

# CHELSEA MAKUMBIROFA

Administration Professional

56 Younger Rd Hogerty Hill Borrowdale Harare

+263 777502215

Chelsea Makumbirofa

1misschel@gmail.com

## PROFESSIONAL SUMMARY

Dedicated and motivated professional with a passion for providing exceptional customer service and ensuring the safety and comfort of customers and stakeholders. Seeking to leverage my proven track record of delivering top-notch service and handling challenging situations effectively in a dynamic professional environment.

Languages: Fluent English & Shona

### EDUCATION

#### Advanced Level

Kyle College

Passes include:

Geography | Business Studies | Travel and Tourism

#### Other Certificates:

Care Assistant 2020

Beauty Therapist 2023

### SKILLS

- Excellent customer service and interpersonal skills
- Strong communication
- Problem-solving abilities
- Proficiency in emergency procedures and safety protocols
- Ability to remain calm and professional in high-pressure situations
- Administrative Support
- Skincare Treatments
- Strong stakeholder engagement

### COMPUTER SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft
- Power Point
- Professional Emailing
- Internet & Research
- Professional Typing

### PROFESSIONAL EXPERTISE

#### Maranatha High School

##### Receptionist | 2021-2024

- Managed front desk operations, including answering calls, scheduling appointments, and greeting visitors.
- Coordinated administrative tasks to ensure smooth functioning of the school's reception area.
- Provided excellent customer service to students, parents, and staff members, addressing inquiries and concerns promptly and efficiently.

#### Annabel's Beauty Spa

##### Aesthetician (Part-time) | 2023-2024

- Delivered high-quality aesthetic services to clients, including facials, waxing, and skincare treatments.
- Advised clients on skincare routines and product recommendations to enhance their overall well-being.
- Maintained a clean and organized work environment, adhering to spa protocols and safety standards.

#### Belvedere Medical Center

##### Care Assistant (Part-time) | 2020-2022

- Assisted healthcare professionals in providing patient care, including monitoring vital signs and assisting with daily activities.
- Ensured the comfort and safety of patients by following individual care plans and protocols.
- Collaborated with medical staff to support the overall well-being of patients and maintain a positive care environment.

## **REFERENCES**

Reference 1: Ms Munyuki

Cell: +263 772224576

Employed: Annabel's Beauty Spa

Position: CEO

Email: munyukimiriam@gmail.com

Reference 2: Mrs Mudavanhu

Cell: +263 772209804

Employed: Maranatha Group of Schools

Position: Finance Director

Email:bmmaranatha@gmail.com

Reference 3: Mr Khaki

Cell: +263 782965407

Employed: Self employed Travellers Bay

Position: Managing Director

Email: joseph@travellersbay.co.zw