

OLUWABUKOLA OYENIKE BADAKI (badaki_bukola@yahoo.com)

🏠 2 Perran Avenue Fishermead Milton Keynes (MK6 2DA) (Happy to Relocate)

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PROFESSIONAL PROFILE

I am a highly motivated person, very compassionate, understanding, and empathetic. I accomplish any assigned responsibilities with little or no supervision. I am particularly skilled in managing clients based on individuality. I have displayed great commitment towards helping my client and caring for others both on and off duty. Also, I have been a great team player and all through my career working harmoniously with other team members to achieve the set aim and objectives of the Organization. Additionally, I develop quality relationship with my clients while maintaining a high level of professionalism in the discharge of my duties. I have very good communication skills, am in a good physical, emotional and mental state and can take adequate care of any client under my care. In addition to my hands-on experiences, I have also taken a range of formal training in the rudiments of caregiving and the 15 Standard care courses. I also have a Level 3 Diploma in Adult care. It's also worthy of note that I have a car and am a driver.

AREAS OF EXPERTISE

Elderly Patient Care /Moving and Handling/Administering Medication/ Reporting skills/Residential Care/ Shopping Tips/Reliability/ Client Management/Client satisfaction/Client retention/Database Management.

SKILLS

Effective Communication (Verbal, Non-Verbal and writing) / Active Listening /Leadership /Good Organizational / Good Analytic skill/Computer proficiency /Emphatic/Respectful/Patient/ Good Personal Hygiene/Ability to work under Pressure/ Accept Criticism for improvement/ Good Team Player

CARE COURSES ATTENDED

2022- Understand Your Role -CPD

2022- Your Personal Development -CPD

2022- Duty of Care-CPD

2022- Equality and Diversity -CPD

2022- Work on Person-centered Way- CPD

2022- Communication- CPD

2022- Privacy and dignity- CPD

2022- Fluids and Nutrition -CPD

2022- Awareness of Mental Health -CPD

2022- Safeguarding Adults -CPD

2022- Safeguarding Children- CPD

2022- Basic Life Support- CPD

2022- Health and Safety- CPD

2022- Handling Information- CPD

2022- Infection Prevention and Control -CPD

2023- Understanding the safe handling of Medication-Access Skills Ltd

2023- Compassion and Dignity in Care- Access Skills Ltd

2023-Mental Capacity Act- Access Skills Ltd

2023- Moving and Handling awareness (Practical) -Access Skills Ltd

2023- Basic Life Support and First Aid Essentials (Practical) -Access Skills Ltd

2023- Basic House Keeping, Personal Care and Deteriorating patient, Communication,
Professional Code of Conduct and Cultural awareness-Access Skills Ltd

2023- Medication Management Clinical Skill (Practical)-Access Skills Ltd

2023- Catheter Care and Stoma Care (Clinical Skill Practical) -Access Skills Ltd

2023- Challenging Behavior, Learning Disability, Autism and Conflict Management -Access Skills
Ltd

CORE VALUE /QUALITIES

Patience, Sense of Humor, detail oriented, Cooperative, Compassion, Caring, Competence, Courageous, Commitment, Communication, Discipline, Attentiveness, Trustworthy, Dependability, Flexibility.

PROFESSIONAL EXPERIENCES

11/2023-Till date Support/Care Worker– **Superior Care Group Milon Keynes**

- On daily visits to clients, I carry out a wide range of duties to care for and support. such as getting out of bed, bathing, dressing, preparation of meal, using the toilet, standing, walking, or exercising and shopping.
- I provide the highest level of personal care and attention to clients by following individual care plans carefully and ensuring all contact is polite.
- I provide emotional support, physical assistance, and encouragement to clients with different health conditions like dementia.
- I am always alert to patients physical and mental wellbeing immediately reporting any changes.
- I always respect and maintain confidentiality of patient's personal information, this includes patient behaviors, action and incidents that may occur during day-to-day care.
- Maintenance of Catheter and Stoma Bag
- I follow and update the MAR Chart and administer the proper medication.

