

TOLULOPE ABIBOLA OLAMILEKAN

Address: *Input Here*

Email Address: *Input here*

Phone Number: *Input Here*

Objectives

To secure a responsible position as a professional utilization nurse were my experience, education, training and skills in patient-centered care can be utilized to assist patient care plans.

To gain knowledge and contribute to the health care sector through excellence performance, and more so be a major contributor to the development and advancement of the health sector.

Key Skills

- Good organization skills.
- Excellent command of English Language
- Able to work efficiently under pressure
- Ability to take criticism effectively.
- Hands on experience in delivering and coordinating reliable and professional nursing health care
- Demonstrated ability to adhere to the clinical care procedures.
- Able to support clinical and other staff for good patient care with good education, training and mentorship.
- Team spirit
- Able to work without supervision

Education

BACHELOR OF NURSING SCIENCE

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WASSCE CERTIFICATE

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OTHERS

- *Input here*

Experience

UTILIZATION NURSE

XXX Healthcare Ltd

- Document all call information according to standard procedures.
- Update records of Enrollees on the healthcare scheme
- Answer incoming calls and respond to emails.
- Manage and resolve clients' complaints using applicable software.
- Provide necessary service information to enrollees.
- Identify and escalate issues to supervisors.
- Research required information using available CRM software.
- Route calls to appropriate resources.
- Complete call logs and Reports.

- Resolve all complaints from providers (Hospitals) on the scheme.
- Recognize, document and alert the management team of trends in customer calls
- Follow up customer calls where necessary.
- Other duties as assigned

NURSE (NYSC)

XXX Medical Centre• Idi Aba, Abeokuta

- Write records
- Provide emotional support to patients and relatives
- Take patient samples, pulses, temperatures and blood pressures
- Monitor and administer medication and intravenous infusions

Interests

- Public health
- Psychiatry
- Research
- The internet

References

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