

IROKO NOFISAT ABEJE

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📍 3 Agoro Street, Ajele, Idumota,
Lagos Island, Lagos State

📅 26 April, 2004

SKILLS

CORE COMPETENCIES

- Banking Operations
- Customer Service Excellence
- Regulatory Compliance
- Medical Record Management
- Multitasking & Time Management
- Clear Communication with Patients & Medical Staff
- Efficient Phone & Email Handling

TECHNICAL SKILLS

- Banking Software: Integrify, Infopool, Smile ID, Primose, FCMB Prime Portal, NIBSS validation portal, Core banking systems(CBS).
- Microsoft Office: Teams, Word, Excel, Powerpoint, Windows server, Outlook.
- Patient Management System(PMS): Ability to update patient records, check-in/check-out patients, and verify insurance eligibility through the PMS.

SOFT SKILLS

- Leadership
- Analyticalskills
- Teamwork and collaboration
- Excellent communication skills
- Problem-solving & conflict resolution
- Organizational skills

PROFESSIONAL SUMMARY:

To secure a challenging position in a reputable and dynamic organization where I can leverage my skills and experience in customer service, financial management, and administration. With a proven track record of supporting executives and teams, I am highly organized, detail-oriented, and adept at managing multiple tasks simultaneously. My strong problem-solving and communication abilities, combined with proficiency in administrative software such as the Microsoft Office Suite and health management platforms, enable me to deliver exceptional support. Known for handling confidential information with discretion, I am a proactive, adaptable team player committed to achieving high-quality results and contributing to the overall success of the organization.

PROFESSIONAL EXPERIENCE:

Receptionist/Front Desk Officer, *TOPAZ CLINIC & SPECIALISTS HOSPITAL*

2024 – 2024

- Check patients In and Out
- Registering and making patient bills
- Health care providers and HMO's user
- Attending to mails and incoming calls
- Keeping necessary documents up to date
- Relating with the patients in a diligent way.

Intern at Transaction Service Group, *GUARANTEE TRUST BANK*

2023 – 2023

- Receiving, sorting and dispatching of incoming and outgoing files
- Attending and meeting the customers' needs
- To provide assistance to all human relations matter
- Customer Service relation.

Platform Officer,
FIRST CITY MONUMENT BANK

2022 – 2023

- To ensure up-to-date documentation of files
- Receiving, sorting and dispatching of incoming and outgoing files and letters.
- Clearing cheques and making appropriate foreign exchange transfers
- Loan, TAF and finance management
- Issuing and liquidating of fixed deposits.

EDUCATION:

**West African Senior Secondary
Certificate (WASSCE),**
Ashfa Private School, Alakuko, Lagos State

2016 – 2019 | Alakuko, Lagos State

**National Diploma(OND) Science
Laboratory Technology,**
Kwara State Polytechnic, Ilorin.

2020 – 2022 | Ilorin