

CHELSEA EHIMARE

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PROFILE

Results-oriented professional, equipped with a degree in Information Technology and a Distinction in Software Engineering, complemented by Google certifications in Project Management. In my role as a Restaurant Supervisor, I demonstrated exceptional communication, stakeholder management, and team coordination skills, consistently elevating customer service standards. With a deep understanding of the Project Development Life Cycle and strong collaboration skills, I am well-equipped to contribute effectively to dynamic environments, ensuring successful project execution and completion.

EDUCATION

BSc in Information Technology

Grade: First Class Honours

Middlesex University, London

2022 – 2023

Advanced Diploma in Software Engineering

Grade: Distinction

Aptech Worldwide

2019 - 2022

CORE COMPETENCIES

- Outstanding Communication and Inter-Personal Skills
- Stakeholder management
- Thorough understanding of the Project Development Life Cycle
- Proficiency in administrative functions
- Adept in the utilisation of Microsoft Office Word, Excel, and PowerPoint
- Team and Change management
- Organisational skills
- Collaborative Team Player

CERTIFICATIONS

Project Initiation: Starting a successful project

Google

Credential: <https://www.coursera.org/account/accomplishments/verify/CVXXRKGGZ49LT>

Foundations of Project Management

Google

Credential: <https://www.coursera.org/account/accomplishments/verify/2PAUDZRS3Q4R>

PROFESSIONAL EXPERIENCE

Tapa Tapa – UK

Oct 2023 – Jan 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, 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.

The Standards Hotels – UK

April 2023 – October 2023

Waitress

- Exhibited an in-depth knowledge of the hotel's menu and cocktail offerings, ensuring guests received tailored recommendations.
- Skillfully managed reservations for high-profile guests, accommodating special requests and preferences with grace and efficiency.
- Collaborative team player with a positive demeanor dedicated to delivering top-tier service.
- Regularly communicated with kitchen and bar staff to maintain smooth front of house operations, minimizing potential service delays.
- Actively participated in team training sessions to elevate service standards and adapt to evolving guest preferences.

Preferred Physiotherapy & Wellness Clinic

February 2022 - August 2022

Administrative Coordinator

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