

ILHAM BENZINA

HEAD OF CRM MANAGER AND DATA BI REPORTING ☎ +357 95988512

◦ DETAILS ◦

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benzina_ilham@yahoo.fr

◦ LINKS ◦

[LinkedIn](#)

[Github](#)

◦ SKILLS ◦

Client Relationship Management

Collaboration & Teamwork

Critical thinking and problem solving

MS office suite, PowerPoint, Jira, Slack, Sales force, data analysis

Adaptability

Remote working

◦ LANGUAGES ◦

English

French

Arabic

◦ HOBBIES ◦

Skating, cooking, Volleyball, Zumba and Community work.

👤 PROFILE

A high Calibare professional with solid background in client support, troubleshooting issues and assisting clients with resolutions poactively. I' m able to effectively build successful remote relations with , internal/external stakeholders, provide excellence in customer success, analyse the voice of customer in order to provide improvements. I have solid computer skills, and pasionate about customer service and data analysis. I'm very flexible individual experienced in global fast paced environment, I can adapt easily ,and learn new processes, team player with I can do attitude and highly ethical with outstanding communication skills.

📁 EMPLOYMENT HISTORY

Head of CRM & BI Reporting - Retention at Mount Nico Corp, Limassol

September 2021

- Provide the Client Service team clear direction, building out goals, team metrics, SLAs and optimale resolution manuel.
- Lead, inspire, motivate and develop team members, supporting them in achieving their objectives.
- Key escalation point and responsible for dealing with client issues before they hit leadership team, manage client feedback to ensure continous improvement and retention of clients.
- Managing team work schedules and meeting capacity to ensure we are working towards deadlines and meeting Retention KPIs.
- Sell-up upgraded features integrated via API FIX, obtain perquisites for the ops team (Salesforce or Jira tickets).
- Explore opportunities and channels for growth and bring new ideas and solutions to clients and address their needs to customer Success team, management or developers.
- Data mining and Analysis, automate and report building, data modeling (advanced excel and Power query) to analyze The VOC (Voice Of Clients) received through customer support survey.

Senior CRM and data BI reporting analyst at Mount Nico Corp, Limassol

February 2020 — August 2021

- Act as a point of escalation for **Service Delivery**.
- Sustain **strong engagement** and mutually beneficial **relationships with key business** stakeholders and updating of AML and KYC records and information for existing clients.
- Manage client onboarding and existing client to defined **SLAs**
- **Data analysis** and BI reporting on performance metrics, ROI and CLV.
- Crafting report and witerstive dashboards according to business needs.
- Working closely with developers, Marketing, sales and operation teams.
- Capturing, tracking, coordinating and **reporting all onboarding requests**
- Following up on every issue and **ensure KPIs and metrics are achieved**.
- **Perform Know Your Client** (KYC) due diligence in accordance with internal **Anti-Money Laundering** (AML) guidelines and policies.

Service Data Team Lead & Quality Assurance at Thomson Reuters, Nicosia

January 2016 — July 2019

- Generating client queries reports and analysis, forecasting client queries and taking measures to reduce them

- Resolved client content queries related to Mutual fund, pension funds and financial data in Reuters products remotely via CRM (Salesforce).
- Participated into creating a workflow, duty structure, Reports to track monthly progress and improvements against the management metrics and SLA.
- First point of escalations for complex and critical client issues.
- Created a PowerPoint presentation format to RCA, follow up with action plans and prevention. I have conducted monthly presentations to all management stakeholders, this initiative successfully reduced client complaints by 25% from Jan to May 2019.
- hired, Mentored and trained colleagues in service team globally as I was appointed Service champion.
- Maintaining reliable operations of the company Customer pulse and VOC with product development team, sales and post sales colleagues, technology partners, perform business and data analysis with the customization of visualization & notification facilities with a focus on automation.

Senior Mutual Funds Analyst at Thomson Reuters, Nicosia

March 2013 — December 2015

- Using French legal document to Classify funds in their peer group and compile rating scores. Monitor performance and quality control plans to identify improvements.
- Lead projects to improve Financial data, I have contacted a six sigma process excellence project to reduce manual interference in loading Dividend for mutual and hedge funds automatically for French asset managers and automate their data in Reuters interface by 50%.
- Completed successfully big content projects (1500 fund) mergers & liquidations during a transfer of asset of BNP Paribas Parvet Umbrella funds from France to Luxembourg.

Mutual Fund - Data Analyst at Reuters, Nicosia

November 2007 — February 2013

- Covering MENA Mutual Funds, processing fund from legal documents into Lipper database.
- Analysing Fund investment strategies and categorizing within Lipper classification peer groups and Benchmark.
- Build continuous Relationships with MENA region Fund Association and Asset Managers.
- Achieve ACCTs performance metrics (Accuracy, completeness and Timeliness)



COURSES

MySQL - Ongoing , Codewithmoah Academy

December 2021

Powe BI , Excel Academy

March 2019



REFERENCES

Katarzyna.Dziadul (Head of Client Service) from Refinitiv ex (Thomson Reuters)

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