**Saadia **

E-mail:  saadia.338872@2freemail.com

**PROFILE:**

A result oriented professional with relevant experience and good educational background. Having excellent communication skills, persuasion skills and adaptable to change.

A Self-motivated individual with high energy, initiative, and focus. Keen insight into the needs and views of customers. Able to identify issue or problem areas and provide solutions.

**Areas of Strength:**

|  |  |  |
| --- | --- | --- |
| Communication | Flexibility | Adaptability |
| Assertive | Problem resolution | Facilitation |
| Training | Relationship building | Documentation |

**PROFESSIONAL EXPERIENCE**

**AXA Insurance Gulf from December 2011 till date:**

* **Working as Insurance Advisor processing unit at AXA Insurance Dubai—May 2014 till Date**

 Job responsibilities includes

* Handling cancellation requests coordination with accounts for refund
* Handling endorsement for all type of insurance policies.
* Handling brokers accounts like Marsh Insurance Brokers: Personal lines policies issuance, cancelations and endorsements.
* Providing new motor quotes and issuance for all AXA brokers like: Al Futtaim Willis, Afia, Earnest, Julemin, Avon, AON Middle East, Associated Insurance Brokers, Gargash Insurance , Al Tayer etc.
* Handling banks requests for motors policy issuance and bank mortgage certificates issuance.
* Handling in-bound call Queues for Qatar and other GCC countries for insurance enquiries.
* Supporting on medical insurance enquiries.
* Handling customer complaints.
* Providing training for new agents on system, handling customers and explaining AXA policy terms and conditions.
* **Worked as customer service executive at AXA Insurance Dubai—Dec 2011 till May 2014**

 Job responsibilities include

* Handling inbound and outbound calls offering and issuing home travel and motor policies (new and renewals)
* Handling brokers as well and delivering good customer service to client.
* Receiving walk in customers who come sometimes to get their insurance or collect documents.

***Call Son Maroc SARL Nov 2007 - Oct 2008:***

Worked as a Quality supervisor for Call Son Maroc SARL, a research call centre specialized in research pertaining to French nationals. Job responsibilities include listening to random calls of the call centre and providing feedback/suggestions to the call centre agents on quality of a call. Also provided training to new call Centre agents on making a call.

On joining the company i was a call centre agent, my job responsibilities included making more than 200 calls a day and convince people to give me time to fill up the questionnaire

***Management LLC Sept 2007 -Oct 2007***

Worked as a Tele-sales executive for a French company specialized in pest control,

Job responsibilities were to make calls and get appointment from the clients for pest control.

**EDUCATIONAL & PROFESSIONAL DEVELOPMENT**

-Bachelor of Arts in English Language and Literature from Faculty of Art and

 Human Sciences in Marrakech

 -Attended Training for call center at the Higher Institute of Management

 And Computers Marrakech

-Certified Insurance professional by Qatar Financial Centre Regulatory Authority

**COMPUTER SKILLS**

-Working knowledge of Windows Environment

**PERSONAL DETAILS**

-Date of birth: April 28th 1983

-Marital Status: Married

-Visa status: Company Visa/Husband visa

**LINGUISTIC PROFICIENCY**

*-Arabic*: Read, Write, Speak (Mother Tongue)

*-English*: Read, Write, Speak

*-French*:  Read, Write, Speak

**Achievement and awards**

-Received Top performer awards for FEB 2012

-Received Top performer awards for SEP 2013

-Received Employee of the month award for SEP 2013

-Received Top performer awards for OCT 2013

-Received Top performer awards for JAN 2014

-Have many testimonials of customer service from customers and brokers