



## Contact

### Phone

54281950

### Email

jennahdalais@gmail.com

### Address

2-4 Novembrier Street, Morc  
Rey, Pointe ax Sables

## Education

May 2024

**Ba(Hons)Graphic Design &  
Multimedia**

Open University of Mauritius

November 2018

**HSC**

London College Port Louis

November 2016

**SC**

London College Port Louis

## Expertise

- Sound Editor
- Illustrators
- Web Design
- Video Editor
- 2D Animation

## Language

English

French

# Jennah Dalais

Hardworking and reliable. Eager to learn. Highly organized, proactive and punctual with team-oriented mentality.

## Experience

### July 2023 - Current

Swan Insurance - Port Louis

#### Customer Service Representative- PEC

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Liaised between customers and Brokers.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Collaborated with colleagues from other departments to resolve escalated customer issues.
- Navigated computer system to look up customer information and update policies.
- Applied basic insurance underwriting knowledge to evaluate and analyze information.
- Developed strong relationships with clients by providing exceptional customer service.
- Assisted new policyholders with processing claims.
- Responded to queries, solved, or referred problems and followed up with clients ad cinics to increase satisfaction.
- Asked probing questions and offered solutions to resolve customer issues.
- Completed day-to-day duties accurately and efficiently.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Maintained open communication with team members and stakeholders, resulting in successful project outcomes.

### October 2021 - July 2023

Swan Insurance - Port Louis

#### Customer Service Representative- Processing

- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Mentored new employees on procedures and policies to maximize team performance.
- Performed administrative tasks such as filing paperwork, updating databases and generating reports.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Engaged in conversation with customers to understand needs, resolve issues and answer product questions.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Processing payments.



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## Experience

March 2019 - October 2021

Swan Insurance - Port Louis

### Administrative Support Assistant

- Compiled data from various sources into concise summaries for management review.
- Utilized problem-solving skills to resolve customer inquiries efficiently.
- Assisted with basic accounting functions by reconciling company credit card, petty cash and expense reports.
- Inputted data accurately into database system using established protocols.
- Handled incoming calls and directed callers to appropriate department or employee.
- Greeted visitors in a professional manner; provided assistance as needed.
- Organized files, developed spreadsheets, faxed reports and scanned documents, maintaining front desk and reception area in neat and organized fashion.
- Answered phone calls and emails to provide information, resulting in effective business correspondence.
- Created spreadsheets in Microsoft Excel for record-keeping and reporting.
- Utilized editing programs to proofread content for typo-free emails, memos and documentation.
- Performed basic bookkeeping duties such as entering invoices into accounting software programs.
- Created and maintained spreadsheets for tracking data.
- Directed customer communication to appropriate department personnel.
- Maintained inventory of office supplies; placed orders when necessary.
- Worked with cross-functional teams to achieve goals.

December 2018 - January 2019

JKalachand - Port Louis

### Sales Demonstrator

- Presented informational sales presentations to potential customers to build strong, trusted client relationships and boost product sales.
- Demonstrated product features and benefits to customers in order to increase sales.
- Learned about company history and products to share detailed information with customers.
- Distributed samples of products during demonstrations to encourage purchase by customers.
- Compiled reports summarizing daily activities such as number of people reached, units sold.

## Hobbies

- Drawing
- Singing