



Tayla Willms

Client Success Specialist

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Summary

Project and operations professional experienced in platform migrations, website projects, technical support, and system QA. Passionate about improving processes, supporting teams, and delivering smooth technical transitions for clients. Known for being highly organized, solution-focused, and adaptable in fast-paced technical environments.

Experience

EyeCarePro

2024 - Current

CLIENT SUCCESS SPECIALIST

Project Management

- **Platform migration** - Planned and coordinated a cross-functional team to successfully migrate client accounts from a third-party platform to a bespoke system, ensuring minimal disruption and smooth adoption.
- **Enterprise Migration** - Led the planning and coordination of enterprise-level client migrations from a third-party platform to a custom-built system.
- **Website Redesigns** - Managed and coordinated team efforts to redesign and rebuild client websites, improving functionality, usability, and overall performance.

Technical Support

- **Internal Support** - Maintained account standardisation across the platform, onboarded new accounts, removed inactive or stalled accounts, delivered system training to staff, and resolved internal technical issues.
- **External Support** - Provided client system training, troubleshooted technical issues, and assisted clients with website updates and content edits.
- **Quality Assurance (QA)** - Supported testing of new features and system updates for bespoke platforms, identifying bugs, usability issues, and potential vulnerabilities.

Resolutum

2020 - 2024

ADMINISTRATOR

Website and Bursary Administration

- Assisted with website updates, content uploads, and basic troubleshooting to ensure smooth platform functionality.
- Designed and developed new websites for clients, ensuring usability, functionality, and alignment with client requirements.
- Coordinated communication between applicants and partner organisations regarding application status, documentation requirements, and programme updates.
- Provided basic technical and administrative support on the bursary management system, assisting users and resolving common issues.

Skills

Project Coordination, Client Success & Relationship Management, Process Improvement, Cross-functional Team Collaboration, Operations Support, Problem Solving & Troubleshooting, Website Management & Updates, Website Redesign Coordination, Platform Migration Management, CMS Content Management, System Administration, Basic Web Troubleshooting, Technical Support (Internal & Client), Client Onboarding & Training, User Support & Issue Resolution, Documentation & Knowledge Sharing, Quality Assurance (QA) Testing, Bug Identification & Reporting, System Testing & Feature Validation, Platform Standardisation, Workflow Coordination, Data & Account Management, Programme / Application Administration, Communication & Stakeholder Coordination