



Salah Al Din
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Emirates ID

Skills

- Communication skills
- Customer Relationship building
- Public Speaking/ Presentation
- Compliant handling
- Microsoft Office Suite
- Analytical reasoning
- Internal Auditing
- Basic Data Analytics
- Coaching & Mentoring
- Counselling
- Team Leadership
- Medical Coding (in training)

John Aigbonohan

Sales/ Customer Services Officer

Dedicated healthcare and safety industry professional with demonstrated strengths in clinical service administration, customer service, quality assurance, digital sales/marketing and operations management. Good at client retention, service/product marketing and technological approach to service solutions.

Experience

Erranda AE Services FZ LLC, Fujairah– Nov 2020 -Current

Client Relations/Sales Officer

- Responsible for day-to-day management of all advertising sales customer encounters to healthcare, hospital equipment and hospitality clients including forecast, campaign management and point of sales services
- Prepare expense reports, organize sales station arrangements, and provide general administrative assistance to the Digital Sales Manager
- Work closely with the Digital Sales Manager to prospect, develop campaigns, make calls and generate digital revenue to assist in achieving station budget
- Develop excellent relationships with clients and mutually beneficial partnerships with key decision makers at agencies
- Carrying out day-to-day clerical assignments, office equipment inspections and other duties for efficient running of the business.

Medbury Medical Services Limited Nigeria- March 2020-Nov 2020

COVID 19 Client Service Officer

- Engaging company and individual clients to guide their purchasing decisions on medical services/products/ equipment (Quarantine services, PCR Tests, PCR test kits, Laboratory set-up equipment)
- Creating & Managing patient schedule of appoints and records on the COVID 19 Testing online portal (check-in & check-out)
- Supporting walk-in, call-in & drive-through patients to receive good customer experience during while accessing COVID-19 testing
- Monitoring client utilization trends to support the company on service improvement, new product development and marketing strategies

Nigerian Breweries Plc Nigeria– May 2012 - Jan 2020

Medical Services Lead

- Creating clear guidelines & service catalogue for clinic activities and services to patients
- Consulting with employees and company management to deliver appropriate health screening and treatment for fitness to work
- Liaising with external hospitals, medical equipment merchants to provide appropriate support to employees' health (e.g., hearing aids, Physiotherapy)
- Managing clinic inventory and supplies for zero stock-out

Redcare HMO (Health Insurance) Nigeria - Oct 2009 – April 2012

Client Services Quality Assurance Lead-Medical

- Training 200 hospital staff quarterly on health insurance claims procedure to improve quality of care and compliance
- Conducting monthly internal and external surveys of employee and client satisfaction to support quality improvement

References

Available on request

- Liaising with external hospitals, medical equipment merchants to provide out-of-network service to clients (e.g., Optometry, Physiotherapy)
- Entered customer interaction details in Plexis software to track daily requests, document problems and record solutions offered

Education

Coventry University, UK - *May 2020 -Current*

Msc Global Healthcare Management

University of Birmingham UK-June 2019 -July 2019

Diploma in Occupational Medicine (HSE Approved DipOccMed course)

Ladoke Akintola University of Technology, Nigeria- Jan 2009–April 2011

Masters in Business Administration (MBA Human Resource Management)

Coursework on Impact of Personality type on Consumer behaviour

Olabisi Onabanjo University, Nigeria- Dec 1999– Nov 2006

Bachelor of Medicine & Bachelor of Surgery (MBBS)

Coursework in Behavioral Health and Human Psychology

NEBOSH - June 2014–January 2017

International General Certificate

Lagos Business School- November 2017

Middle Management Leadership Training