

# AKINYEDE OLAMIDOTUN CHARLES

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## PERSONAL SUMMARY

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As a dedicated and compassionate Healthcare Assistant, I bring 2 years of hands-on experience in delivering exceptional patient care. Proficient in vital signs monitoring, patient support, and adherence to infection control protocols, I am skilled at ensuring a safe and comfortable environment. My ability to communicate effectively with both medical professionals and patients, coupled with a deep understanding of medical terminology, allows me to provide comprehensive assistance. I am passionate about fostering a positive patient experience through empathy and personalised care. With a strong commitment to teamwork and a compassionate approach, I am eager to contribute my skills to provide high-quality support within a healthcare setting.

## EMPLOYMENT HISTORY

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### January 2023 – present Service

### Children's Support worker /Pluto Healthcare

- Providing support to children and families who have special educational needs (SEND) and complex needs
- Working with outside professionals and parents to help meet the educational needs of SEND children
- Listening to children read and assessing their level through phonics studies
- Observing the children's development and creating activities to help improve their skills.
- Arrange transport for residents/patients
- Data entry, retrieval, and database upkeep
- Providing direct care and support to patients, including assistance with personal hygiene, bathing, dressing, and grooming.
- Contributing positively to the healthcare team, attending team meetings, and actively participating in collaborative efforts to enhance patient care.
- Supporting residents/patients on outings
- Attend safeguarding and child protection training and apply them to duties and work environment.
- Providing care for children with complex and challenging needs regarding their behaviour and emotional, psychological and developmental well-being.

### January 2022 – December 2022

### Support worker/ Favour Health Limited

- Supervising Care residents through the night
- Assisting patients in performing activities such as eating, drinking, toileting, and maintaining oral hygiene.
- Daily health and safety checks
- Arrange transport for residents/patients
- Helping patients with mobility challenges to move around, transfer in and out of beds or chairs, and encouraging regular exercise or ambulation.
- Offering emotional support and communication to patients' families, answering questions, and providing updates on patients' conditions as appropriate.

### September 2021 – December 2021

### Healthcare Assitant / Katamaya Hospital

- Room service
- Stock management
- Dealing with patient dietary requests
- Participating in food hygiene regulations
- Handling Patient complaints
- Cleaning and sanitisation
- Supporting patients with mobility
- Supporting patients with Hygiene

**October 2018 – September 2021**

**Customer Service Analyst / Coronation Merchant Bank**

- Resolve customer issues by investigating problems, identifying root causes, and offering effective solutions.
- Analyze customer feedback and data to identify trends, patterns, and areas for improvement in customer service processes
- Collaborate with cross-functional teams to develop and implement strategies for enhancing the overall customer experience.
- Maintaining a positive, empathetic, and professional attitude towards customers
- Assist in the training and onboarding of new customer service representatives
- Work closely with various departments, including marketing, sales, and product development, to communicate customer insights and contribute to overall business strategy.
- Handling account-related tasks, including updating customer information, processing account changes, and addressing billing inquiries.

#### **SKILLS & INTEREST**

- Participation and support of numerous charity events
- Communicating at all levels and working with children & adults
- Customer Service Management
- Speak fluent Yoruba and basic Spanish
- Experience in dealing with challenging behaviours
- Enthusiastic and compassionate attitude

#### **EDUCATION & TRAINING**

**September 2021 - May 2023 The University of Northampton**

Master of Arts | International Relations

**October 2017 - October 2018 Afe Babalola University**

Master of Science | Conflict, Peace, and Strategic Studies

**August 2015 - October 2017 Afe Babalola University**

Postgraduate Diploma | Management

**September 2009 - August 2013 Achiever's University**

Bachelor of Science | Economics

**November 2017 Institute Of Chartered Mediators And Conciliators (ICMC)**

REFERENCES- Available on requests