

# Gaëlla Ramiandrisoa

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Antananarivo,  
Madagascar

## PROFILE

My experiences have helped me to strengthen my knowledge of various tools and techniques of customer relationship management. Looking for new challenges, I want to join a company where I can showcase my skills. Working with a variety of people is something I enjoy, because I have an excellent sense of contact. I stand out for my determination and thoroughness

## Formation

**2013 - 2014** **High School Diploma**  
Antsirabe, Madagascar

## Work experiences

**2023 - PRÉSENT** **Quality coordinator**  
Konecta - Antananarivo

- Coordination of teams to ensure quality of services provided.
- Performance data analysis to identify areas of improvement and propose corrective actions
- Monitoring of key indicators to assess the effectiveness of the quality system

**2020 - 2023** **Quality control**  
Konecta - Antananarivo

- Execution of action plans to resolve non-conformities.
- Customer verbatim analyses.
- Listening of calls to identify gaps and need for support.

**2017 - 2020** **Customer service representative**  
Konecta- Antananarivo  
Incoming call taking, reply email and chat in accordance with the rules of communication and processus

## SKILLS

Team spirit  
Adaptability

Problem solving  
Proficient in MS Office

CRM tools  
Quality management

## LANGUAGES

**FRANÇAIS** Fluent  
**ANGLAIS** Fluent

## HOBBIES

Learning languages  
Reading books