



ULAKA PATIENCE MNENA



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✈ Skills

Rapid problem-solving • Superior customer service • Strong team player • Outstanding communication skills . Critical thinking

👥 Reference

References available upon request
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🗣 Languages

English (fluent)

🎯 Objective

I have gained diverse skills such as time management, empathy, and problem solving as a receptionist at Park Lane Hotel and currently use them as a Customer Service representative at Heritage Kidney and Medical Care , Abuja. In my free time, I enjoy reading, engaging with people, acquiring new skills and cherishing moments with my family.

📁 Experience

Heritage Kidney and Medical Care *June 2024 - To date*
Customer service executive

- Received and registered new patients to the Facility
- Managed patient records and files
- Added patients to queue for treatment and lab investigations
- Coordinated patients during Clinic days
- . Team lead/ Head of department

The institute of Human Virology *September 2025 - October 2025*
Intern
Master of public health internship program at the HIV testing and counseling department

Fitplus Medical Diagnostics *October 2023 - June 2024*
Customer Service Executive

- Ensured that clients are attended to promptly
- Achieved a 25 percent reduction in waiting time to see consultants

Makie Brown enterprises *November 2022 - December 2022*
Secretary/ Sales representative
Managed daily records of activities

- Assisted in sales
- Advertised the company/brand on social media platforms



Park lane hotel

September

Receptionist

2020 -

- Managed guest bookings and reservations

March 2021

- Assisted with administrative and clerical tasks as needed



Nigerian National Petroleum Corporation

Health Safety and Environment

December

officer/medical technician (internship)

2019 - June

- Communicated safety and environmental training material to employees

2020

- Performed laboratory analyses or physical inspections of samples to detect disease and assess purity or cleanliness



Education



Benue state university, Makurdi

2016-2023

Bachelor of science- Microbiology

Second class upper

Certification

Certificate in Basic Customer
Service Skills, Effective
Communication and Time
Management



LINKEDIN PROFILE



<https://www.linkedin.com/in/patience-ulaka-658614292?>