

CHELSEA EHIMARE

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PROFILE

Leveraging my strong academic background in IT alongside an extensive customer service knowledge gained from dedicated months of hands-on experience, I effortlessly transitioned from managing administrative duties at a physiotherapy clinic to a hospitality role in a renowned hotel chain, and eventually assuming supervision over a fast-paced restaurant. With a keen eye for detail and a proactive approach, I consistently aim to deliver excellence by handling tasks and resolving issues with efficiency and precision.

EDUCATION

Bachelor's (Hons) in Information Technology

Grade: First Class Honours

Middlesex University

2022 – 2023

Associate Degree in Software Engineering

Grade: Distinction

Aptech Computer Education

2019 - 2021

CORE COMPETENCIES

- Outstanding Communication and Inter-Personal Skills
- Critical thinking
- Stakeholder management
- Extensive knowledge of agile methodologies
- Facilitation expert
- Strong organisational skills
- Risk analysis
- Collaborative Team Player
- Proficiency in Microsoft 365

QUALIFICATIONS



Certified Scrum Master (CSM) | Credential:

<https://bcert.me/solloehqj>

Foundations of Project Management | Credential:

<https://coursera.org/share/9afa522500a4c6b70e5a297ad94b5a51>

PROJECTS

-  Led a cross-functional team with the aim of enhancing virtual museum experiences. My responsibilities included task organization and delegation, facilitating team collaboration, and ensuring project milestones were met, thereby fostering a successful outcome and further developing my project management skills.
-  Led and managed a diverse team during an agile bootcamp to successfully deliver a food delivery mobile app ahead of a critical product review. My leadership ensured effective collaboration and project success, showcasing my strong leadership and team management skills.

PROFESSIONAL EXPERIENCE

Concentrix

Feb 2024 – Present

Customer Support Specialist - Rotherham

- Successfully addressed customer inquiries and concerns in a timely and effective manner, aligning with BMW's service standards and protocols, resulting in enhanced customer satisfaction and loyalty.
- Consistently upheld BMW's brand reputation by delivering exceptional service in line with the company's values and customer satisfaction objectives, contributing to positive brand perception and customer loyalty.
- Constantly retained a CSAT score of 100% by surpassing performance targets, including customer satisfaction metrics and BMW's service quality standards, demonstrating continuous improvement and dedication to excellence.
- Effectively collaborated with team members and other departments within the BMW Group to resolve complex customer issues and enhance overall service delivery, fostering a collaborative and customer-centric work culture.

Tapa Tapa**Oct 2023 – Feb 2024****Restaurant Supervisor - London**

- Coordinated and oversaw the duties of restaurant staff, including waitstaff, kitchen personnel, and support staff.
- Managed daily planning of workplace operations, clearly communicating targets to staff for smooth, efficient task delivery.
- Addressed operational challenges as they arose, whether it involved resolving conflicts among staff, handling customer complaints, or troubleshooting issues in the kitchen.
- Increased team productivity through effective staff planning, coordination and task delegation.
- Ensured high-quality customer service by monitoring interactions between staff and customers.

Preferred Physiotherapy & Wellness Clinic**Feb 2022 - Aug 2022****Administrative Coordinator - Lagos**

- Offered extensive administrative assistance to the clinic, encompassing tasks such as schedule management, correspondence handling, and meeting organisations.
- Balancing diverse responsibilities within the clinic, including overseeing appointments, telephone correspondence, and aiding in day-to-day operations.
- Maintained accurate records and documentation in the clinic, including patient files, invoices, and reports.
- Engaged with clients by responding to inquiries, coordinating appointments, and ensuring a positive client experience.