
STEPHEN OJEOGWU ONOCHIE

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PERSONAL PROFILE

To strive for excellence in all positions and circumstances. To become an effective and efficient team player in a progressive organization by attaining professional distinction and proficiency. Service-oriented Supervisor/Health Educator with 10 years background in the health care delivery and administration. Core competencies are program development, planning, Sales, implementation and management including monitoring and supervision. Capacity building skills, excellent communication, leadership, strategizing and management skills.

CERTIFICATION

- Community Health Agent: Training Guide.

WORK EXPERIENCE

HYGEIA HMO LTD

Providers Relations Manager North-West Nigeria

2017 – Date

Key responsibilities include:

- Bridge the gap between hospitals, HMO and clients.
 - Identify new possible clients as well as opportunities within existing clients in order to further grow business.
 - Ensure monthly reviewing and reporting of sales to drive annual sales targets and achieve increased revenue and market share.
 - Ensure correct and effective brand awareness at customer sites and offices.
 - Initiate sales process, making sales presentations to prospects.
 - Facilitate (user and promotional) workshops for existing and new possible clients in order to showcase and market services and products.
 - Ensure ongoing liaison, contact, interaction and communication with customers and specifically key responsible contacts in order to provide customer service excellence.
 - Engage key clients in my territory on how the scheme works, proffer solutions to their issues and respond to their inquiries real-time.
 - Manage major clients in North-West Nigeria. Leading team members between Abuja and North-West Nigeria.
 - Meet with owners of Hospitals as well as major clients on quarterly bases to maintain and improve business relationships. Training hospital staff to uphold healthcare standards in their various departments.
 - Collate and ensure quality reports are submitted and on time too (weekly, monthly, quarterly).
 - Ensure monthly record of sales, leading team members to report factual marketing and sales outcomes.
 - Improve Hygeia's impact on the health sector using uniquely tailored solutions to meet the customers' pain points.
 - To make quality healthcare accessible through our robust third-party healthcare initiatives by leveraging on our HMO packages and platforms.
 - Introduced technological pathways and roadmaps that will improve Hygeia's collaboration with health businesses across the value chain.
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LOUIS PASTEUR SPECIALIST HOSPITAL GWARIMPA ABUJA

Hospital Admin, HMO Desk Officer, Marketing Manager.

2017

Key responsibilities include:

- Developing a solid and trusting relationship between the major wholesalers and the hospital for referrals.
- Handling major patients concerns.
- Resolving key client/ patients' issues and complaints.
- Follow up with the Logistic department to ensure that the customer's stocks arrive as at when due.
- Strategic planning to improve client's result.
- Negotiating contracts with the clients and establishing a timeline of performance.
- Expanding relationships and bringing in new clients.
- Analyzing client data to provide customer relationship management.
- Meeting all client needs and deliverables according to proposed timelines.
- Organize strategic business meetings with stakeholders (HMO and other Partners) periodically.
- Collecting customer feedback and market research and reporting it to the management.

STANDARD CARE MEDICAL CENTER ABUJA

Hospital Admin, Marketing Manager, HMO Desk Officer

2016

Key responsibilities include:

- Establishing, developing and maintaining business relationship with existing and prospective patients.
- Develop marketing strategies to boost patronage within communities.
- Develop potential customers from wholesalers to distributors of pharmaceutical stores and agencies through customer marketing strategy
- Carry out and achieve detailing activities in hospitals, pharmacies, retail and wholesale outlets within my territory as expected for every month and also ensure proper and effective follow up.
- Focus marketing and sales effort by studying existing and potential volume of each customer.
- Employ justifiable innovative strategy that will lead to the optimal actualization of my target goal.
- Secure service delivery contracts with government health institutions, private bodies and agencies.
- Prepare both weekly and monthly reports of all activities on field and forward same to management promptly.
- Maintaining proper records of all transactions.
- Monitor patients patronage trend and performance of my clients.
- Organize business stakeholders' strategic meetings periodically.
- Strongly maintain brand awareness through intense marketing activities focused on consumers.

LEADERSHIP POSITION

- Team lead Hygeia HMO Ltd North West Nigeria.

KEY SKILLS AND COMPETENCIES

COMMUNICATION

- Good written and oral communication skills
- Excellent corporate communications capabilities.
- Good Client relationships management

FIELD

- Territory management.
- Negotiation skills.
- Sales planning and budgeting
- Excellent Product and market knowledge.

PERSONAL

- Keen attention to details.
- Coaching
- Flexible and open-minded.
- Leadership.
- Always willing to learn something new.

TECHNICAL

- Advanced computing skills.
- Advanced in power point presentation.
- Advanced skill in Excel.
- Data Analysis

AVAILABILITY

- Willing to relocate.
- 30days notice period.

EDUCATION

- **Bachelor of Science in Health Education-** University of Benin – 2014.
- **West African Examination Council** – Government Science Secondary School Pyakasa - 2007

REFERENCES

To be provided upon request.
