

CARLA CORSINI

PROFILE

Proactive and goal oriented, with great adaptability and people skills.

Definite abilities in planning and developing processes, analysis and decision-making.

Sales and technical background, enabling a broad understanding of diverse areas of a company



Nov 9th 1988



Married



Calle 12 4800 - Berazategui
Bs.As. - ARGENTINA



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+54911-5651-0942

WORK EXPERIENCE

UW QUALITY SPECIALIST & PRODUCT UNDERWRITER / TECHNICAL DIRECTION / ZURICH ARGENTINA CÍA. DE SEGUROS

FEB. 2015 - PRESENT

With a broad interdisciplinary view of the main areas of the company, we design and implement processes as well as quality controls for the underwriting process.

From the Technical Direction we go forth with strategic Planning, measuring and analyzing performance metrics, seeking the creation of a Governance Framework that aligns the need of both the company and our clients, while maintaining our focus on the Best Practices defined by our Group.

We generate and carry out Upskilling processes for the Underwriting Team in order to detect and narrow the gap between the current technical skills and those required to promote the accomplishment of the Strategic and Financial Plan.

Providing support and know how, we contribute to the creation of new products and improvements on our current portfolio, seeking to improve customer experience.

BROKER ENGAGEMENT MANAGER /

SALES & DISTRIBUTION / LA MERIDIONAL CÍA. DE SEGUROS

JUL. 2013 - FEB. 2015

From a Commercial role, I focus in managing the general relationship between the company and the main national and international Brokers.

Our team establishes and manages 30% of the total annual Gross Written Premium throughout renewals and new businesses, with a portfolio mix which includes all products marketed by the company.

With a strong team work that includes all areas of the company, we operate the portfolio and seek new business opportunities that will allow us to grow and continue providing an all around service level for our customers.

Additionally I served as the International Business Ambassador for the Sales and Distribution Direction, advising and proposing solutions for global accounts from the Commercial perspective.

ACCOUNT EXECUTIVE /

INT. PROGRAMS BUSINESS / ZURICH ARGENTINA CÍA. DE SEGUROS

MAR. 2011 - JUL. 2013

Our team manages the local portfolio for International accounts within a local framework, providing our clients with overall global value proposal. We service over 600 international clients, handling complex service cycles which include several stakeholders in the decision process.

CLAIMS ANALYST /

COFACE SERVICIOS ARGENTINA

JUN. 2008 - MAR. 2011

CARLA CORSINI

EXPERTISE

PROCESS DEVELOPMENT

PROCESS MONITORING

SALES MANAGEMENT

UPSKILLING

CUSTOMER SERVICE

ACCOUNT MANAGEMENT

PLANNING

CROSS-FUNCTIONAL COLLABORATION

REPORTING AND ANALYTICS

SKILLS

English: Full bilingual



French: Intermediate



Msoffice: Advanced



OS PC & MAC



SOCIAL MEDIA



[carla.corsini.92](#)



[linkedin.com/in/carla-corsini-21a53357](#)



[corsini_carla](#)

EDUCATION

BACHELOR IN MARKETING/ *UNIVERSIDAD DEL SALVADOR*

MAR. 2007 - DEC. 2010

BACCALAUREATE / *COLEGIO NEWLANDS*

JUN. 2003 - DEC. 2007

SECONDARY SCHOOL / *GREENGATES SCHOOL MEXICO CITY*

AUG 2001- JUN. 2003

Expat in Mexico City for 8 years.