Name: Chidera Michael

Position: Recruitment Manager

Company: Westtwell Services Co.Ltd

Address: 223 Streatham High Road London SW16 6EN

Phone 07940594988

Email: compliance@westtwell.co.uk