



# Mudiaga Achinike

## CONTACT

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## SKILLS

- Relationship building
- Implementing feedback
- Customer Service
- Customer relations
- Strategic planning
- Excellent time management skills
- Marketing savvy
- Microsoft Outlook, Word and Excel
- Customer satisfaction focused
- Strategic partnership building
- Community engagement
- Social engagement promotion
- Care home activity coordination
- Communication skills
- Customer service excellence
- Event organising abilities
- Marketing for program promotion
- Client service
- Enthusiastic
- Record-keeping
- Microsoft office suite
- Complaint resolution
- Product knowledge
- Service delivery optimisation
- Multi-Channel communication

## PROFESSIONAL SUMMARY

Dynamic and results-driven professional with extensive expertise in customer service excellence, strategic planning, and community engagement. Proven ability to build strong relationships, promote social engagement, and coordinate care home activities. Adept at implementing feedback, managing schedules, and optimising service delivery through effective delegation and stress tolerance. Skilled in marketing for programme promotion, event organising, and maintaining high levels of customer satisfaction. Proficient in Microsoft Office Suite with exceptional communication skills and a focus on client service.

## Willing To Relocate

## WORK HISTORY

"Acting" Customer Service Manager 01/2025 - 02/2025  
Butlers Mews Care Home - Avery Healthcare - Rugby, Warwickshire

- Resolved complaints efficiently, fostering customer loyalty.
- Managed challenging situations to ensure customer satisfaction.
- Devised strategies to improve customer engagement.
- Raised company reputation with high-quality customer care.
- Collaborated cross-functionally for seamless service delivery.
- Maintained positive relationships through effective communication.
- Enhanced operating procedures for smoother workflow.
- Delivered exceptional service by addressing customer queries promptly.
- Improved operational efficiency by identifying areas of improvement.
- Fostered supportive environment through active team management.
- Actioned customer feedback to promote continued service improvement.
- As Acting CSM, oversaw customer-related matters involving over 60 residents.

Well-being & Activities Coordinator 11/2024 - 02/2025  
Butlers Mews Care Home - Avery Healthcare - Rugby, Warwickshire

- Promoted active lifestyles amongst residents through well-organised fitness classes.
- Provided emotional support to participants during challenging or strenuous activities.
- Assisted in residents' personal development with carefully planned educational programmes.
- Delivered personalised care by addressing individual interests in activity planning.
- Oversaw well-being and activities for over 60 residents.

Health Care Assistant 04/2024 - 11/2024

Butlers Mews Care Home - Avery Healthcare - Rugby, Warwickshire  
Assisted elderly residents with daily tasks such as eating, bathing and dressing up for enhanced quality of life while living in care homes.

- Coordinated activities that encourage social interaction amongst residents setting to foster sense of community spirit among them .
- Managed personal hygiene of bed-bound residents, maintained dignity and respect at all times.

- Handled challenging behaviour from dementia-affected individuals effectively without resorting to force or intimidation.
- Assisted in patient care, improved comfort and well-being.
- Upheld patient confidentiality at all times whilst performing duties as per data protection norms set down by NHS.
- Assisted in all aspects of personal care, retaining comfort and dignity.

**Domiciliary Care Assistant**

04/2023 - 11/2023

Unique Personnel Limited - London

- Implemented personalised care plans, delivering bespoke service tailored to individual needs.
- Provided transport to appointments, ensuring timely arrivals and departures.
- Delivered exceptional care to elderly clients by assisting them with personal hygiene tasks.
- Maintained clean living environments for optimal health standards.

**Principal Partner**

10/2015 - 02/2023

Phoenix & Heights [Nigeria] Limited - Sapele, Nigeria, Delta State, Nigeria

- Enhanced client relationships by providing strategic advice and guidance.
- Developed tailored strategies, achieving client objectives efficiently.
- Conducted comprehensive market research for informed decision-making.
- Created collaborative work environment, leading to increased productivity.
- Streamlined internal processes to enhance operational efficiency.
- Implemented innovative solutions, improving client satisfaction levels.
- Provided leadership, resulting in highly motivated team.
- Boosted brand visibility with development of marketing strategies.

**Sole Proprietor**

01/2004 - 06/2015

Mac Octagon [Nigeria] Enterprises - Sapele, Nigeria, Delta State, Nigeria

- Developed new business opportunities for increased market reach.
- Coordinated special events, enhancing brand awareness in local community.
- Boosted customer satisfaction with consistent quality control measures.
- Delegated tasks effectively amongst staff members, promoting teamwork.
- Streamlined operations for improved efficiency and productivity.
- Provided exceptional customer service, resulting in repeat business.
- Led team meetings to foster open communication and collaboration.
- Managed daily operations, ensuring smooth running of business.
- Fostered relationships with key stakeholders, leading to valuable partnerships.

**Education Officer**

12/2002 - 09/2003

Delta State Civil Service [Nigeria] - Sapele, Nigeria, Delta State, Nigeria

- Streamlined administrative processes leading to smooth operations.
- Improved student behaviour by implementing effective discipline strategies.
- Led school improvement initiatives, resulting in more conducive learning environment.
- Sought and incorporated feedback to refine education programme and identify areas for improvement.
- Facilitated educational activities in local community, responding to requests from schools and community groups.

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## **EDUCATION**

Bachelor of Science: Political Science, 06/1995 - 12/1999  
University of Benin - Nigeria

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## **AWARDS, ACCOMPLISHMENTS, AND HONOURS**

- Carer Of The Year Award  
[Avery Healthcare]
- Recognition & Appreciation  
[Butlers Mews Care Home]
- Acknowledgement For Innovation  
[Well-being & Activities Support Team, Avery Healthcare]

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## **CUSTOM**

References available upon request.

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## **PERSONAL INFORMATION**

Nationality: Nigerian