**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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