Olufunke**Oni**

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**Summary**

A smart, conscientious and Motivated support worker with 6 months years of progressive experience in the healthcare industry. Offering expertise in Good listening skills, an empathetic approach to clients and the ability to gain the trust of clients and their families and to build good relationships with vulnerable people, with aptitude in understanding, motivation, approachable, cheerful and friendly attitude and caring. Energetic self-starter and team builder able to navigate high-stress situations and achieve goals on time and under budget. Currently looking for a suitable position in an exciting company, that offers significant opportunities for career progression.

**Skills**

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| * Computer literate * Active listening skills * Motivated team player * Customer-orientated * Self-motivated * Ability to communicate effectively with a wide range of client * Complying with health and safety regulations as laid down by the company health and safety policy | * Ability to work in effectively and accurately in a fast-paced work place * Dealing with customer face to face * Excellent communicator * Attention to details * Possess a polite and helpful manner * A real commitment to meeting the care needs of client * Team management skills * Problem solving |

**Experience**

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| **08/2019to Current** | Healthcare Support Worker  Justintime healthcare－Bradford, west Yorkshire  Assistance in the process of the care plan of a client by meeting the care needs  helping clients with their immediate needs such as washing, dressing and maintaining their hygiene  manual handling  helping them with basic day-to-day tasks  Delivered an exceptional level of service to each client by listening to concerns and answering questions. |
| **09/2015to Current** | Customer Service Advisor  British Gas－Leeds, west Yorkshire   * Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call centre environment. * Referred unresolved customer grievances to designated departments for further investigation. * Defused volatile customer situations calmly and courteously. * Competent on customer service management systems and databases. * Managed high call volume with tact and professionalism. * Addressed and resolved customer product complaints Empathetically and professionally. * promptly to customer enquiries and complaint in person or via telephone and always in an efficient manner. * Inbound and Outbound calls. * Raising and resolving complaint following the company's complaint procedure. * Problem-solving and Initiative * Working under pressure * Customer service and communication skill |

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| **02/2006to 04/2015** | Customer Service Advisor  B&Q Warehouse－Liffey Valley Retail Park, Dublin   * Cultivated a customer-focused shopping environment by greeting and responding to all customers in a friendly manner. * Cleaned and organised the shop, including the checkout desk and displays. * Welcomed customers into the shop and helped them locate items. * Mentored new sales associates to contribute to the shop's positive culture. * Verified that all customers received receipts for their purchases. * Identified potential shoplifters and alerted management. * Priced merchandise, stocked shelves and took inventory of supplies. * Resolved all customer complaints in a professional manner whilst prioritising customer satisfaction. * Stocked and replenished merchandise according to shop merchandising layouts. * Operated a cash register for cash, cheque and credit card transactions. |

**Education**

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| **2022** | BA(Hon) Healthcare Management: Healthcare management  Arden－Manchester |

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| **2019** | Accounting and Financial Management  Bloomsbury University－London |

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| **2015** | Hospitality and customer service: Hospitality and customer service  Bradford college－Bradford |

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| **2000** | LLB: Law Degree: Law  Lagos State University－Lagos, Nigeria |

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| **1991** | Secondary Education Exam: Secondary Education  Comprehensive High School－Ayetoro, Nigeria |

**Hobbies**

reading, travelling and meeting people