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Paris (75000)

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## CUSTOMER RELATIONSHIP MANAGER, Junior

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### EXPERIENCES PROFESSIONNELLES

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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

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Data Analysis, Google Analytics, MS - Office, Salesforce

### COMPETENCES LINGUISTIQUES

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Anglais