KEY ACHIVEMENTS

- I have received compliments by Client' family, supervisors, and coworkers as exceptional, courageous, and committed to health care work.

10/2004-10/2023- Client Manager **EKO Electricity Distribution PLC NIGERIA**

- I Developed and achieved Client retention services such as cross-selling additional services to exiting clients.
- I developed and achieved a strategic Plan for each Client that takes care of their needs and requirements.
- I managed to make the Customer Experience better and strengthen the relationship between the business and clients.
- I was able to achieve a robust Client database for 2000 customers and analyzed such data to determine how best to meet our client's needs.

- I monitored all clients' accounts for any red flags such as accumulating debt.
- I collaborated with internal units within the company to ensure Client's Complaint are resolved.
- I meet regularly with Clients to discuss their needs, progress towards goals and satisfaction with the service being provided.
- I enlist Support from the commercial team to reach new customers.

KEY ACHIVEMENTS

- Increase customer retention rate.
- Increase Customer Satisfaction and loyalty.
- High Revenue and great brand awareness

VOLUNTEER EXPERIENCES

12/2020 – Volunteered to take care of my husband in the hospital when he had Covid-19 and the health workers in the hospital were overwhelmed.

- I provided the highest level of care and attention by following strictly the care plan as advised by Doctors and Nurses
- I liaised with the health professionals relating to the care that is required by my husband.
- I administered medication as prescribed accurately maintaining an appropriate record.
- I ensured the beddings are changed, tidying the room, and undertaking cleaning duties as needed and generally assisting that the room is kept clean, pleasant, and welcoming always.
- I supported him with his personal care.
- I am understanding and patient towards him, encourage, assist, and support him to participate in leisure activities when he gets better ensuring that his social and emotional needs are meet.
- I made meals and supported feeding.

KEY ACHIVEMENTS

- Successfully adhered to proper infection control and prevention.

11/2022- 10/2023 - Volunteer Health Care Assistant **PRIME HEALTH GATE MEDICARE, LAGOS, NIGERIA**

- I provide the highest level of personal care and attention to patients by following individual care plans carefully and ensuring all contact is polite.
- I carry out a wide range of duties to care for, support and provide information to patients and family under the supervision and direction of a registered Nurse.

- I help patients with mobility problems to move around, provide emotional support, physical assistance, and encouragement to patients with different health challenges.
- I observe safety using aids and personal equipment in a manner that respects the dignity of patients, for example walking frames and wheelchair.
- I am always at alert to patients physical and mental well-being immediately reporting any changes in a patient's conditions to the Nurse or the Doctor.
- I take vital signs and record the information on a medical chart.
- I always respect and maintain confidentiality of patient's personal information, this includes patient behaviors, action and incidents that may occur during day-to-day care.
- I assist with providing physical support to assist patients to perform daily living activities such as getting out of bed, bathing, dressing, using the toilet, standing, walking, or exercising.

KEY ACHIVEMENTS

- I have received compliments by patients' family, supervisors, and coworkers as exceptional, courageous, and committed to health care work.
- Successfully adhered to proper infection control and prevention.

EQUIPMENT HANDLING

Thermometer, Sphygmomanometer, Glucometer, wheelchair, Hoist, Slide sheet Computer, Clip board

ENGLISH LANGUAGE

Graduate of the University of Chichester UK are instructed in English language.

EDUCATION

September 2021 – OTHM Level 7 Diploma in Strategic Management and Leadership- RQF

December 2023- NVQ Level 3 Diploma in Adult care – RQF

October 2022- Care Certificate (Standard 1 to 15) – CPD Certification

June 2022- Master of Business Administration – University of Chichester UK

June 2001- bachelor's degree - Human Physiology – University of Ilorin, Nigeria

June 1995 – West African Examination Council – Saint John/Mary's Unity Secondary School
Owo, Nigeria

REFERENCES

Available on Request