

CHELSEA EHIMARE

PROJECT CO-ORDINATOR

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📍 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

Extensive Knowledge of Agile
Principles & CRM Systems

Microsoft 365 Proficient

Excellent Communication &
Interpersonal Skills

Time Management &
Task Prioritization

Cross-functional Team
Collaboration

PROFILE

Results-oriented administrative professional with a strong background in project coordination and customer support, complemented by a solid understanding of agile methodologies and a certification in the scrum framework. My experience spans multiple industries, equipping me with the ability to adapt to evolving business needs.

WORK EXPERIENCE

PROJECT CO-ORDINATOR

Bupa | Sep 2024 - Present

- Ensuring projects stay on schedule by tracking key milestones, reviewing team performance, and ensuring team outputs align with planned deliverables.
- Organising and scheduling meetings, preparing agendas, and ensuring timely follow-up on action items to support project progress.
- Maintaining accurate project documentation, including status reports, risk logs, and stakeholder communications.

CUSTOMER SUPPORT SPECIALIST

Concentrix | Feb 2024 - Aug 2024

- Collaborated with cross functional teams across departments to resolve complex issues and enhance service delivery.
- Managed complaints and escalations, ensuring timely resolution and upholding premium service standards.
- Monitored service performance across 3 channels, identifying inefficiencies that led to a 15% improvement in service delivery through data analysis.

RESTAURANT SUPERVISOR

Tapa Tapa | Sep 2023 - Feb 2024

- Created and managed staff rotas, aligning team availability with peak hours and events to maintain smooth front-of-house operations.
- Proactively managed workplace conflicts and service issues, encouraging clear communication in a collaborative environment.
- Oversaw inventory management by optimising stock levels, minimising waste, and ensuring timely ordering in line with cost controls.