
I am a results-driven professional with a solid foundation in Information Technology and a strong focus on delivering customer-centric solutions. Having graduated with First Class Honours in IT and holding an Advanced Diploma in software engineering, I bring the technical expertise and analytical skills needed to solve complex challenges. I have gained valuable experience across multiple industries, including healthcare and financial services, equipping me with the agility to adapt, lead, and drive efficiency in fast-paced environments. Over the years, I have honed my ability to coordinate resources, resolve challenges, and uphold exceptional service standards across diverse environments. Whether improving operational workflows at Bupa, optimizing customer support at BMW, or managing administrative operations in a healthcare setting, I have consistently delivered structured solutions, streamlined processes, and driven measurable improvements with precision, efficiency, and a strong commitment to excellence.

In my current role as a Project Administrator at Bupa, I have successfully improved cross-functional communication, reducing project delays by 25%, while streamlining scheduling processes to ensure efficient project execution. Prior to this, as a Customer Support Specialist at BMW Financial Services (via Concentrix), I worked closely with teams to resolve complex customer issues, optimize financial processes, and enhance customer retention, reinforcing the premium brand experience. In addition, my tenure as an Administrative Coordinator at Preferred Physiotherapy & Wellness Clinic honed my skills in managing key documentation, overseeing scheduling, and maintaining efficient business operations.

This diverse exposure, combined with my Scrum Master certification and expertise in Agile methodologies, allows me to navigate complex projects, maintain compliance, and deliver meaningful business improvements. My ability to translate complex technical concepts into accessible solutions also allows me to bridge the gap between business objectives and technology-driven initiatives.

I am eager to apply my skills, adaptability, and commitment to drive success and contribute lasting value to your organisation. I would appreciate the opportunity to discuss how my experience aligns with your team's objectives.

Yours Sincerely,
Chelsea Ehimare