**Ryna Furtado**

A young professional, eager to contribute, a strong academic background and developed proficient expertise within a progressive organization. I am a diligent individual who approaches challenges with fortitude and a constructive attitude to succeed, competent both working as a member of a team and on my own initiative.

**PROFESSIONAL EXPERIENCE**

**Team Leader, AXA Insurance Gulf, Dubai January 2012 – April 2016**

***Responsibilities***

• Handling the call center with calls being received from UAE, Oman, Bahrain and Qatar on all retail products: Motor, Home, Travel, Medical and Personal Accident

• Managing the daily running of the call center, including sourcing equipment, effective resource planning and implementing call center strategies and operations

• Setting and meeting performance targets for speed, efficiency, sales and quality

• Ensuring all relevant communications, records and data are updated and recorded

• Training agents on new products and marketing campaigns

• Liaising with other team leaders, operatives and third parties to gather information and resolve issues

• Maintaining up-to-date knowledge of industry developments and involvement in networks

• Monitoring random calls to improve quality minimize errors and track operative performance

• Coordinating staff recruitment including liaising with HR staff

• Reviewing the performance of staff, identifying training needs and planning training sessions;

• Recording statistics, user rates and the performance levels of the center and preparing reports

• Handling the most complex customer complaints or enquiries

• Organizing staffing, including shift patterns and the number of staff required meeting demand

• Carrying out needs assessments and performance reviews

• Coaching, motivating and retaining staff and coordinating bonus, reward and incentive schemes

• Studying insurance proposals

• Gathering and assessing background information in order to effectively assess the risk involved

• Calculating possible risk and deciding how much individuals should pay for insurance (the premium)

• Computing results for appropriate premiums using actuarial information, other statistics and own judgment

• Liaising with senior underwriting specialists for risk assessment

• Ensuring that premiums are competitive

• Specifying conditions to be imposed on different types of policies, for example, asking that a property owner install a security alarm

**Insurance Advisor, AXA Insurance Gulf, Dubai March 2010 – January 2012**

***Responsibilities***

• Dealing with inbound and outbound telephone calls from direct clients and from brokers

• Resolving customer complaints and queries and providing customer solutions by serving as a liaison between customer and respective departments

• Finalizing quotes and issuing policies for clients

• Processing online payments for customers, ensuring policy documentation issued quickly and smoothly

• Maintaining database of all customer call backs for timely renewal of policies

**Customer Service Representative, Palm Utilities, Dubai October 2007 – October 2009**

(Palm Utilities is one of the leading district cooling chiller providers. Projects include JLT, Shoreline Apartments, Discovery Gardens etc.)

***Responsibilities***

• First point of contact at the front office desk, handling queries from walk in customers in addition to answering calls and emails supporting customer needs

• Resolve customer complaints and queries and providing customer solutions by serving as a liaison between customer and respective departments

• Improving customer service based on customer surveys

• Processing cash and cheque payments of customers

• Maintaining database of all customer information. Also includes filing all documents relating to customers when required

**Customer Relations Officer, ABN Amro Bank, Dubai November 2005 – October 2007**

(ABN Amro bank is currently known as RBS. Worked in Customer Relationship Unit)

***Responsibilities***

• Promoting the bank by calling competition customers by offering attractive in-house facilities like Balance Transfer, Smart Loan, Lower loan interest offers etc.

• Following the internal tracking sheet and making sure that customer requests are responded back to in a given time frame

• Ensured that daily targets are consistently met within the given time line

• Maintain records in a standard and precise format

• Improve knowledge of all product lines, policies/procedures and support services

• Evaluate situations and make decisions that may require exceptions to policy and procedures

**Import Documentation Executive, MAERSK Sealand, Dubai March 2005 – May 2005**

(MAERSK is one of the leading shipping industries in the world. Worked as part time employee during college)

***Responsibilities***

• Preparing arrival data and manifests for vessels from the load port

• Allocating charges per bill of lading as per legal requirement

• Issuing Delivery Orders and Bill of Landing

• Corresponding with clients on process flows and troubleshooting on development areas

**Data Entry Operator, Dubai Ports, Customs & Freezone Corporation, Dubai October 03 – February 04**

(Dubai Ports, part of Dubai World, is one of the largest marine terminal operators in the world with 49 marine terminals)

***Responsibilities***

• Worked as part time with Harmonized System Codes for import and export items at Dubai Port Rashid

• Calculation and computation of duty and tax collected

• Assigning proper weight and value to items

• Ensuring accurate billing

**TRAININGS**

**ABN Amro Bank**

Handling Difficult Customers 2006

Customer Excellence 2006

AML Compliance Training 2007

**AXA Insurance Gulf**

AML Compliance Training

Train the trainer- Selling for Call Centre

Manager@AXA

Addressing Underperformance

Feedback Skills

Leadership Styles

Managing Change

**EDUCATION**

**B.Sc., Bachelors in Computer Information Systems.**

Emirates College for Management and Information Technology, Dubai, U.A.E. 2001-2004

**High School Education,** Sharjah Indian School, UAE 2001

**PERSONAL APPRAISAL**

Good communication skills, both written and verbal

Organized and systematic, a fast learner and hard-working

Passionate about delivering excellent customer service

**PERSONAL DETAILS**

DOB 13th May 1983

Nationality Indian

Languages Hindi, English

Interests Reading, Music, Surfing

**Job Seeker First Name / CV No: 1818294**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

