

# Efe Eriamiatoe

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## PROFESSIONAL SUMMARY

Proactive and client-oriented Customer Care Representative & Receptionist with a proven track record in delivering exceptional front-desk service and administrative support. Experienced in managing inquiries, resolving concerns, coordinating schedules, and maintaining organized records to enhance client satisfaction. Technically skilled with Microsoft Office Suite, CRM platforms, Electronic Medical Records (EMR) systems, and multi-line phone operations. Thrives in fast-paced environments, balancing multiple tasks while creating a welcoming and professional experience for every visitor or client.

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## PROFESSIONAL EXPERIENCE

### Customer Service Representative & Receptionist | Ivory Medical center July 2022 – May 2025

Delivered exceptional front-desk service by greeting patients, answering inquiries, and managing multi-line phone operations.

Scheduled and confirmed appointments, coordinated patient flow, and maintained accurate daily records.

Assisted with billing, payments, and insurance documentation while ensuring confidentiality and accuracy.

Resolved patient concerns with professionalism and empathy, contributing to high patient satisfaction.

Collaborated with staff to streamline office operations and support efficient patient care.

Recognized with Employee of the Year award for outstanding performance and dedication to patient service.

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## **Customer Service Representative| Hmedix superstore August 2021 – July 2022**

Provided prompt and professional support to customers via phone, email, and in-person inquiries.

Assisted customers with product information, order processing, returns, and defect claims to ensure satisfaction.

Maintained accurate records of customer interactions and transactions for reporting and follow-up.

Collaborated with team members to improve service processes and enhance overall customer experience.

Developed strong communication and problem-solving skills in a fast-paced retail environment.

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## **EDUCATION**

IELTS – BAND 8.5

### **Postgraduate Certifications:**

*Human Resources Management Essentials – Johns Hopkins University(2025)*

*Revenue Cycle, Billing and Coding – Johns Hopkins University (2025)*

*Data and Electronic Health Records – Johns Hopkins University (2025)*

*Workplace Hazardous materials information system training (WHMIS)*

**Bachelor of science (BSC) – University of Benin, Edo State, Nigeria (July 2021)**

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## **VOLUNTARY & COMMUNITY SERVICE**

*Trident Group, Medical Outreach – Abuja, Federal capital Territory(2024): Assisted in customer relations, patient coordination, and data entry.*

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## **AWARDS & CERTIFICATIONS**

🏆 **Certificate of Service** – Senator, Student union Senate, University of Benin – (2018)

🏆 **Certificate of Participation** –Trident group Medical Outreach, Abuja (2024)