

Uzodinma Umeh

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EDUCATION

Lagos Business School, Lagos

September 2017 – January 2019

Master of Business Administration, September 2019 • CGPA 4.58/5.0 • GRE: 314/340 • Awarded LBS Foundation Scholarship • Vice President, Toastmasters' Club • Organizing Team, LBS BGS MBA Debate Competition • Head, Health Panel, African Business Conference 2018 • Member, Football Team. Relevant Coursework – Strategic Management, Corporate Finance, Marketing Management, Operations Strategy, Organizational Behaviour, Management Communication

Universita Commerciale Luigi Bocconi, Milan

January 2019 – June 2019

Foreign MBA Semester Exchange Student • Coursework – Strategic Marketing Decisions, Personal Selling, Economics of Institutions and Culture, Bank and Fintech: Vision and Strategy. • SDA Bocconi Healthcare Club •

University of Nigeria, Nsukka

October 2007 – August 2013

Bachelor of Medicine, Bachelor of Surgery (M.B.B.S) • Awarded Chevron Undergraduate Scholarship Merit Award 2007 -2013 • Exxon-Mobil Undergraduate Scholarship Merit Award 2007 • Hillpoint Medical Club • Science tutor, *Vacation Programme*, Uhere Study Centre, Nsukka. NYSC discharge certificate

EXPERIENCE

AfyA Care Nigeria (R-Jolad Hospital)

October 2020 – date

Team Lead, Hospital Operations

- Implemented patient satisfaction programs across the hospital
- Coordinated front desk operations to reduce waiting times and no-show through appointment scheduling
- Provided education and training for employees & medical staff based on strategic plans to improve patient satisfaction
- Worked closely with the business development team and facilities in order to grow customer retention across the hospital.
- Monitored compliance and progression of patient satisfaction initiatives across the hospital
- Conducted regular inspection tours of the facility for appearance, hygiene, safety and cleanliness
- Interacts with customers to obtain feedback on quality of service and overall satisfaction
- Communicate any variations to established norms to appropriate department in a timely manner
- Created benchmarks for key performance indicators
- Participated in weekly morbidity and mortality meetings and other hospital executive meetings

AfyA Care Nigeria

December 2019 – October 2020

Associate, Strategy & Investments

- Evaluated potential healthcare investments across Lagos including financial, market, industry, and strategic analysis;
- Developed Quickscreen analysis for healthcare assets to evaluate investment opportunities;
- Coordinated and executing due diligence in connection with investment evaluations;
- Developed a strategic expansion plan for each hospital group
- Identified other growth real estate opportunities for expansion of the existing Hospital / Diagnostic / Pharma businesses
- Coordinated the hub and spoke roll-out according to the business plan for each expansion
- Supported the Business Development activities for each of the hospital group with analysis and research.
- Conducted Market Research as applicable to support the growth of the Hospitals.
- Provided economic and financial insights for the use of the management teams of the Hospital Companies.

Enterprise Development Centre (EDC), Pan-Atlantic University

May 2018 – December 2018

Consulting Associate

- Involved in a team of two MBA students for several consulting sessions for a premium events centre in the Lekki axis to improve its revenue and reduce staff turnover
- Collaborated in conducting extensive market research to help the client in aligning with future digital marketing trends to improve visibility.
- Communicated with the client in understanding and analyzing the company's strategy and crafting an engaging role description and standardized recruitment process

Mastercard Nigeria

July 2018- September 2018

Sales Account Management, SSA

Twelve weeks summer internship

- Responsible for optimizing accounts to reduce lost sales of about \$1 million in Liberia, Sierra Leone and Gambia
- Analysed the competitive landscape with respect to executing the company's strategic plan in Liberia, Sierra Leone & Gambia.
- Assisted key account managers with data analysis and reporting including internal and external communication, CSR outreach and others.
- Took part in business execution, tracking and launch of key products in the above countries.
- Effectively communicated with customers and resolved customer complaints and concerns resulting in better customer satisfaction

Nigeria Army School of Signals, Apapa, Lagos

July 2016 – April 2017

A primary healthcare centre for Nigerian Army Personnel and its immediate environment.

Clinical Director

- Led consultation rounds of an average of 40 patients/day.
- Developed a strategy for improved infection prevention and proper cold-chain standards.
- Implemented a cost-effective and transparent turnaround in procurement and inventory tracking of the pharmacy department and purchases unit.
- Successfully initiated immunizations of children outside the barracks and within the environs.
- Laid the groundwork for regular continuing medical education seminars as well as industry- related collaboration with leading pharmaceuticals.

SKILLS, ACTIVITIES AND CERTIFICATIONS

- **Languages:** Native speaker of English; fluent in Italian, basic Spanish. Good writing skills. Strong persuasive skills. A keen sense of humour.
- **Computer Skills:** Intermediate level usage of MS Word, PowerPoint and Excel. Conversant with the use of Project Libre, Bloomberg Terminal and Euromonitor.
- **Interests:** Passionate about tech, art and public speaking. Enjoy gardening, viewing /playing football, reading widely.

REFERENCES

- **References:** Available upon request
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