AKINADE OLUWANIFEMI

HEALTH ASSISTANT | CUSTOMER SERVICE REPRESENTATIVE | ADMINISTRATIVE OFFICER | INVENTORY ASSISTANT

Festac Town, Lagos State, Nigeria • 09014770765 / 08137665247 • akinadeoluwanifemi@gmail.com

PROFESSIONAL SUMMARY

Dedicated and versatile healthcare and administrative professional with practical experience in health assistance, customer service, patient relations, administrative operations, inventory management, record keeping, and office support. Experienced in healthcare environments where professionalism, confidentiality, accurate documentation, effective communication, and attention to detail are essential. Skilled in attending to patients and clients, handling enquiries and complaints, managing appointments and records, supporting healthcare professionals, monitoring inventory, and assisting with day-to-day administrative activities. Proficient in Microsoft Office applications with strong communication, organizational, teamwork, time-management, and problem-solving skills.

WORK EXPERIENCE

CLIENT SERVICE EXECUTIVE — X-Serve Children’s Hospital

July 2025 – March 2026

- Attended to patients, parents, visitors, and HMO clients professionally.
- Managed patient registration, appointments, and related documentation.
- Handled HMO verification and approval processes.
- Responded to patient and client enquiries in person, by phone, and through email.
- Handled patient and HMO complaints professionally and efficiently.
- Maintained accurate patient records and documentation.
- Coordinated communication between clients, staff, and management.
- Handled professional correspondence with clients and HMO partners.
- Supported the administrative department with daily operational duties.
- Used hospital management and electronic medical record systems in carrying out assigned duties.

HEALTH ASSISTANT / ADMINISTRATIVE OFFICER / CUSTOMER SERVICE / INVENTORY

Maritol Medical Centre / Safecare Clinic Endoscopy Centre, Surulere, Lagos

August 2023 – June 2025

Health Assistant

- Assisted healthcare staff with daily patient-care activities.
- Attended to patients and provided assistance according to assigned duties.
- Supported the smooth running of healthcare operations.
- Maintained professionalism and confidentiality when dealing with patients.

Customer Service

- Attended to patients and clients professionally.
- Responded to enquiries and provided appropriate assistance.
- Handled incoming calls and directed enquiries appropriately.
- Assisted with patient registration and appointment-related activities.
- Maintained positive relationships with patients and clients.
- Assisted in addressing client concerns and complaints.

Administrative Officer

- Maintained patient records, files, and documentation.
- Assisted with daily administrative and office operations.
- Scheduled appointments and coordinated daily activities.
- Handled clerical duties and general office support.
- Assisted healthcare staff and management with administrative tasks.
- Maintained organized filing and documentation systems.

Inventory

- Assisted with monitoring and recording available supplies and stock.
- Maintained organized and updated inventory records.
- Monitored available items and identified items that needed replenishment.
- Assisted with proper storage and organization of supplies.
- Supported the availability of necessary supplies for daily operations.

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WORK EXPERIENCE — CONTINUED

SECRETARY / HEALTH ASSISTANT INTERN — Belvic Hospital & Maternity

2022 – 2023

- Assisted with patient care and general health assistant duties.
- Supported healthcare staff in their daily activities.
- Managed patient files and documentation.
- Assisted with office administration and record keeping.
- Supported front-desk and clerical activities.
- Maintained confidentiality of patient information.
- Assisted with general hospital operations and patient-related duties.
- Communicated professionally with patients, visitors, and staff.

CORE SKILLS

Health Assistant Support
Patient Care & Assistance
Customer Service & Client Relations
Administrative Support
Inventory & Stock Management
Patient Registration
Appointment Scheduling
Record Keeping & Documentation
Data Entry
Front Desk Operations
Telephone & Email Communication
Complaint Handling
Confidentiality
Teamwork
Time Management
Problem Solving
Attention to Detail

COMPUTER SKILLS

Microsoft Word
Microsoft Excel
Microsoft PowerPoint
Data Entry
Internet & Email
CorelDRAW
Adobe Photoshop
Basic Computer Operations
Electronic Medical Record / Hospital Management Systems

LANGUAGES

English
Yoruba

EDUCATION

Tomvic Comprehensive College, Lagos — Senior Secondary School Certificate (SSCE/WAEC)

Tomvic Comprehensive College, Lagos — Junior Secondary School Certificate

Tomnic Nursery & Primary School — First School Leaving Certificate

PROFESSIONAL TRAINING & CERTIFICATIONS

Joan-Akin Vocational Training Centre, Ogun State

- Certificate in Hospital Assistant Training — 2024
- Certificate in Secretarial/Desktop Publishing Training — 2024

Data Cross Computer Technologies, Lagos

- Certificate in Data Processing — 2026 / Ongoing
- Resume Writing & Job Interview
- Business Communication

PROFESSIONAL SKILLS

- Excellent verbal and written communication
- Strong organizational and interpersonal skills
- Attention to detail
- Ability to work under pressure
- Problem-solving ability
- Teamwork and collaboration
- Confidentiality
- Adaptability
- Time management
- Professional attitude
- Ability to learn quickly

REFERENCES

Available on request.