

WILLIAM ADEDOLAPO ADETUNJI

West Bromwich, United Kingdom

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[LinkedIn](#)

SKILLS

Tools — Microsoft Project | JIRA | Asana | Microsoft Excel | Google Sheets

Technical Skills — Project Planning | Risk Management | Budget Management | Prince2 Methodology | Agile Methodology | Stakeholder Management | Resource Allocation

Soft Skills — Leadership | Communication skills | Problem-solving | Time Management | Decision-making | Proactive

WORK EXPERIENCE

June 2023- **NHS 111 Health Advisor / Call Handler**

Present Vocare/Totally Group Plc, Stockton, UK

- Respond to incoming calls from patients, providing medical advice and directing them to appropriate healthcare services.
- Maintain detailed and accurate records of patient interactions and advice given, ensuring confidentiality and compliance with data protection regulations.
- Utilize strong communication skills to handle high-stress situations with empathy and professionalism.
- Collaborate with healthcare professionals to ensure seamless patient care.

Oct 2024- **Project Management Internship (Remote)**

Nov 2024 Excelerate, Dubai | USA

- Planned and developed a comprehensive project charter and event plan for a global virtual event, aligning with Excelerate's mission to promote experiential learning.
- Created and managed a detailed Gantt chart to structure the project timeline, ensuring timely completion of milestones and effective resource allocation.
- Identified and mitigated risks through a comprehensive risk register, addressing potential challenges such as platform issues and speaker cancellations.
- Enhanced communication by collaborating with team members, stakeholders, and supervisors to ensure transparency and alignment on project objectives.
- Contributed to organizational goals by delivering a detailed project plan that supports Excelerate's initiative to expand its global impact, improving event execution strategies.
- Acquired key skills in project scheduling, risk management, stakeholder engagement, and team collaboration.
- Received recognition for proactive problem-solving and effective management of project deliverables.

Aug 2017- **Product Content Manager**

Dec 2022 Murphy Ben International, Nigeria

- Developed and managed content strategy leading to increase in customer retention and monetization.
- Developed creative multi-channel content to introduce new products and services.
- Track web analytics to ascertain content engagement levels.
- Manage content across all platforms, including email and social media.

July 2016- Aug 2017	Credit Control Lead Lily Hospitals Ltd, Warri, Nigeria <ul style="list-style-type: none"> ▪ Collaborated with cross-functional teams and stakeholders to analyse financial patterns, identify trends, and propose actionable opportunities for improving credit control processes. ▪ Monitored and evaluated total receivables across private, corporate, and HMO patient categories, ensuring timely follow-ups and recovery. ▪ Executed daily reconciliation of bills and payments, maintaining a high level of accuracy and financial integrity in reporting. ▪ Designed and implemented effective strategies to reduce outstanding receivables, achieving measurable improvements in cash flow. ▪ Prepared regular financial reports and presented insights to management, aiding informed decision-making. ▪ Developed and maintained a robust credit control framework, aligning with the organization's financial policies and objectives.
May 2015- April 2016	HMO Officer Lily Hospitals Ltd, Warri, Nigeria <ul style="list-style-type: none"> ▪ Managed general office duties and administrative tasks to support the efficient operation of the HMO department. ▪ Prepared, reviewed, and processed Health Maintenance Organization (HMO) patient bills, ensuring accuracy and timely submission. ▪ Organized, updated, and maintained patient data, ensuring secure storage and efficient data management for quick retrieval. ▪ Coordinated with HMO representatives to resolve billing discrepancies and address patient queries effectively.

EDUCATION

Jan 2025	MSc IT Project Management Teesside University, UK
Dec 2014	BTech Statistics Federal University of Technology, Owerri Nigeria

CERTIFICATION

Jan 2025	Prince2 Certification
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