

## Oluchi L. Chilaka

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### Profile

Detail-oriented caregiver and tech-savvy professional with a solid foundation in customer service, data analysis, and technical and support. Demonstrates exceptional communication, documentation, and problem-solving skills honed through hands-on experience and volunteer roles. Adopt at using digital tools and platforms to enhance user experience, streamline workflows, and deliver outstanding service efficiency. Currently transitioning into data analytics and customer support roles in healthcare, technology, or non-for-profit sectors. Proficient in MS Office Word, Excel, PowerPoint, and Internet

### Technical Skills

- **Technical & Analytical Tools:** Microsoft 365 Admin Center, Jira, Excel, Trello, Slack, HubSpot, Zapier, Google Sheets, Calendly, Python, and Power BI
- **Customer & Data Support Skills:** Customer Service, Call Support, Data Entry, Documentation, Record-Keeping, Problem Resolution, Empathetic Communication
- **Project & Workflow Coordination:** Task Management, Secure File Handling, Information Tracking, Cross-Team Communication

### Education and Training

<b>Biology Education</b>	2006
<b>Medical laboratory Science.</b> 2018	
<b>Cybersecurity Certification (Online)</b> Google Foundation	2025
<b>Microsoft 365 Admin Center &amp; Cloud Computing</b> COSTI, Mississauga	2025
<b>IT Support (Online)</b> Coursera Google	2025
<b>Data Management</b> TIL Career, UK	2025
<b>Jira &amp; Cloud Tools Training</b> COSTI, Women in Tech, Mississauga	2025

### Work History

<b>Customer Service Representative (Remote)</b> Travel Ease, Nigeria	2021–2023
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**Caregiver**  
Age D'Or, Pau, France

**May 2022-June 2022**

**Healthcare Assistant**  
Santa Maria Christian Hospital, Imo, Nigeria

**2007-2010**

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### **Volunteer Experience**

**Friendly caller (Remote)**

**2024-at present**

Canadian Red Cross, NB

NHC London uk.

January-June 2025

**Customer Service Representative**

**June 2025**

Hire Canada, Job Fair and Training Expo, Mississauga

**Breastfeeding Peer Support**

**2023-2024**

NHS, Scotland, UK

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**References available upon request**