
Phone: 07349126938 · **Email:** ehimarechelsea@aol.com · **Location:** Eastbourne

CHELSEA EHIMARE

CSM Certified Agile Enthusiast

PROFILE

Leveraging my strong academic background in IT, alongside extensive customer service knowledge gained from months of hands-on experience, I effortlessly transitioned from managing administrative duties at a physiotherapy clinic to driving positive brand perception within the financial sector of a premium automotive brand, and eventually providing crucial project support within a global healthcare company, contributing to the successful delivery of critical system upgrades. 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.

EMPLOYMENT HISTORY

PROJECT SUPPORT OFFICER

Sep 2024 -

Present

Bupa

Manchester, GB

- Improved cross-functional communication, reducing project delays and increasing team synergy by 25%.
- Reduced scheduling conflicts by 40%, allowing projects to progress without unnecessary delays.
- Reduced post-deployment defects by 55%, ensuring higher quality and customer satisfaction.
- Increased action item completion by 60%, improving overall project accountability and follow-through.

CUSTOMER SUPPORT SPECIALIST

Feb 2024 - Aug 2024

Concentrix

Swindon, GB

- 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 centered work culture.
- Successfully addressed customer inquiries and concerns in a timely and effective manner, aligning with BMW's service standards and financial protocols, resulting in positive brand perception and enhanced customer loyalty.

- Enhanced customer understanding of BMW's financial services and reduced support calls by utilizing accessible, user-friendly guides and FAQs, while assisting new customers with navigating their financial agreements and account management.

ADMINISTRATIVE COORDINATOR

Feb 2022 - Aug 2022

Preferred Physiotherapy Wellness Clinic

Lagos, NG

- Offered extensive administrative assistance to the clinic, encompassing tasks such as schedule management, correspondence handling, preparing agendas and taking minutes.
- Balancing diverse responsibilities within the clinic, including overseeing appointments, resolving daily operational issues and ensuring smooth day-to-day operations.
- Maintained accurate medical documentation and records in the clinic, including patient files, invoices, and reports.
- Engaged with patients and partners by efficiently responding to inquiries, coordinating meetings, and ensuring a positive experience for both internal and external stakeholders.

EDUCATION

Bachelor's (Hons) in Information Technology

2022 - 2023

Grade: First Class Honours

Middlesex University

Associate Degree in Software Engineering

2019 - 2021

Grade: Distinction

Aptech Computer Education

PROFESSIONAL SKILLS

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- Excellent communication and interpersonal skills
 - Comprehensive knowledge of administrative functions and responsibilities
 - Skilled at translating technical information into clear, accessible terms for non-technical and diverse audiences.
 - Proficiency in Microsoft Office Suite
 - Understanding of ethical considerations in IT, including data privacy, security, and the responsible use of technology
 - Adept in maintaining accurate project documentation.
 - Extensive experience in safeguarding confidential and sensitive information.
 - Computer Literacy
 - Strong organizational and time-management skills.
 - Collaborative team player
 - Competent in conflict mediation and resolution.