

Tito Shangobiya  
London, United Kingdom

Email Address: [Titoshang@gmail.com](mailto:Titoshang@gmail.com)

Phone Number: 07508830192

---

### **Personal Summary:**

Professional administrative , with 4 years of administrative experience from mainstream organisations , government , and healthcare. I have been able to adapt and strengthen my administrative skills and knowledge in order to be effective in my field. I am able to learn and adjust to new systems quickly. I am a team player with excellent client facing and communication skills.

I am looking for a new opportunity to make a significant impact in a company that offers a genuine offer for progression.

### **Core Skills:**

- Critical and analytical thinking skills
- Able to analyse large amounts of data , being accurate and detailed in my work
- Effective in customer service and communication , able to handle queries and complaints. Able to solve problems and provide solutions
- Data entry , and database administration
- Ability manage , delegate and contribute to projects
- Proficient in Microsoft Word , Excel and Powerpoint.

### **Professional Experience:**

Mental Health Administrator  
Littlebrook Hospital - Kent & Medway NHS Trust

Oct. 22 - March 23

- Entering , and uploading confidential patient information to NHS systems.

- Upholding patient confidentiality by disposing of confidential patient information correctly and within hospital and national guidelines.
- Providing excellent customer service whilst on reception cover via telephone and face to face, dealing with complaints , queries and managing reception areas whilst on duty.
- Taking minutes of meetings with various stakeholders as and when required. Ensuring that minutes were accurate and completed within required time frame
- Scheduling patient transport , and liaising with stakeholders in regards to various agencies that handle patient care.
- Collating accurate information to report faults and patient damages on ward. Responsible for scheduling the timely repair of damaged or broken items on the ward in order to maintain and uphold the highest levels of patient safety and care.

Mental Health Administrator (Remote)  
St Martins Hospital - Kent & Medway NHS Trust

April 22 - July 22

- Worked independently to meet deadlines for report writing regarding patients. Comfortable with working to a time frame and self motivation when working by myself.
- Retrieving accurate information from NHS systems in order to give feedback at team meetings. Confident in looking for information and reducing to what is necessary.
- Monitoring various inboxes to keep lines of communication open with internal and external stakeholders to uphold the best patient care possible.

Customs Administration Officer (HMRC)

Feb. 21 - July 22

## Brook Street

- Increasing the efficiency of the data migration process by effectively extracting and verifying data.
- Oversaw office inventory activities , including ordering and requisitions , stocking and shipment receiving.
- Cultivated and deepened relationships with customers by providing exceptional customer service. Trying to ensure drivers needs are met by solving queries as quickly and as best as possible.
- Utilizing Microsoft office to collect and store sensitive data adhering to company and government policy.

Administrative Assistant  
Christ Embassy

Feb. 19 - Feb. 21

- Provided comprehensive administrative and clerical support , including the organisation of office files , creation of spreadsheets and imaging documents.
- Supported organisational activities effectively managing executive travel itineraries and organising events.
- Automated office operations, managing client correspondence and supervised data communications. Corresponding with relevant departments
- Organising financial and sensitive documentation according to policy , handling of church finances , overseeing account activity and maintaining all accurate records for reference purposes.

Sales Assistant  
Harrods

Aug.18 - Aug.19

- Fostered positive relationships with customers, expanding customer bases and enhancing loyalty and retention.
- Used outstanding product knowledge, sales abilities and customer relations skills to drive substantial profit increases.
- Cultivated loyal, profitable customer relationships, asking open-ended questions to assess and cater to individual needs.
- Addressed customer enquiries and concerns, facilitating decision-making and minimising hesitation.

### **Academic Qualifications**

#### **Thomas Tallis 6th Form**

September 2016 - June 2018  
BTEC Level 3 (Health & Social Care)

#### **Canterbury Christ Church University**

September 2018 - December 2022  
Sociology (Credits Achieved)