

**PROFESSIONAL SUMMARY**

I am a detail-oriented insurance professional with hands-on experience in insurance sales, customer management, and policy administration at Axa Mansard Insurance Plc. I possess strong documentation, reporting, and ICT skills, with a solid understanding on insurance products and internal processes. I am seeking to transition into a Claims Officer (Life & Savings) role where I can contribute to accurate claims processing, policy compliance, and customer satisfaction.

CORE COMPETENCIES:

- Customer Service & Client Support
- Administrative & Office Support
- Data Entry & Document Formatting (Word, Excel, PDF, PowerPoint)
- Email Handling & Reporting
- Insurance Admin Support (Health, Motor, Travel, Group Life)
- CRM Tools / Internet Research
- Social Media Content Support
- Microsoft Office Suite / Google Workspace
- Problem Solving & Communication

PROFESSIONAL EXPERIENCE**Insurance Sales & Customer Support, AXA Mansard Insurance Plc. – Lagos****2024 – Present**

Key Responsibilities and Achievements:

- Booking of Policy and Customer Onboarding.
- Proposal Document Preparation.
- Managed and maintained strong client relationship to enhance satisfaction and retention.
- Organizing and schedule meeting with client to discuss on business deal.
- Creating of PowerPoint Slide for presentation.
- Facilitated collaboration and teamwork to improve operational efficiency.
- Assisted in problem-solving and conflicts resolution to ensure smooth business operations.
- Identified and pursued new business opportunities to drive growth.

French Tutor, Mintfied College, Calabar Cross-River-Nigeria (NYSC)**2023 - 2024**

Key Responsibilities and Achievements:

- Taught ICT and French subjects, delivering engaging and comprehensive lessons.
- Served as a member of the ICT department, facilitating practical training sessions.
- Prepared and submitted weekly and monthly reports to school management.

Admin/ICT & Office Support – New Age Cybercafé, Ibadan

2015 – 2017

- Handled customer service, assisted walk-in clients with printing, data entry, and online tasks.
- Created and formatted documents (CVs, letters, PDFs, spreadsheets).
- Provided computer support, scanning, typing, and internet-based services.

EDUCATION

- **B.A. French**, Second Class Hons. (Upper Division) Ekiti State University **2023**
- **French Diploma**, Nigeria French Language Village, Badagry. **2021**

PROFESSIONAL & TECHNICAL CERTIFICATIONS

- **Certificate in Business Analysis**, AXA Innovative Community, Victoria Island, Lagos. **2025**
- **Chartered Insurance Institute of Nigeria (CIIN)** **2025**
- **Certificate in Computer Training**, Haptic Technology, Lagos. **2021**
- **Certificate in Computer Training**, New-Age Computer Center, Ibadan. **2017**

ADDITIONAL INFORMATION

- Strong written and verbal communication skills.
- Ability to work with confidential and sensitive records.
- Willing to learn and adapt to claims systems and procedures.
- Available for internal transfer and immediate deployment.

LANGUAGES

- English – Fluent
- French – Advanced (Speaking, Reading, Writing)

REFERENCES

Available on request