

# Ben'an Rachel Adeyemo

## Profile

Dynamic Healthcare Assistant with over two years of experience in providing compassionate care and support to diverse patient populations. Proven ability to enhance patient wellbeing through effective assistance in daily activities and adherence to care protocols. Committed to continuous professional growth and delivering exceptional service in a healthcare environment. Seeking to leverage expertise in patient care and communication to contribute effectively in a supportive role.

## Employment History

### Healthcare Assistant at Brendoncare Otterbourne Hill

February 2023 — April 2025

#### Responsibilities:

- Delivering compassionate care, significantly improving residents' quality of life
- Monitoring and managing medication schedules while ensuring adherence to care plans
- Maintaining a clean and safe environment, adhering to infection control protocols
- Collaborated with other healthcare team members to optimise care plans based on individual needs
- Assisting residents with daily living activities, including bathing, dressing and grooming
- Monitoring and recording residents' vital signs, reporting any abnormalities to the nursing staff
- Implementing individualized care plans, ensuring each resident's specific needs are met
- Engaging residents in recreational and social activities to promote mental well-being
- Supporting residents during mealtimes, assisting with feeding when necessary
- Assisting with mobility and transfer of residents, using appropriate equipment and techniques
- Observing and reporting changes in residents' physical or emotional conditions
- Providing emotional support and companionship to residents and their families
- Participating in team meetings to discuss resident care
- Appropriately documenting care provided and incident occurrence
- Assisting with basic wound care under the supervision of nursing staff
- Supporting residents in maintaining their independence as much as possible
- Responding promptly to call bells and resident requests

## Details

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## Skills

Patient Care

Effective Communication

Compassionate Support

Infection Control

Team Collaboration

Record Keeping

## **Customer Service Officer at Preston Consults**

December 2009 — August 2022

### **Responsibilities:**

- Answering customer inquiries via phone, email, chat, or in person
- Resolving customer complaints efficiently and professionally
- Providing service information to customers
- Processing orders, forms, and applications quickly and accurately
- Following up on customer interactions to ensure satisfaction
- Escalating unresolved issues to the appropriate departments

## **Customer Service Assistant at Ecobank Plc**

April 2007 — November 2009

### **Responsibilities:**

- Responding to customer inquiries. Addressing customer queries, concerns and requests through various communication channels
- Handling customer complaints. Investigating issues and finding appropriate solutions to ensure customer satisfaction
- Processing clients' orders and requests
- Providing detailed information about products or services to assist customers in making informed decisions
- Maintaining accurate customer records using CRM systems

## **Education**

### **BA Mass Communication, University of Jos, Nigeria,**

January 2002 — July 2006

### **Courses/Certifications**

- Care Certificate 15 Standards, Caredemy
- Dementia Care 1 & 2: Responding to changes in behaviour
- Dysphagia: Awareness and support of Swallowing
- Hydration & Nutrition: Managing weight to promote Health
- The Mental Capacity Act
- Medication management: The Principles
- Promoting Equality, Diversity & Inclusion
- Deprivation of Liberty Safeguards
- Learning Disabilities: The Principles of Working with Individuals
- Dignity and Personalised Care
- Infection Control: An Overview
- End of Life Care: Symptom Management
- Tissue Viability: Pressure injuries
- Oral Health: Caring for Natural teeth and Dentures
- Customer Service: Providing a 5 Star Experience
- A Guide to Safe Food Handling