



Nina Djardjar

Business Developer

Over the years, I have built up and developed relationships and portfolios.

In need of constant challenge in my job, I enjoy learning and helping others to evolve.

Thanks to my various roles, I'm very adaptable and a good learner. I'm quick to grasp the issues at stake and I'm constantly focused on quality, performance and results. I'm very strategic and always have plans in place to achieve my mid-year goals. This allows me to devote myself to my professional network and establish a long-term development.

I'm starting a Data Analyst certification to add another dimension to my skills as a business developer/strategist and analyst.

My goal? To become even more precise and efficient in approaching and implementing processes with innovative ideas.

My contact

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Skill

Analytic
Business impact analysis
Cross-functional collaborate
Organizational abilities
Strong interpersonal skills
Emergency response
Crisis management
Driven to achieve result
Managing conflicts

Professional Experience

10/2022 Until Present

International dispatcher • Concentrix Amsterdam

Receive emergency and non-emergency calls
Coordinate the local responders
Structure emergency services
Synchronize responses with different stakeholders
Improve emergency process
Prioritize emergency situations as needed

September 2020 Until August 2022

Sector manager • Generali

Management and marketing of insurance policies for business manager.
Sales and portfolio development.
Create recommendation and prospection plans
Asset management and advice
Manage demanding customers
Operational risk management
540 referrals, 480 appointments per year, 15 clients terminated. Funds raised 850,000e
Outstanding policies +6%

Stakeholders communication
Resilient

Education

- 2001-2003 BTS Degree in commercial relationship management (HBO)
- 2003-2004 BTS Degree in banking and insurance (HBO)
- Fire, Police and Medical dispatcher certification

Tools

MS Office
Salesforce
Slack

Languages

French Native
Italian B1
English B2

October 2017 Until May 2020

Customer Relationship Manager • Groupama/MMA

Management and marketing of insurance policies for business manager
Develop the firm's life insurance portfolio (20 million €)
Support for multi-sales technical staff.

Turnover 12.000e per a month

October 2015-September 2017 • Société Générale

Portfolio development
Develop and prospect in all customer's market
Develop customers equipment
Operational risk management
Achieve qualitative and quantitative objectives
(All my product lines exceeded 136% in July)

January 2005 Until September 2015 • LCL

• Insurance Expert 2011-2015

Advice and sales to business manager
(459 contracts per year)
Study of hedging risks

• Advisor to Business Manager 2011-2014

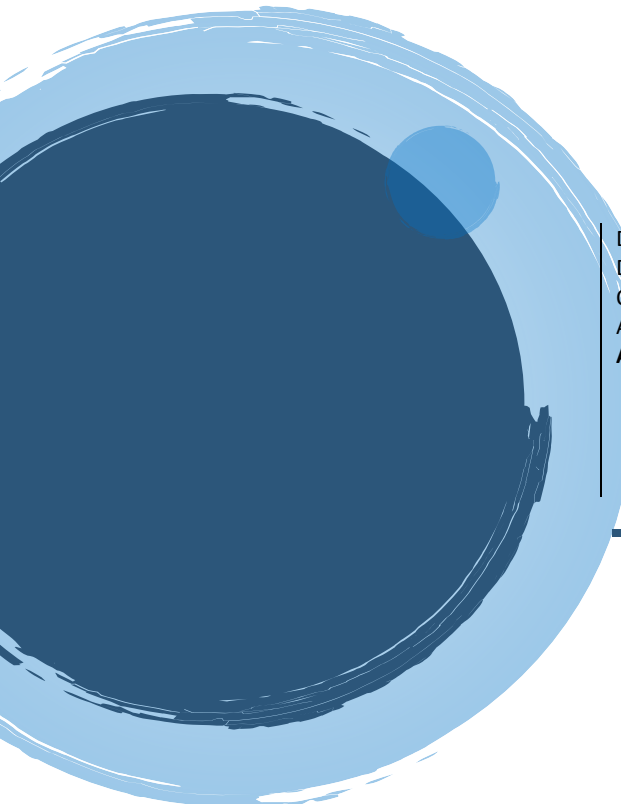
Assistant manager for an agency of 12 collaborators
Handling difficult and demanding customers
Key contact for customers
Lead, supervise and federate as point-of-sale manager.
Carry our reference and agency controls.
Ensure the safety of goods and people.
Organization and monitoring of qualitative and quantitative objectives
Coach employees to develop new skills.
Operation risk management
Organization of weekly meetings to review targets
Portfolio development
Develop and prospect in all customer's market
Develop customers equipment
Risk management
Achieve qualitative and quantitative objectives
Account openings up 9% and risk and fraud management down 12%

• Agency Manager 2009-2011 (Creation)

Key contact for customers
Handle difficult and demanding customers
Lead, supervise and federate as point-of-sale manager.
Carry our reference and agency controls.
Ensure the safety of goods and people.
Organise and monitor qualitative and quantitative objectives
Coach employees to develop new skills.
Operation risk management
Organise weekly meetings to review targets
Opened 100 accounts, 30% of them with mortgages
Partnerships with retailers to open accounts

Customer advisor 2005-2009

Portfolio development



Develop and prospect in all customer's market
Develop customers equipment
Operational risk management
Achieve objectives
All my product lines exceeded 145%.

