

## CHELSEA EHIMARE

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### PROFILE

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Leveraging my strong academic background in Information Technology 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 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

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#### Bachelor's (Hons) in Information Technology

**Grade:** First Class

Middlesex University, London

2022 – 2023

#### Associate Degree in Software Engineering

**Grade:** Distinction

Aptech Computer Education

2019 - 2021

### CORE COMPETENCIES

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- Outstanding Communication and Inter-Personal Skills
  - Customer Service
  - Critical thinking
  - Proficiency in administrative functions
  - Computer literacy
  - Strong organisational skills
  - Excellent verbal and written skills
  - Collaborative Team Player

### CERTIFICATIONS

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#### Project Planning: Putting It All Together

**Credential:** <https://coursera.org/share/29f27d120db5004a5fe425ebfd98d60e>

## **Project Initiation: Starting a successful project**

### **Credential:**

<https://www.coursera.org/account/accomplishments/verify/CVXXRKGZ49LT>

## **Foundations of Project Management**

### **Credential:**

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

## **PROFESSIONAL EXPERIENCE**

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### **Concentrix**

**Feb 2024 – Present**

#### **Customer Support Specialist**

- 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.
- Efficiently recorded precise details of customer interactions and transactions utilizing BMW's CRM systems, streamlining progress tracking and follow-up for efficient records management.
- 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.
- Consistently retained a CSAT score of 100% by surpassing performance targets, including customer satisfaction metrics and BMW Group'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.

### **Tapa Tapa**

**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**

**Apr 2023 – Oct 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**

**Feb 2022 - Aug 2022**

### **Administrative Coordinator**

- 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.