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**Phone:** 07349126938 · **Email:** ehimarechelsea@aol.com · **Location:** Eastbourne

# CHELSEA EHIMARE

*CSM Certified Agile Enthusiast*

## PROFILE

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Leveraging my strong academic background in IT, alongside extensive customer service knowledge gained from months of hands-on experience, I effortlessly transitioned from managing administrative duties at a physiotherapy clinic to driving positive brand perception within the financial sector of a premium automotive brand, and eventually providing crucial project support within a global healthcare company, contributing to the successful delivery of critical system upgrades. 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.

## EMPLOYMENT HISTORY

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### PROJECT SUPPORT OFFICER

**Sep 2024 - Present**

*Bupa*

*Manchester, GB*

- Improved cross-functional communication, reducing project delays and increasing team synergy by 25%.
- Reduced scheduling conflicts by 40%, allowing projects to progress without unnecessary delays.
- Reduced post-deployment defects by 55%, ensuring higher quality and customer satisfaction.
- Increased action item completion by 60%, improving overall project accountability and follow-through.

### CUSTOMER SUPPORT SPECIALIST

**Feb 2024 - Aug 2024**

*Concentrix*

*Swindon, GB*

- 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.

## **ADMINISTRATIVE COORDINATOR**

**Feb 2022 - Aug 2022**

### ***Preferred Physiotherapy Wellness Clinic***

***Lagos, NG***

- 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.

## **EDUCATION**

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

**2022 - 2023**

**Grade:** First Class Honours

**Middlesex University**

### **Associate Degree in Software Engineering**

**2019 - 2021**

**Grade:** Distinction

**Aptech Computer Education**

## **PROFESSIONAL SKILLS**

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- Excellent communication and interpersonal skills
  - Comprehensive knowledge of administrative functions and responsibilities
  - Skilled at translating technical information into clear, accessible terms for non-technical and diverse audiences.
  - Proficiency in Microsoft Office Suite
  - Understanding of ethical considerations in IT, including data privacy, security, and the responsible use of technology
  - Adept in maintaining accurate project documentation.
  - Extensive experience in safeguarding confidential and sensitive information.
  - Computer Literacy
  - Strong organizational and time-management skills.
  - Collaborative team player
  - Competent in conflict mediation and resolution.