

Ugonna Ogbujah

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EXPERIENCE

Total Life Changes, September 2018 - Present (Self Employed) — *Customer Service Rep/Sales Marketer for Health and Wellness*

- Cultivated and preserved business relationships with prospective customers and market influencers and generated new clients and business partners, resulting in increased revenue.
- Researched and identified market demand, pinpointed potential market segments, executed pricing strategies and established sales targets to boost employer's market share.

First Year Medical Students Association, September 2011 - June 2012 — *University of Nigeria Nsukka*

- Planned and organized student rallies, sports competitions, and campus debates for first year students geared to help develop social relations among students across various faculties.

Students' Government Association, September 2016 - June 2017 — *American University Of St. Vincent*

- Worked as Student's Government Association Editorial Board Member to proofread, edit and publish articles, magazines, and journals to help educate, inspire, and strengthen the student community.

University of Nigeria Teaching Hospital, June 2012 - June 2014 — *Medical Receptionist*

- Scheduled patient appointments, received and checked in, and interviewed patients to identify problems relating to care.
- Coordinated communications with patient representatives, regulatory agencies and medical staff to collect data needed to answer questions or complete paperwork.

SKILLS

Leadership, time management, teamwork, multitasking, MS Office, Excel, Outlook, Powerpoint, Adobe Suite, Canva, research development, creative writing, proofreading, video editing, marketing, patient assessment and care, problem solving, interest in helping others.

POSITIONS

Student Government Association Editorial Board Member
2016-2017

Shalom Youth Department Leader
2013-2015

- Gathered feedback on patient encounters and satisfaction. Represented patients at management and policy meetings to recommend reducing liability and improving health care quality.
- Referred patients to adequate health care services or resources. Also communicated any issues that arose with the appropriate personnel to ensure patients received the best care possible.

LANGUAGES

English, Igbo, and Pidgin

Basic Medical Sciences, Aug 2015 – Dec 2017

- Studied Anatomy, Physiology, Histology, Embryology, Neuroscience, Behavioral Science, Medical Ethics, Pathology and Pharmacology.
- And also gained basic experience in Patient Observation, History Taking and Physical Examination.

Milton Cato Memorial Hospital, Sep 2015 – Dec 2017

— Medical Assistant

- Observed and assisted in medical/surgical procedures such as removal of inguinal and regional tumors, gastric tube insertions, etc.
- Conducted regular patient assessment and management; took vital signs (weight, height, temperature, pulse, blood pressure, etc.)
- Reviewed, organized and maintained accurate and timely documentation of patient medical records e.g interview, history, vital signs, treatments, lab results.
- Simulated interactions, including patient exams, patient interviewing, patient education, and patient presentations to preceptors.
- Experienced working in a team to discuss, consider and navigate evidence-based medical resources geared in developing a diagnostic framework and treatment plan.
- Practiced receiving and implementing constructive feedback on all aspects of my ward rounds preparation and performance.

Home Health, June 2018 – August 2021

— Caretaker

- Assisted clients with morning and night routine, worked as an advocate, provided transportation.
- Monitored patient condition by observing physical and mental condition, intake and output, diet, exercise, and sleep.

- Maintained a safe, secure, and healthy patient environment by following clinical standards and procedures, security precautions, and prescribed dietary and nutritional requirements.

EDUCATION

Logos International Secondary school - High School
Diploma
September 2003 - June 2009

University of Nigeria Nsukka — transfer degree
September 2010 - June 2014

American University Of St Vincent, St Vincent and The Grenadines — awaiting degree
August 2015 - Present

REFERENCES

Mercedes Raines
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