

**Professional Experiences**

### Insurance Company

### Sales and Customer service/production agend/underwriting insurance 2012-2014

### • Investigate and resolve customer’s complaints and queries Resolve 90% of cases

### • Handling customer complaints & Inquires

### • Initiate conversation to uncover customers' needs

### • Maintaining ethical behaviour at all times.

### • Answering confidently all kind of clients enquires in an ethical and informative way through e-mails or through the phone or direct contact, to keep their trust

**MAMRIA**

**Date of birth :08/16/1989**

**e-mail :** [**mamria.359641@2freemail.com**](mailto:mamria.359641@2freemail.com)

**Nationality: Algerian**

**married**

### • Create projects to insure the improvement of customer service satisfaction.

### • Participation in the organization of a press conference. Planning and organizational skills

### • Participation in the negotiation. Customer Contact Centre

**Languages:**

* Arabic (Mother  Language)
* English
* French

**Key skills**

* Computer literate, Microsoft office (Word, Excel , PowerPoint) & Internet, Act
* Able to work independently under pressure
* Able to learn new things in short span of the time
* Strong sales and customer service and communication knowledge and experience
* Ability to communicate with clients at senior executive and higher management level

Ability and willingness for travel

Business/ Marketing/ Communication /Multitasking

**Education And Training**

**2013-2014** Baccalaureate in Literature and Philosophy(the second baccalaureate).

**2008-2012** Law Diploma (Legal and Administrative Sciences); Faculty of Law Batna-Algeria.

**2010** Certificate from (ILO) International Labour Office; Training about “How To Manage Your Business”.

**2006/2007** Baccalaureate in Literature and Human Sciences SallahEddineElayoubi High School Batna Algeria.

**It skills**

•Power Point presentation design

•Maintenance, network

Very good command of Office software (Word, Excel, PowerPoint, Outlook

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