# 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**

* 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**