

Chisom Laura Onyegbula - Customer Success Manager

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PROJECTS

Sticky Notes App: A classic sticky note UI with the ability to add, edit, delete, and search for notes.

Tools used - CodeSandbox, Props, State

Guess the word game: Players guess the word by entering one letter at a time and win if the correct word is guessed.

Tools used - GitHub pages, JSON

GitHub Repo Gallery: Uses Github's API to pull data from my github profile and display all my repositories.

Tools used - Rest API, GitHub pages

WORK EXPERIENCE

Charge Nurse

[Capital Care](#)

Edmonton, AB
2022 – Present

- Managing the multidisciplinary healthcare team of 10+ staff members promoting uniformity and continuity of 30-80 long term care residents.
- Learning and implementing PointClickCare care planning software enhancing consistent care delivery.
- Facilitating relationships with families, internal and external customers increasing involvement and satisfaction of care.

Registered Nurse

[Alberta Health Services](#)

Edmonton, AB
2020 – Present

- Implementing EPIC software and supporting other nurses with the transition improving the efficiency of patient care delivery, organization and management.
- Managing the delivery of safe, quality care to 1-3 critically ill neonates enhancing therapeutic outcomes.
- Promoting family-centered care leading to increased parent communication, satisfaction, involvement, and two-fold nomination with bestowal of the "Amazing at the Alex" award and donations.

Respite Caregiver

[Post Natal and Home Care Services](#)

Edmonton, AB
2017 – 2020

- Fostered a fun and interactive learning environment, implementing use of apps for 1-3 special-needs children enriching their quality of life.
- Supported the use of de-escalation techniques to environmental stimuli nurturing coping mechanisms.

PROFILE

Customer success manager with a strong background in relationship building, customer success, problem solving, client satisfaction, leadership, management and specialized skills in creating responsive, fast websites.

EDUCATION

Skillcrush

Front End Development Track

LinkedIn

- Sales: Customer Success
- Customer Success Management Fundamentals
- SQL Essential Training

University of Alberta

Bachelor of Science (BSc) Nursing (honors)

SKILLS

HTML / CSS
Javascript
Responsive Web Design
React.js
SQL
FTP / Web Hosting
Git / GitHub
APIs

TECH STACK

CodeSandbox
DevTools
Terminal
Visual Studio Code
Adobe Creative Suite
Google / MS Suite