

Victoria James Etim

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EXECUTIVE SUMMARY

Results-driven Client Specialist with 4+ years of experience driving revenue growth, improving customer retention, and optimizing operational processes across healthcare, logistics, B2B & B2C sectors. Proven track record of exceeding sales targets (up to 15%), increasing lead conversion rates, and enhancing customer satisfaction in remote and hybrid environments. Skilled in CRM tools, client relationship management, and data-driven decision-making. The aim is to be an intermediary that solves problems, thereby making processes seamless for an organization.

EDUCATION

Master's Degree in Public Health – National Open University of Nigeria	(2021 -2023)
National Youth Service Corps	(2018 - 2019)
Bachelor's Degree in Microbiology – Obong University	(2014 -2018)

PROFESSIONAL EXPERIENCE

Centerville Office Support Limited

Abuja

Medical Records Specialist (Savings Team, Invoice Team and Tier 2)

Savings Team

(March 2026 – Present)

- Organizing and reviewing of incoming medical records for accuracy and completeness
- Sort out invoices, rejection notice, and supporting documents from letters sent by medical facilities
- Verify dates of service to ensure alignment with case requirements
- Prepare and upload complete medical record files for the hearing team
- Manage documentation uploads including invoices and rejection letters, escalated issues to the appropriate team members and heads of departments where necessary.

Invoice Team

(January 2026 – March 2026)

- Coordinated with medical facilities to confirm the best payment methods
- Constantly researched on current/previous state rates in order to ensure we were not overcharged before processing payments for medical records
- Drafted and issued no-charge letters in compliance with some State's regulations
- Adjusted some invoices to \$0 and it's corresponding rates; verified approval of no-charge request letters sent out once records were released by medical facilities

Medical Records Specialist – Tier2**(August 2025 – January 2026)**

- Initiated and managed outbound requests to hospitals and clinics for clients SSD
- Researched alternative contact channels (email, phone, fax) to reach difficult facilities
- Prepared and transmitted compliant medical record requests to medical facilities

Leader JOE 1808 Foundation**Abuja****Volunteer****(2023 – Present)**

- Visit communities to supply relief items ranging from medical and non-medical supplies
- Organize a cleanup campaign to keep some locations clean and the surrounding healthy, habitable through thorough sweeping
- Organize and build borehole facilities for communities
- Organize golf tournaments for youths and provide the winners with scholarships

Turbham LTD**(February 2023 – May 2023)****Customer Support and Logistic Broker****Abuja**

- Coordinated dispatch operations of monthly shipments for Marathon Transport
- Acted as an intermediary between clients, shipment companies and their shipment
- Executed email campaigns thereby increasing carrier engagement
- Improved customer's satisfaction through timely update thereby reducing inquiries

Turbham LTD**(August 2022 –January 2023)****Quality Assurance Specialist and Medical Sales Representative****Abuja****Quality Assurance Specialist**

- Listened to calls to ensure that agents adhered to the stipulated standards while interacting with patients
- Sent remarks of phone calls screened and uploaded for review by Glutality team.

Medical Sales Representative

- Managed minimum of 200 daily calls to US patients to sale the diabetic meter and the option of remote patient monitoring program for Glutality
- Asked qualifying questions and took patients demographics
- Increased sales performance with strong customer satisfaction
- Transferred patients via phone calls to doctors/specialist to speak with the patients
- Verified insurance and reduced patient costs
- Read compliance to the patients to ensure that they understood our services and the benefits we were rendering to them

Flux GSI
Sales/ Branch Manager

March 2020 – June 2022
Abuja

- Independently designed, organized and managed the branch in Abuja, Nigeria
- Met sales targets
- Maintained customer retention
- Escalated issues to managers in Lagos and ensured timely resolution
- Bridged the gap between customers and the managers.
- Documented monthly and yearly sales made, inflow and outflow of stocks and sent reports accordingly

Widow Care Foundation (Joppa Table Water)
Quality Control Officer

Ebonyi State
July 2019 - January 2020

- Ensured that the production line was clean
- Ensured that the water went through pretreatment processes and checked the TDS before being transferred to the reservoir tank
- Ensured that the Uniblock machine was clean and the blowing, capping, and coding machines were operating at the normal frequency
- Ensured that the bottled water was well packaged and checked the storage temperature, final TDS before sending it to the consumers
- Oversaw the processes from pretreatment to postproduction

SKILLS

Customer Retention, Conflict Resolution, Account Management, Onboarding & Training, Prospecting, Lead Nurturing, Negotiation, Upselling & Cross-selling, Market Analysis, Process Optimization, Data Analysis, CRM Systems, Compliance, Cross-functional Collaboration, Presentation Delivery, Team Mentoring, Email Marketing, Digital Engagement, Proposal Development.

CONVERSANT CRMS

Sales Force, Zoho, DAT Power, Carrier 411, Availity, Advanced MD, Quick Base, Zoll, MD360

CONVERSANT DIALERS

Vici Dial, Ring Central, Nextiva, Chase Data

PUBLICATION

Ebana, R. U. B., U. O. Edet, I. E. Andy, C. A. Etok, V. J. Etim, and K. I. Anosike. 2020. "Nutrient Analysis and Antimicrobial Activities of the Leaves and Fruit Pulp Extracts of *Tetrapluera* Tetraptera on Clinical Bacteria Isolates". *Asian Journal of Medicine and Health* 18 (11):21-31. <https://doi.org/10.9734/ajmah/2020/v18i1130266>

INTERESTS

Reading, researching market trends, attending industry trainings, watching movies, listening to music

LANGUAGES

English – Fluent

Ibibio – Fluent

Certifications

Hipaa Certification – (2026)

Google Digital Marketing Certification (2019)

References

Available upon request