

MERCY ABDULLAHI UFEDO-OJO

Rafin Zurfi, Yelwa Road, Bauchi Bauchi State | 080 639 04706 | abduallahimercy95@gmail.com

Professional Summary

Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Demonstrated success in collaborating with clinicians to optimize patient plans. Thrive in challenging, fast-paced settings when managing multiple tasks and working with various patients. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Seeking an opportunity to collaborate with associates and management to achieve organizational objectives.

Skills

- Decision-Making Abilities
- Sensitive Information Handling
- Interpersonal Communication
- Computer Proficiency
- Complaint resolution
- Documentation and reporting
- Performance improvement
- Multidisciplinary team collaboration
- Superior attention to details
- Relationship building and management
- Exceptional Customer Service
- Excellent time management skills
- Can-do attitude
- Accepts direction and coaching graciously

Work History

Front Desk Officer (NYSC)

03/2020 to 02/2021

Ministry of Health, Emergency Department – Enugu State

- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.
- Used quick response and dynamic service skills to build relationships with patrons, improving customer retention rate.
- Oversaw fast-paced front desk operations and guests' needs at busy facility.

Nutritional Adviser (IT)

08/2015 to 11/2015

University of Abuja Teaching Hospital – Gwagwalada,, Abuja FCT

- Educated clients about long-term health benefits of balanced diets and exercise programs.
- Documented clinical findings and entered pertinent health data for processing, recordkeeping and use by other medical professionals.
- Managed multiple nutritional educational groups to increase client nutrition knowledge.
- Referred patients to appropriate outpatient settings for additional diet education and support.

Education

HND: Nutrition And Dietetics 2020
The Federal Polytechnic, Bauchi - Bauchi State

ND: Nutrition And Dietetics 2016
The Federal Polytechnic, Bauchi - Bauchi State

SSCE: NECO 2012
Command Day Secondary School - Bauchi State

Interest

- Baking
- Reading
- Singing
- Learning

Reference

- Mr. Owolabi Lateef Jimoh, 08033664868
- Mr. Faluyi Samuel Kayode, 07031105164
- Mr. Adamu Bako, 08158194216