

Chelsea Ojinnaka

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With over 6 years of customer service experience, I have developed a strong expertise in managing client relationships, resolving issues efficiently, and contributing to business growth. I am skilled at multitasking in fast-paced environments, ensuring high levels of customer satisfaction while maintaining professionalism and attention to detail. My ability to build lasting relationships with both customers and colleagues has been key to supporting team success and meeting organisational objectives. I am committed to delivering exceptional service and continuously improving operational processes to drive positive results.

Education

WESTERN SYDNEY

Sydney, NSW
Bachelor of Nursing

MT ANNAN HIGH SCHOOL - GRAD. 2022

Sydney, NSW
Higher School Certificate (HSC)

Experience

MYHEALTH MEDICAL CENTRE

Sydney, NSW
Medical Receptionist
April 2023 – Current

- Managed patient scheduling and appointments, ensuring accurate bookings, efficient patient flow, and minimal wait times.
- Handled patient inquiries via phone, email, and in-person, providing excellent customer service and directing them to appropriate medical staff as needed.
- Processed patient check-ins and verified insurance information, ensuring accurate documentation for billing and compliance with healthcare regulations.
- Maintained electronic health records (EHR), updating patient files, ensuring data accuracy, and complying with HIPAA confidentiality standards.
- Coordinated communication between patients, medical providers, and insurance companies, facilitating smooth operational workflows and timely care delivery.

Aged Care Support Worker (AIN)

St George Hospital, Kogarah, Sydney, NSW

Assistant in Nursing

November 2023 – July 2024

- Provide compassionate personal care to residents, including assistance with daily living activities such as grooming, mobility, and feeding, while ensuring dignity and comfort.
- Monitor and report changes in residents' health conditions to the nursing team, ensuring timely interventions and effective care planning.
- Support the administration of medications under the supervision of registered nurses, ensuring accuracy and compliance with care protocols.
- Maintain a clean, safe, and comfortable environment for residents, adhering to infection control practices and facility

policies.

Student Pharmacy Assistant

Priceline Pharmacy

March 2022 – November 2023

- Support the dispensing process by accurately following prescriptions and adhering to pharmacy safety standards and regulations.
- Manage inventory by monitoring stock levels, restocking shelves, and ensuring proper organisation for easy product access.
- Drive sales by promoting health products and store promotions, while efficiently handling customer transactions and returns.
- Maintain cleanliness and orderliness of the pharmacy environment, including managing the storage of controlled substances and ensuring the proper handling of hazardous materials

References:

- **HIWET TEKELE - PREVIOUS EMPLOYER**
+61 412 555 865
- **ASTER SOLOMON - PREVIOUS EMPLOYER**
+61 421 341 579