



# ALEXANDRA HAMON

## PROFIL

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I worked as Customer Advisor in a Call Center in Lisbon. I offer you my application for a position in your company. I offer my competences for a new job I'm mobile and available in March.

## SKILLS

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- Investigate administrative files
- Client advisor
- Manage relationships (emails, phone, chats)

-Office suite, Outlook

-Teams

-English: B2 level

-Practice of English

-B license and personal vehicle

## CONTACT

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## PROFESSIONAL BACKGROUND

### **Customer advisor TP Sept 25 to Jan 26 Lisbonne**

Team Abercrombie - Phone, chats and emails Various advice delivery, orders, products

### **Concentrix - January to July 2025 - Lisbonne**

Team Seb - Phone and emails

### **Insurance employee - June to Dec 2023 - Rennes**

Management of insurance files

Advice, declaration, appeals, mission and experts

### **employee - La Mutuelle Générale April to**

**October 2021 - Lyon** Management of pension files Check guarantees and files, advice, settlement

### **Insurance employee- Tessi Ouest Dec 2017 to Dec 2018 - Angers**

Life insurance file management

Completeness of files and clauses, regulations

### **Bank employee - Crédit Agricole - 2013 to 2017 - Saint-Brieuc et Rennes**

Management of various banking files

Borrower insurance, credit card and communication

## EDUCATION

### **Two years technical degree - Accounting**

High School GRETA - Saint-Brieuc (FR) - 2013

### **Master of Biology**

University of Rennes 1 (FR) 2005

### **High School Diploma**

High School RENAN - St-Brieuc (FR) - 1999