

UDEME DANIEL ETUKUDO

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CAREER OBJECTIVE

As a Health Education professional with a demonstrated proficiency in Customer Relationship Management, Health Care Administration, and IT Support, I am dedicated to leveraging my diverse expertise to instigate positive change. My objective is to apply my skills in an organization that prioritizes innovation, patient-centered care, and the seamless integration of technology. Committed to elevating patient experiences, streamlining healthcare operations, and fostering collaboration among diverse stakeholders, I am poised to contribute significantly to the advancement and overall growth of the organization.

SKILLS AND EXPERTISE

- Outstanding Customer Service Proficiency.
- Robust Organizational and Time Management Expertise.
- Meticulous Attention to Detail and Accuracy.
- Adept at Problem-Solving and Conflict Resolution.
- Proficient in Healthcare Operations Management.
- In-Depth Knowledge of HIPAA Compliance and Patient Confidentiality.
- Excellent Oral and Written Communication Proficiency.
- Proactive Leadership and Supervisory Skills

EDUCATIONAL BACKGROUND AND QUALIFICATIONS

- **Bachelor of Science (B.Sc) – Health Education 2015 – 2019**
University of Lagos, Lagos State.
- **Senior School Certificate Examination (SSCE) 2005 – 2011**
Government Technical College, Cross Rivers State.

PROFESSIONAL EXPERIENCE

2021 – PRESENT Assistant Operation Manager/IT Support Officer
Doren Specialist Hospital, Lagos State

- Collaborated with the Operations Manager to supervise daily hospital operations, achieving a 15% increase in overall efficiency.
- Assisted in developing and implementing operational policies, procedures, and best practices, resulting in a 20% enhancement of efficiency and elevated patient satisfaction.
- Monitored and optimized patient admission and discharge processes, leading to a 25% improvement in patient experiences.
- Fostered communication with department heads, addressing operational issues promptly and ensuring a 30% increase in smooth coordination among departments.
- Provided technical support to hospital staff, resolving hardware and software issues with a 95% success rate and configuring devices to streamline operations.
- Maintained the hospital's IT infrastructure, including workstations and medical equipment interfaces, ensuring a 99% uptime.
- Stayed abreast of healthcare IT trends, recommending and implementing improvements and enhancements that resulted in a 20% increase in overall IT efficiency.

2020 - 2021 Customer Service Representative
Doren Specialist Hospital, Lagos State

- Scheduled and managed appointments, achieving a 95% accuracy rate and ensuring compliance with hospital protocols.
- Verified patient information, insurance details, and demographic data with precision, maintaining 100% accurate records.

- Upheld patient confidentiality, strictly adhering to the Health Insurance Portability and Accountability Act (HIPAA) guidelines.
- Applied medical terminology proficiently, addressing patient inquiries and facilitating effective communication with healthcare providers.
- Contributed to administrative efficiency through adept handling of data entry, filing, and insurance verification tasks.

2019– 2020

Customer Support/Virtual Assistant

Furnish.ng, Lagos State.

- Delivered outstanding customer support, achieving a 95% client satisfaction rate through effective communication and problem-solving.
- Executed administrative tasks, including data entry, document preparation, and file management, ensuring 99% accuracy and organization.
- Maintained and updated client databases, upholding the confidentiality of information and achieving a 100% accuracy rate.
- Coordinated and successfully managed projects, meeting all deadlines and achieving project objectives with a 98% success rate.
- Managed social media accounts, created engaging content, and fostered interaction with followers, resulting in a 30% increase in online engagement.
- Addressed customer inquiries and complaints with efficiency, providing timely responses and resolving issues, resulting in a 90% customer issue resolution rate.

CERTIFICATION

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| • Certificate in IT Support Fundamentals | 2023 |
| • Certificate in The Bits and Bytes of Computer Networking | 2023 |
| • Certificate in Foundations of Cybersecurity | 2023 |
| • National Youth Service Corp: Discharge Certificate | 2020 – 2021 |
| • Certificate in Conflict Resolution and Peace Advocacy | 2017 – 2019 |
| • Certificate in Strategic Water Safety Procedure and Basic Water Survival Skills | 2019 |
| • Certificate in Basic Life Support and Resuscitation | 2019 |
| • Diploma in Data Processing | 2013 – 2014 |

REFEREE

TO BE PROVIDED UPON REQUEST