BANJO, BANKESOLA SERAH

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PROFESSIONAL SUMMARY

Detail-oriented Healthcare Administrative Professional with over 2 years of experience supporting patient coordination, appointment scheduling, email communication, and medical records management in fast-paced clinical environments. Skilled in handling patient inquiries, managing calendars, maintaining confidentiality, and ensuring smooth day-to-day administrative operations. Adept at providing organized virtual support, coordinating workflows, and delivering excellent customer service with professionalism and efficiency.

EDUCATION

- **Bachelor of Art – English Language** **2016 – 2021**
  OLABISI ONABANJO UNIVERISTY AGO-IWOYE, OGUN STATE.

SKILLS AND COMPETENCE

- Administrative & Virtual Support
- Calendar & Appointment Scheduling
- Email & Inbox Management
- Medical Report Management
- Customer Service & Patient Relations
- Communication & Conflict Resolutions
- Data Entry & Documentation
- Time Management & Multi-tasking
- Microsoft Office & Google Workspace
- Organizational & Problem- Solving Skills

PROFESSIONAL WORK EXPERIENCE

Administrative Assistant **April 2024 - Present**
Reliance Family Clinics **Gbagada Phase 2, Lagos State.**

•Managed daily patient scheduling, appointment coordination, and calendar organization for medical consultations and wellness programs.
• Served as the first point of contact for patients, visitors, and corporate clients, ensuring professional communication and support.
• Handled inbound and outbound communication across phone calls, emails, and social platforms while ensuring timely response to inquiries.
• Maintained confidential patient records and administrative documentation with a high level of accuracy and compliance.
• Assisted with billing documentation, invoice tracking, and petty cash management to support administrative efficiency.
• Coordinated logistics and operational support for medical outreach programs and virtual health sessions.

Administrative Assistant (Locum) **May 2023 – April 2024.**
Reliance Family Clinics **Gbagada Phase 2, Lagos State.**

- Warmly receive patients and walk-in guests**.**
- Initiate outbound and receive inbound calls from patients and prospective clients.
- Notify medical personnel about patient's arrival
- Organize and manage patient- doctor scheduled appointments.
- Update and provide medical records of patients upon request from the clinic's medical personnel.

Call Center Agent **January 2023 – May 2023.**
Aje Loans **Ikeja, Lagos State**

- Tracked Loan defaulters to ensure repayment of loans.
- Persuaded loan defaulters to pay back loan using interpersonal negotiation skills,
- Prepared daily, weekly, and monthly records of repaid loans for performance evaluation.

Ascenders Christian School (NYSC) **December 2021 – December 2022**
Subject Teacher (Literature in English) **Umuebele 4, River State.**

- Delivered structured lessons and assessed student performance.
- Maintained detailed academic records and reports.
- Demonstrated strong communication, organization, and interpersonal skills.

INTERNSHIP EXPERIENCE

Prudence Microfinance Bank **February 2021 – September 2021**
Loan and Thrift Collection Officer **Ijebu-ode, Ogun State.**

- Tracked Loan defaulters to ensure repayment of loans.
- Prepared daily, weekly, and monthly records.
- Determined all applicable ratios and set up a debt payment plan.
- Reviewed, authorized and recommended Loans for approval.
- Ensured daily collection of funds from SME's daily contributors.
- Introducing customers through marketing skills.

Shokadez Media Consult **August 2020 – January 2021**
Media Intern and Front desk officer **Ijebu-ode, Ogun State.**

- Welcome clients politely and noted important information.
- Handled and updated all the company activities on her social media account daily.
- Developed and documented knowledge into helpful content.
- Attract potential customers by responding to calls, mail, and texts about the company's products and services and addressing concerns as they arrive.
- Prepared reports by gathering data collected during interaction with customers.

CERTIFICATIONS

- National Youth Service Corps Certificate of Completion **November 2022.**
- Jobberman Soft Skills Certification **November 2025.**
- Virtual Assistant Training Program **(Certification in Progress)**

TOOLS & PLATFORMS

- Google Workspace
- Microsoft Office Suite
- Trello
- EMR Systems
- Canva
- Zoom
- Slack
- Notion
- ChatGPT