

## CHELSEA EHIMARE

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### PROFILE

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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 assuming supervision over a fast-paced restaurant, and eventually driving positive brand perception within the financial sector of a premium automotive brand. 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

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#### **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

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- Excellent written and verbal communication skills
- Collaborative team player
- Proficiency in Microsoft Office Suite
- Adept in maintaining accurate project documentation
- Comprehensive knowledge of administrative functions and responsibilities
- Computer Literacy
- Strong organisational and time-management skills
- Skilled in managing and resolving conflicts
- Extensive experience handling confidential and sensitive information
- Adept at managing and allocating resources
- Comprehensive understanding of financial principles
- Skilled in managing multiple priorities under deadlines

## QUALIFICATIONS

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### **Certified Scrum Master (CSM) | Credential:**


<https://bcert.me/solloehqj>

### **Foundations of Project Management | Credential:**

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

## PROJECT

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-  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.

## PROFESSIONAL EXPERIENCE

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### **Bupa**

**Sep 2024 – Present**

#### **Member Service Advisor**

- Maintaining compliance by strictly adhering to Bupa's established policies and ensuring all actions meet regulatory standards.
- Assisting members in navigating their healthcare options by carefully analyzing their insurance policies and understanding their specific needs.
- Ensuring that all member records are accurately recorded, including any amendments to members' personal details or policy information.
- Serving as a knowledgeable resource by answering inquiries about insurance policies and coverage details in a clear and concise manner.
- Handling complaints with empathy and professionalism while identifying solutions to address the underlying causes of members' concerns.
- Educating members by breaking down complex policy details into simple, understandable terms to help each individual fully comprehend their coverage.

### **Concentrix**

**Feb 2024 – Aug 2024**

#### **Customer Support Specialist**

- 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.
- Consistently retained a CSAT score of 100% by surpassing performance targets, including customer satisfaction metrics and BMW's service quality standards, demonstrating continuous personal improvement and dedication to excellence.

### **Tapa Tapa**

**Oct 2023 – Feb 2024**

#### **Restaurant Supervisor**

- 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 and efficient task delivery.
- Handled operational challenges promptly, including resolving staff conflicts, addressing customer complaints, and troubleshooting issues as they arose.
- 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**

- 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.