

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