

CHELSEA EHIMARE

SERVICE COORDINATOR

+44 (0) 734 9126 938

ehimarechelsea@aol.com

Barnsley, UK

[professional website](#)

EDUCATION

MIDDLESEX UNIVERSITY

BSc (Hons) Information Technology
London, UK 2022 - 2023

APTECH

Diploma in Software Engineering
Lagos, NG 2019 - 2021

SKILLS

Confidentiality & Data
Protection Compliance

Process Improvement &
Workflow Optimization

Client Relationship Management

Problem Solving & Query Resolution

Performance Monitoring &
Improvement

SLA Management & Compliance

Excellent Communication &
Interpersonal Skills

Time Management &
Prioritization

Cross-functional Team
Collaboration

PROFILE

Results-driven service coordinator with expertise in improving service delivery and client satisfaction by up to 20% through data analysis and process improvements. Adept at achieving SLA targets and maintaining high standards of performance.

WORK EXPERIENCE

SERVICE COORDINATOR

Bupa | Sep 2024 - Present

- Monitored service performance metrics and prepared detailed reports, identifying trends and areas for improvement that contributed to a 15% increase in service delivery efficiency.
- Served as first point contact for 100+ monthly queries and complaints, resolving 95% within SLA targets.
- Supported the rollout of two key process improvements, leading to a 20% reduction in service delays and a 15% boost in patient satisfaction scores within six months.

SERVICE ADMINISTRATOR

Concentrix | Feb 2024 - Aug 2024

- Resolved 150+ queries monthly with a 98% SLA rate, boosting customer satisfaction by 20% within three months.
- Analyzed weekly data across 3 departments, improving service delivery by 15% through workflow adjustments.
- Monitored service performance across 4 channels, identifying inefficiencies that led to a 15% improvement in service delivery through data analysis.

ADMINISTRATIVE COORDINATOR

Mecure | Feb 2024 - Aug 2024

- Supported 200+ patients monthly, streamlining admin tasks and boosting workflow efficiency by 25%.
- Managed 30+ daily appointments, resolving issues promptly to maintain 95% on-time service and smooth operations.
- Managed clinic supplies, improving inventory accuracy and cutting admin costs by 10% through vendor coordination.