

Akachukwu Zoe Val-Ikpe

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Skills

Advanced MS Word & Excel Skills

Adaptability and High Emotional Intelligence

Extensive Research Skills

Problem-Solving Capability

Communication Skills

Scientific Writing

Empathy

Professional Experience

2023/05 – present

Freelancer

- Writing of academic reports.
- Proofreading and editing of reports.
- Transcribing of audio and video files.

2021/11 – 2023/08

Patient Care Coordinator

Lagos, Nigeria

Sagelife Laboratories

- Responded to patient enquiries (calls & emails).
- Performed analytical and data entry tasks.
- Confidentially managed patient accounts.
- Scheduled patient visits and answer pre-visit questions, including about billing.
- Discussed cost of service, HMO coverage, and payment options with patients.
- Worked as a team player to ensure each patient receives the best service possible.
- Orchestrated a cross-functional team to implement process improvements resulting in a 40% reduction in patient wait times, enhancing overall patient satisfaction.
- Streamlined patient laboratory appointment scheduling process by implementing an automated system, resulting in a 40% reduction in appointment wait time.

2020/12 – 2021/04

Proofreader

Pretoria, South Africa

Freelance

- Reviewed documents for grammar, spelling, and style.
- Ensured all text adheres tone and character count outlined by required policies.
- Confirmed all submitted writing was original and free from plagiarism.

2018/02 – 2020/11

Tutor

Pretoria, South Africa

- Introduced and implemented weekly subject guides for students to follow alongside their school's curriculum.
- Incorporated video lessons during the pandemic lock-down period to strengthen students' academic ability which led to a 30% increase in assignment marks within a 2 month period.

2018/02 – 2019/11

Junior Research Assistant (Apprenticeship)

Pretoria, South Africa

Department of Biomedical Sciences (Tshwane University of Technology)

- Analyzed 30+ peer-reviewed journals for relevant methodologies to implement after designated research problem and objectives.
- Prepared media weekly for culturing and preservation of muscle cells for research.
- Administered biochemical tests on cultured muscle cells bi-weekly and fortnightly with minimal supervision.
- Decreased department's cost of research funding by 40% through comparison of material costs and revised research methodology.
- Sustained aseptic conditions of the research laboratory with bi-weekly laboratory equipment sterility checks.

- Compiled weekly laboratory reports of research experiments

2018/08 – 2018/12
Pretoria, South Africa

Biochemistry Tutor (Volunteer)

Department of Biomedical Sciences (Tshwane University of Technology)

- Contributed to coaching 30+ students in preparation for tests and exams.
- Improved students' productivity by 10% through mentorship on tutorials and laboratory experiment reports.
- Facilitated training sessions on report writing skills which yielded increased scores in 70% of students.

2017/01 – 2017/12
Pretoria, South Africa

Laboratory Assistant (Internship)

Department of Biotechnology & Food Technology (Tshwane University of Technology)

- Monitored and disposed of daily laboratory waste and supervised student laboratory practical sessions daily.
- Tracked weekly usage of laboratory stocks for inventory purposes.
- Performed weekly sterility checks of laboratory types of equipment and participated in weekly preparations of microbial cultures and media for 200+ students.
- Devised methods to enable students to interpret data retrieved from experiments.
- Trained students to record data which led to an increased class average mark of 70% in report writings.
- Documented weekly reports on research activities.

Education

Pretoria, South Africa

Bachelor of Technology (Biotechnology)

Tshwane University of Technology

Main Subjects: Microbiology, Recombinant DNA Technology, Biochemistry, Analytical Chemistry, Industrial, Environmental & Medical Biotechnology, Research Methodology.

Grade: First-Class Honours (Distinction)