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Professional Profile

Experienced Customer Service and Insurance Professional with over 10 years of experience in front office operations, client relations, and sales. Skilled in handling customer inquiries, resolving complaints efficiently, and building strong, lasting relationships. Currently working in the insurance sector, with a strong motivation to take on new challenge.

Professional Experience

Customer Service Officer / Insurance Advisor

Eagle Insurance Ltd | 2025 – March 2026

- Handle customer inquiries and provide accurate insurance information
 - Assist clients with policy updates, claims, and documentation
 - Maintain strong customer relationships through professional service
 - Resolve customer issues and ensure high satisfaction levels
 - Support daily administrative and operational tasks
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Insurance Sales Advisor

ABC Motors (Good Harvest Ltd) | 2023 – 2025

- Managed sales of motor and non-motor insurance products
 - Assisted clients with quotations, policy selection, and processing
 - Coordinated with underwriting and claims departments
 - Followed up on client files, claims, and outstanding cases
 - Delivered excellent customer service and after-sales support
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Sales Représentative

Swan Insurance | 2021 – 2023

- Promoted and sold insurance products (life insurance)
 - Prepared and presented insurance proposals
 - Built and maintained strong client relationships
 - Handled customer data and updated records accurately
 - Used persuasive communication to meet sales targets
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Front Office Officer / Customer Service Officer

Hotels (Veranda Palmar Beach, La Palmeraie, Seasense Boutique Hotel & Spa) | 2012 – 2020

- Welcomed guests and provided professional front desk service
 - Handled reservations, inquiries, and guest requests
 - Maintained records and ensured administrative accuracy
 - Resolved guest complaints efficiently and professionally
 - Ensured a positive first impression and high service standards
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Education

MITD (Sir Gaëtan Duval Institute)

Level 3 Certificate in Front Office

Skills

- Excellent communication and interpersonal skills
 - Strong customer service and client handling
 - Problem-solving and conflict resolution
 - Sales and negotiation skills
 - Teamwork and adaptability
 - Multitasking and time management
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Languages

- English
- French
- Creole