



# HENRIQUE GEORGES PETRONILLE



57948713



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L4, Cité Mangalkhan, Floreal

## EXPERTISE

- Strong attention to detail
- Multitasking and time management
- Problem-solving under pressure
- Communication and teamwork
- Flexibility to work across departments
- Proactive and self-motivated

## LANGUAGE

- English
- French

## PROFILE

With experience in customer relations, I am passionate about data analysis and driven by a strong desire to learn and take on new challenges. Curious, quick to adapt, and proactive, I integrate easily into new environments and strive for continuous improvement. I am currently seeking a stimulating position where I can fully leverage my potential and actively contribute to team success.

## WORK EXPERIENCE

### Allianz services Mauritius

2019-2025

Expert Customer Service

- Participated in training sessions for new employees regarding customer service protocols.
- Performed administrative tasks such as filing documents and preparing reports.
- Improved productivity and customer service levels by anticipating needs and providing exceptional support.
- Utilized problem-solving skills to resolve customer issues quickly and accurately.
- Asked detailed questions to determine service needs and accurately entered information into electronic systems.
- Collected customer feedback to enhance satisfaction levels.
- Developed and maintained positive customer relationships through effective communication.
- Resolved customer complaints via phone, email, or in-person contact.
- Processed customer payments using various payment methods.
- Built strong relationships with customers to encourage repeat business.

## EDUCATION

Curepipe college

2012-2019

- SC & HSC

École suisse de Technologie et du  
Business LTEE

2018

- Computer Advanced Office Applications

Knowledgeplus Promoting IT

- Database Administration

2024-2025

- Advanced Excel

Currently