CHELSEA EHIMARE

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PROFILE

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 a hospitality role in a renowned hotel chain, and eventually assuming supervision over a fast-paced restaurant. 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

Bachelor's (Hons) in Information Technology
Grade: 1:1
Middlesex University, London   **2022 – 2023**

Associate Degree in Software Engineering
Grade: Distinction
Aptech Computer Education, Lagos   **2019 - 2021**

CORE COMPETENCIES

- Outstanding Communication and Inter-Personal Skills
- Facilitation expert
- Critical thinking
- Proficiency in agile methodologies
- Servant Leader
- Strong organisational skills
- Customer Service
- Collaborative Team Player

QUALIFICATIONS

Certified Scrum Master (CSM) | Credential:

https://bcert.me/solloehqj

Project Planning | Credential:

https://coursera.org/share/29f27d120db5004a5fe425ebfd98d60e

Project Initiation | Credential:

https://coursera.org/share/a100a036d172c450f23d02f8b40b2cb2

Foundations of Project Management | Credential:

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

PROFESSIONAL EXPERIENCE

Concentrix   **Feb 2024 – Present**
Customer Support Specialist - Rotherham

- Successfully addressed customer inquiries and concerns in a timely and effective manner, aligning with BMW's service standards and protocols, resulting in enhanced customer satisfaction and loyalty.
- Consistently upheld BMW's brand reputation by delivering exceptional service in line with the company's values and customer satisfaction objectives, contributing to positive brand perception and customer loyalty.
- Constantly retained a CSAT score of 100% by surpassing performance targets, including customer satisfaction metrics and BMW's service quality standards, demonstrating continuous improvement and dedication to excellence.
- 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-centric work culture.
  https://coursera.org/share/9afa522500a4c6b70e5a297ad94b5a51

Tapa Tapa   **Oct 2023 – Jan 2024**
Restaurant Supervisor - London

- 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.

Preferred Physiotherapy & Wellness Clinic   **Feb 2022 - Aug 2022**
Administrative Coordinator - Lagos
- Offered extensive administrative assistance to the clinic, encompassing tasks such as schedule management, correspondence handling, and meeting organisations.
- Balancing diverse responsibilities within the clinic, including overseeing appointments, telephone correspondence, and aiding in day-to-day operations.
- Maintained accurate records and documentation in the clinic, including patient files, invoices, and reports.
- Engaged with clients by responding to inquiries, coordinating appointments, and ensuring a positive client experience.