**AMANZE GLADYS CHINOMSO**

F1-F5 Albany court , 42 lowesmoor street WR1 2SG

07405231458

chinomsoamanze@gmail.com

Energetic, goal driven and result oriented, passionate about adding value within the organisational objectives and making a difference in peoples life.

Good communication, team work and organising skills, proficient in computer fundamentals, fluent in English.

Looking forward to develop my long term career in Healthcare and Management sector

**WILLING TO RELOCATE:Anywhere**

PERSONAL DETAILS

Highest Education level:6

WORK EXPERIENCE

**Health Care Assistant (HCA) ;Care and support staff limited- Sept 2022 till date**

Assisting with daily living activities such as eating, showering and using the toilet

Utilising equipment to move patients when necessary

Helping tidy the patient’s home or room

Taking the patient’s vital signs such as blood pressure and temperature

Talking to patients and reassuring them

Attending meetings with other healthcare professionals

Assisting nurses and other staff when needed

Adhering to professional standards

Delivering reports to Case Managers and reviewing any important changes in the patient’s condition

**Customer Service Officer;** Access bank plc, Port Harcourt, Rivers- May 2018-Aug 2022

Managed Payment, updated account balances and discussed subsequent payments with customers to keep accounts on track

Maintained accurate and current customer account data with manual forms processing and digital information updates

Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service

Educated customers on promotions to enhance sales

Handled over calls per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services

* - 2018-05

**Digital and transactional banking officer**Sterling bank plc, Port Harcourt, Rivers

Supervised and led employees to high performance levels in cross-functional matrix management structure

Instituted to contribute to long-term plans for organization business processes

Created, modified, and executed business plans to maximize client satisfaction

Worked with customers to understand requirements and provide exceptional service

Updated quality control standards, methods and procedures to meet compliance requirements

Controlled digital access, used confidential waste bins and shredders, and locked document storage cabinets to protect confidential files, reports and fiscal data

Coordinated with team in developing project plans for prioritized initiatives

Developed and executed targeted relationship and account development strategy

Assisted with proactive client outreach initiatives through and documented client correspondence in CRM system

Increased customer satisfaction and repeat business through relentless pursuit of resolutions to problems arising from protecting company reputation and loyal client base

Worked with to resolve problems, improve operations and provide exceptional customer service

2015-01 - 2016-10

**Administrator** Assistant

Best practice limited, Port Harcourt, Rivers

Maintained daily reports and advised executive leaders in decision-making processes

Increased office participation in special events by creating newsletter with detailed calendars and other office updates

Continually sought methods for improving daily operations, communications with clients, recordkeeping and data entry for increased efficiency

Completed and mailed bills, contracts, policies, invoices and checks

Opened and properly distributed incoming mail to promote quicker response to client inquiries

Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements

2014-04 - 2015-10

**Secretarial** Assistant

Wakanow.com, Port Harcourt, Rivers

Produced highly accurate internal and external letters and memoranda

Composed and proofread memos, letters and reports to verify error-free communication

Coordinated travel accommodations for staff and out-of-town visitors, including vouchers, agendas and transportation

Delivered top-notch administrative support to office staff, promoting excellence in office operations

Prepared meeting minutes and edited subcontractor proposals, project punchlist, transmittals and memorandums for organizational support

Maintained office supplies inventory by checking stock and ordering new supplies as needed

**2009-11-2011-01**

**Lab attendance:**

Federal staff hospital

Assisting and collection of samples such as urine , blood sputum for different body analysis.

**Education**

**2022-08 till date**

**BSC: Adult nursing**

**University of Worcester England UK**

2011-01 - 2014-10

**HND: microbiology biochemistry**

Federal polytechnic Nekede - Owerri, Imo state

2008-01 - 2009-10

**OND: Science laboratory technology**

Abia state polytechnic - Aba, Abia state

2000-11 - 2004-11

**Waec and Neco: Science Education**

Mbaise girls high school - Owerri, imo state

1993-06 - 1999-01

**fslc: Science Education**

Community school ubonukam onicha - Owerri, imo state

SKILLS:

Ms word,advanced,spreadsheet and power point (6 years) • Administrative Experience

• Financial Management

• Human Resources

• Budgeting

• Home Care

• Personal Care • Caregiving

• Home Health • Direct Care

LANGUAGES:

English:Fluent

AWARD:

CERTIFICATE AND LICENSE: