



## EZUGWU ALEXANDER CHINEDU

### PROFILE

I am a multi skilled, hardworking, self motivated, effective and efficient individual with over 5 years of experience in handling confidential tasks and making routine office tasks as efficient as possible. Detailed and highly skilled in managing office materials and equipment with a hands on approach. An expert in prioritizing work and able to spot when something needs doing and then do it. I am an expert in providing comprehensive secretarial and administrative support to colleagues and management while exhibiting tactical wit in managing daily routine organizational life of the office space. Additionally I am an excellent communicator who is comfortable working with a variety of different people.

### VISA STATUS

Employment Visa

### CONTACT DETAILS

Phone - +971588145051

### CURRENT LOCATION

Dubai, United Arab Emirates

### AVAILABILITY DATE

Immediately

### EMAIL

### EDUCATION

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#### PLATEAU STATE POYTECHNIC, BARKIN-LADI, JOS, NIGERIA.

2016 – 2019 – **H.N.D Public Administration**

#### Government Senior Secondary School -

2001 – 2008: **High School Diploma**

### WORK EXPERIENCE

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#### PATIENT RELATIONS EXECUTIVE – AL-FUTTAIM HEALTHHUB

##### JANUARY 2021 TILL DATE

- Greeting and directing patients.
- Explain in details services available with corresponding cost implication.
- Informing patients about delays and waiting times.
- Obtaining patients' addresses, contact details, insurance information, and medical histories.
- Updating and verifying patient information at every visit.
- Assisting patients in filling out patient history forms, consent forms, and payment contracts forms when necessary.
- Receiving and processing cash and credit card payments for medical services rendered.
- Answering, investigating, and/ or directing patient's inquiries or complaints to the appropriate medical staff member.
- Performing administrative and clerical duties, such as filing paperwork, when necessary.

#### PATIENT RELATIONS EXECUTIVE – JOS UNIVERSITY TEACHING HOSPITAL, PLATEAU, NIGERIA

##### JUNE 2019 TO JANUARY 2020

- Guides flow of clinic traffic and directs patients to open station.
- Responsible for activating new patient files for consultation and medical procedures as well as assisting patients with completing necessary forms.
- Verifying insurance networks coverage and policies through online portals and obtaining both verbal and written insurance pre approvals.
- Preparing and emailing billing statements.

[alexanderezugwu@gmail.com](mailto:alexanderezugwu@gmail.com)

#### HOBBIES

- Research and culture
- Management and people
- Economics and politics
- Travelling, social media and sports.

#### PERSONAL INFORMATION

Gender: Male  
Marital Status: Single  
Nationality: Nigerian  
Address: Dubai

#### LANGUAGES

English

- Maintaining patient schedules at clinics that have pre-scheduled appointment times.
- Responding to urgent patient needs on time in a professional manner.
- Ensuring the confidentiality of patients personal information.

#### **ADMINISTRATIVE ASSISTANT - CENTER FOR LITERACY DEVELOPMENT IN AFRICA(CLD - AFRICA)**

##### **JANUARY 2016 - DECEMBER 2020**

- Providing training for teachers on the pedagogic of reading development.
- Provide innovative and effective literacy instructional materials in nursery, primary and high school as well as adult education.
- Empowering effective teachers of reading in nursery, primary and high schools.
- promoting reading culture in nursery, primary and high schools through literacy campaigns and advocacies.
- Transforming learners into better listeners, speakers and readers.

#### **TEACHING ASSISTANT - APEX PREVERSITY COLLEGE, RIVERS STATE, NIGERIA.**

##### **JUNE 2019 - JUNE 2020**

- Organized students and prepare them for classes.
- Taught Business Management as an assigned course of study to students.
- Assessed students performance through administering test and marking same as well as setting termly exams.
- Promoted and advanced SDGs(Sustainable Development Goals) and its attainment within the school and environs.
- Instill morals and enhanced patriotism/Nationalism in students through engaging in National assignments as assigned by the parent body NYSC(Nigeria Youth Service Corps)

#### **TECHNICAL SKILLS**

- Problem solving and critical thinking
- Time management in resolving issues
- Excellent verbal and written communication skills.
- Team player and high standard of personal presentation.
- Proven electronic diary management skills.
- Fast learner and ability to pay attention to details.
- Good telephone manner and client interface skills.
- ICT & Data Entry proficient, conversant with Excel, MS Office, and general computing.
- Analytical and innovative thinking skills.