

# Chisom Laura Onyegbula - Customer Success Manager

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## PROFILE

A self starter with strong written and verbal communication skills, over 5 years of Customer Relationship Management and a track record of exceptional customer service satisfaction. Proven ability to remain calm under pressure in a fast paced environment. Detail oriented, tech-savvy and able to work independently. Outstanding team player with a strong drive to produce consistent results, enthusiastic and always open to learning.

## WORK EXPERIENCE

### Charge Nurse

[Capital Care](#)

Edmonton, AB

2022 – Present

Charge Nurse responsible for working collaboratively with clients, families, and customers to improve client satisfaction and business. Responsible for overseeing the effective clinical management and providing clinical supervision to the care team.

#### Selected accomplishments include :

- Facilitating relationships with 100+ families, internal and external customers increasing involvement and satisfaction of care.
- 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 by 10%.

### Registered Nurse

[Alberta Health Services](#)

Edmonton, AB

2020 – Present

Critical care nurse responsible for collaborating with the multidisciplinary care team, families and clients to achieve positive outcomes and improve quality care and services provided in the #1 Northern Alberta NICU. **Selected accomplishments include :**

- Implementing EPIC software, supporting and teaching other nurses with the transition improving the efficiency of patient care delivery, organization and management.
- Promoting family-centered care leading to increased parent communication, satisfaction, involvement, and 2-fold nomination with bestowal of the "Amazing at the Alex" award and donations.
- Managing the delivery of safe, quality care to 1-3 critically ill neonates enhancing therapeutic outcomes.

### Respite Caregiver

[Post Natal and Home Care Services](#)

Edmonton, AB

2017 – 2020

Caregiver responsible for establishing and maintaining relationship with 7+ clients providing respite services, improving quality of life and book of business for employer.

#### Selected accomplishments include :

- 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.

## EDUCATION

### LinkedIn

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

### Skillcrush

Front End Development Track

### University of Alberta

Bachelor of Science (BSc) Nursing (Honors)

## TECHNICAL SKILLS

HTML / CSS  
Javascript  
Responsive Web Design  
React.js  
SQL  
FTP / Web Hosting  
Version control  
APIs

## TECH STACK

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

## HOBBIES & INTERESTS

Entrepreneurship  
Finance  
Mentoring others  
Team sports  
Strength training  
Dance