



Paris (75000)

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CUSTOMER RELATIONSHIP MANAGER, Junior

EXPERIENCES PROFESSIONNELLES

janv. 2019 / févr. 2021

CUSTOMER RELATIONSHIP MANAGER

HDFC ERGO INSURANCE CO.LTD. | India

Implemented a streamlined CRM process, resulting in a 15% improvement in data accuracy.

and helped for Segment customers based on demographics, policy types, or other relevant

criteria.

Spearheaded the production of impactful support team content, including FAQs and training

materials, contributing to team efficiency..

Managed and successfully delivered various projects aimed at boosting customer

Satisfaction which generated a Analyzed and improved commercial situations in various

12% increase in overall sales.

Contributed to the optimization of the customer learning experience, resulting in a 15%

improvement in customer satisfaction and a 10% increase in retention of customers.

Drove website improvement by actively addressing and implementing changes based on

customer feedback by 4%

Monitored and assessed the performance of insurance agents. with Agent Performance Tool

COMPETENCES

Data Analysis, Google Analytics, MS - Office, Salesforce

COMPETENCES LINGUISTIQUES

Anglais