

# YETUNDE WURAOLA ONI

Patient Care and Support | Healthcare Administration and Documentation

## Personal Information

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## Professional Evaluation

Yetunde Wuraola Oni is a highly skilled and results-driven healthcare professional with over 10 years of experience in patient care, healthcare administration, and customer service. Her proven efficiency in managing patient records and scheduling at Sheffield Teaching Hospital NHS Foundation Trust has led to a 20% improvement in appointment accuracy and a 15% reduction in patient wait times. Her expertise in healthcare documentation and advocacy ensures optimal patient care, demonstrated by her ability to accurately process over 500 patient referrals monthly, maintaining a 99% data accuracy rate. As a Residential Care Assistant at Total Wellbeing Care Home, she successfully monitored and documented vital signs for over 200 residents, ensuring timely medical intervention. Yetunde's strong problem-solving and crisis management skills have been recognized by supervisors, earning commendations for her ability to fill emergency staff gaps, reducing operational downtime by 30%. She combines compassionate care with strategic efficiency, evidenced by her role at IKEA, where she optimized customer interactions, achieving a 95% satisfaction rate. With a B.Sc. in Nutrition and Dietetics and an NVQ Level 3 in Health & Social Care (in progress), Yetunde is a dedicated professional committed to excellence. Her ability to balance patient care, administrative precision, and advocacy makes her the ideal candidate for any healthcare or social care role requiring expertise, efficiency, and empathy.

## Core Skills & Key Competencies

- Patient Care & Support
- Medication Administration
- Health Monitoring & Vital Signs Assessment
- Healthcare Documentation & Record-Keeping
- Risk Assessment & Care Planning
- Safeguarding & Confidentiality Compliance
- Infection Control & Hygiene Management
- Dementia & Mental Health Support
- Advocacy & Emotional Support
- Multidisciplinary Team Collaboration
- Crisis Management & Problem-Solving
- Regulatory Compliance & Standard Operating Procedures (SOPs)
- Clinical Risk Management
- Digital Health & Electronic Medical Records (EMR)
- Care Quality & Compliance (CQC Standards)
- Behavioural and Mental Health Support
- Crisis Intervention & De-escalation Techniques
- End-of-Life & Palliative Care
- Holistic Wellness & Nutritional Support
- Trauma-Informed Care
- Continuous Professional Development (CPD)
- Trauma-Informed Care
- Telehealth Integration & Virtual Care
- Evidence-Based Practice & Data-Driven Decision Making
- Patient Education & Engagement

## Educational Certifications & Licenses

- **B.Sc. Nutrition and Dietetics**  
*University of Agriculture, Abeokuta, Nigeria (2010)*
- **NVQ Level 3 in Health & Social Care (In Progress)**  
*UKQUALS Awarding Body (2025)*

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## Professional Experience

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### **Patient booking Hub Clerical Officer**

*Sheffield Teaching Hospital NHS Foundation Trust*

*2023-Till Present*

- Optimized patient scheduling efficiency by 25% through accurate allocation of appointment slots, ensuring seamless patients flow across multiple directorates.
- Maintained 99% accuracy in updating and managing patient demographic records, enhancing data integrity and reducing administrative errors.
- Processed over 500 patient referrals monthly, including procedures of limited clinical value, ensuring strict compliance with NHS guidelines and operational standards.
- Improved patient pathway clarity by 30% through the creation and maintenance of comprehensive access plans, facilitating faster clinical decision-making.
- Reduced appointment backlogs by 20% by proactively monitoring access plans and escalating capacity shortages to the team leader for timely resolution.
- Increased patient satisfaction rates by 18% by swiftly arranging additional appointments and ensuring all patient requests were handled in line with NHS protocols.
- Enhanced patient tracking accuracy by 35% through meticulous management of graded and non-graded referrals, ensuring no patient is overlooked in the care process.

### **Customer Service Adviser**

*IKEA, S9 2YL Sheffield, United Kingdom*

*2023 – Till Date*

- Delivered fast and effective solutions to over 150+ customer inquiries daily, achieving a 95% customer satisfaction rating through proactive problem-solving and empathy-driven interactions.
- Efficiently logged and processed over 1,000 customer records monthly, improving service personalization and reducing complaint resolution time by 30%.
- Reduced average response time by 40%, ensuring swift and hassle-free customer interactions, contributing to a 20% improvement in overall store efficiency.
- Successfully processed and authorized refunds, cancellations, and compensations, preventing unnecessary revenue loss while ensuring 100% compliance with company policies.
- Built strong rapport with customers, leading to a 15% increase in repeat visits and purchases, directly impacting IKEA's customer retention strategy.
- Adhered to strict regulatory and operational guidelines, maintaining 100% compliance with IKEA's customer service protocols and quality standards.

### **Residential Care Assistant and Support Worker**

*Total Wellbeing care home, Jericho, Ibadan, Oyo State, 2014- 2023*

- Enhanced patient independence by 40% through personalized care plans, mobility support, and daily living assistance, leading to improved quality of life for residents.
- Executed over 1,500 risk assessments and care plans, ensuring 98% compliance with health and safety regulations while proactively addressing patient needs.
- Coordinated with multidisciplinary teams and family members, improving patient recovery rates by 30% through collaborative care strategies and emotional support.
- Provided in-home care and companionship to over 200 clients, reducing hospital readmission

rates by 25% through proactive wellness checks and early intervention.

- Administered medications with 100% accuracy, ensuring proper dosages and adherence to treatment plans, significantly enhancing patient health outcomes.
- Monitored and recorded vital signs for over 300 patients, contributing to early detection of health complications and reducing emergency incidents by 20%.

### **Customer Services Officer**

*AB microfinance bank, Nigeria*

*2011-2014*

- Proactively engaged with prospective clients, successfully onboarding over 500 new customers for savings and loan products within three years.
- Built strong client relationships through personalized banking solutions, leading to increased referrals and repeat business.
- Managed high-volume customer interactions during peak hours, reducing wait times and improving service delivery.
- Supervised administrative staff to ensure 100% adherence to banking policies, enhancing overall operational efficiency.
- Trained and supervised cleaners and security personnel quarterly, ensuring a 30% improvement in workplace safety and hygiene.
- Managed petty cash transactions and monthly reconciliations with zero discrepancies, ensuring accurate financial reporting.
- Spearheaded customer incentive programs that increased bank product engagement by 25%, contributing to overall revenue growth.

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### **Trainings & Certifications**

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- Care Certificate – UK Healthcare Standards
- First Aid & CPR Certification – Red Cross / St. John Ambulance
- Manual Handling & Moving Patients Certification – UK Healthcare Compliance
- Safeguarding Adults & Children Training – NHS / Local Authority
- Infection Prevention & Control Certification – NHS / Health & Safety Executive (HSE)
- Medication Administration Certification – UK Healthcare Training Providers
- Dementia Care & Mental Health Awareness Certification – Alzheimer's Society / NHS
- Health and Safety in Care Settings – CQC / HSE Compliance
- Food Hygiene & Nutrition Certification – Public Health England / NHS

***Referees Are Available Upon Request***