

ELISHEBA KOLAIAH TRACEY  
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## **PERSONAL PROFILE**

Reliable and adaptable professional with experience in healthcare reception, customer service, administration, and public transport operations. Skilled in managing busy environments, providing excellent customer support, handling confidential information, and working effectively within team settings.

Experienced in front-facing roles requiring strong communication, organisation, and problem-solving skills. Recently expanded professional experience into transport services as a Bus Driver, demonstrating responsibility, safety awareness, and public service delivery. A proactive team player with strong time management skills seeking opportunities across customer service, administration, operations, or public-facing roles.

## **CORE SKILLS**

- Customer Service & Public Interaction
- Front Desk & Reception Management
- Administrative Support & Data Entry
- Time Management & Multitasking
- Health & Safety Awareness
- Transport & Passenger Safety
- Conflict Resolution & Problem Solving
- Cash Handling & Payment Processing
- Communication & Interpersonal Skills
- Teamwork & Collaboration
- Organisation & Scheduling
- Record Management & Confidentiality (GDPR aware)
- IT Skills – Microsoft Office, booking systems, digital records
- Telephone Handling & Professional Correspondence
- Social Media Support & Content Creation
- Adaptability & Working in Fast-Paced Environments

## **PROFESSIONAL EXPERIENCE**

### **Bus Driver**

**Go-Ahead London | Nov 2025 – Present**

- Safely transport passengers while following strict road safety regulations and company procedures.
- Provide excellent customer service to passengers from diverse backgrounds.
- Maintain punctual schedules and manage routes efficiently.
- Handle passenger queries and resolve issues professionally.
- Conduct vehicle safety checks and report maintenance concerns.
- Manage challenging situations calmly while prioritising public safety.

### **Receptionist / Clinic Administrator**

**Balance Performance Physiotherapy – London | Nov 2023 – Nov 2025**

- Managed appointment scheduling across chiropractic, physiotherapy, and gym services.
- Processed payments and handled billing enquiries.
- Supported patient intake and maintained medical records.
- Addressed patient concerns and ensured positive client experience.
- Maintained front-of-house operations including clinic presentation.

### **Front Desk Receptionist**

**London Wellness Centre – London | Mar 2022 – Oct 2023**

- Coordinated appointments and ensured smooth patient flow.
- Supported onboarding of new patients and documentation processes.
- Assisted with billing and insurance claim processing.
- Managed confidential patient records in line with GDPR standards.
- Built strong relationships with clients and visitors.

### **Receptionist & Social Media Coordinator**

**Kingston Chiropractic & Wellness Centre – Kingston | 2021 – 2022**

- Managed appointment bookings and reception duties.
- Communicated treatment plans to patients.
- Supported clinic marketing through social media content.
- Improved patient intake processes and clinic efficiency.

## **VOLUNTEER & LEADERSHIP EXPERIENCE**

- Administrative Assistant (Volunteer) – Calvary Temple, London | 2019 – Present
- Provide administrative and reception support.
- Assist with event organisation and communications.
- Support leadership with clerical tasks and record keeping.

Youth Football Coach & Club Administrator – South London Kings | Feb 2019 – Dec 2019

- Led training sessions and supported youth development.
- Coordinated communication with parents and club staff.

Football & American Football Coach / Sideline Assistant

Various Clubs – Southeast London | 2018 – 2022

- Supported coaching sessions and player safety.
- Assisted with logistics and match-day organisation.

## **EDUCATION**

MSc Integrated Chiropractic – London South Bank University | July 2025

CertHE Sports Law & Business – UCFB | September 2021

Level 3 BTEC Sport & Exercise Science – City & Islington Sixth Form College | 2020

GCSEs – Notre Dame RC Girls' School | 2018

Maths (B), English (B), Science (BB)

## **ADDITIONAL STRENGTHS**

- Strong work ethic and reliability
- Ability to learn new systems quickly
- Professional and approachable manner
- Experience working with the public in high-pressure environments
- Flexible and adaptable across industries