

CHELSEA EHIMARE

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Email: chelseاهيمare01@gmail.com | **Location:** England, United Kingdom

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 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

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

- Excellent written and verbal communication skills
- Collaborative team player
- Proficiency in Microsoft Office Suite
- Broad expertise in administrative functions and responsibilities
- Strong organisational and time-management skills
- Skilled in liaising with internal and external stakeholders
- Extensive experience handling confidential and sensitive information
- Skilled in managing and resolving conflicts
- Experience in maintaining accurate project documentation
- Computer Literacy
- Adept at managing and allocating resources
- Comprehensive understanding of financial principles

QUALIFICATIONS



Certified Scrum Master (CSM) | Credential:

<https://bcert.me/solloehqj>

Foundations of Project Management | Credential:

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

PROJECTS

-  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.
-  Led and managed a diverse team during an agile bootcamp to successfully deliver a food delivery mobile app ahead of a critical product review. My leadership ensured effective collaboration and project success, showcasing my strong leadership and team management skills.

PROFESSIONAL EXPERIENCE

Concentrix

Feb 2024 – Aug 2024

Customer Support Specialist - Rotherham

- 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.
- 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 - 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 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 - Lagos

- 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.