

Chelsea Mumbi

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SUMMARY

A motivated and detail-oriented professional with expertise in contract management, project coordination and data analysis. Skilled in remote collaboration, problem-solving, and leveraging technology to streamline workflows. Experienced in building cross-functional relationships and ensuring compliance with organizational standards. Strong communicator with a commitment to inclusivity and professional development

EXPERIENCE

Customer Success Specialist

Google

March 2024 - September 2024, Remote

- Delivered excellent customer experiences by addressing inquiries and providing tailored solutions.
- Conducted professional development sessions for team members using LinkedIn Learning resources to enhance client satisfaction and skillsets.
- Streamlined communication processes by implementing structured updates via online platforms like Slack.
- Facilitated inclusion by orchestrating bi-weekly workshops over 6 months using Zoom, enhancing team understanding of diverse customer needs and increasing satisfaction scores by 10%.

Project coordinator

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January 2023 - April 2024, Remote

- Collaborated with cross-functional remote teams to manage and execute key projects aligned with business objectives.
- Utilized technology such as [specific tools, e.g., Asana, Salesforce, or other project management tools] to track progress and report on KPIs.
- Maintained clear communication channels with stakeholders, ensuring timely delivery and exceptional quality.
- Enhanced team collaboration by organizing and participating in biannual offsite meetings, promoting effective in-person discussions.

Contracts Analyst

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September 2023 - January 2024, Remote

- Reviewed, analyzed, and managed client contracts, ensuring compliance with company and legal standards.
- Assisted in transitioning contract management processes to a digital-first approach, resulting in a 25% increase in efficiency.
- Partnered with diverse stakeholders across different time zones to support seamless contract execution

EDUCATION

Bachelor in Telecommunications

Minor in IT • Kenyatta University • Nairobi • 2027

SKILLS

- **Technical Proficiency:** e.g., Microsoft Office Suite, Salesforce, Asana, Slack, Zoom, data analysis tools
- **Remote Collaboration:** Experienced in managing distributed teams and conducting virtual meetings.
- **Communication:** Strong written and verbal communication skills for effective stakeholder engagement.
- **Project Management:** Skilled in deadline-driven environments, ensuring projects are delivered on time and within budget.
- **Inclusivity:** Adept at fostering an inclusive team culture and collaborating with diverse stakeholders.