

Anas Habli



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📅 17 Sep 1988

🔗 INTERNSHIPS

BNA BANK

Jul 2012 – Sep 2012

IT Service Office "Global Info"

Jul 2011 – Aug 2011

🧠 SKILLS

- Computer Science skills: Word, Excel, PowerPoint, Access, programming languages (Java, VB, HTML, C, C++), Database (SQL, Access)
- Strong organizational and administrative skills
- Strong communicator
- A strong passion to ensure customer satisfaction
- Excellent presentation and reporting
- Good team player who can work efficiently with minimal supervision
- Strong leadership and motivational
- Results-oriented with strong analytical skills
- Ability to work independently and as part of a team
- Responsibility, Punctuality, Proactively....
- Experience setting sales goals
- Data entry/analyst

🌐 LANGUAGES

Arabic	● ● ● ● ●
French	● ● ● ● ●
English	● ● ● ● ●

🎓 EDUCATION

Bachelor's Degree in applied Computer Science (IT) to management

Arrobas University

Jul 2012 | Gabes, Tunisia

High School Degree in Technical science

Taher Haded School

Jul 2007 | Elhamma, Tunisia

💼 PROFESSIONAL EXPERIENCE

Assistant Manager

GAT Assurances

Aug 2022 – Mar 2023 | Tunisia

- Maintained accurate records of insurance policies and client information.
- Entered policy data into computer systems with a high degree of accuracy.
- Managed electronic and paper filing systems for policies and claims.
- Verified claim forms and documentation for accuracy and completeness.
- Assisted in the renewal process by sending reminders to policyholders.
- Worked with underwriters to assess policy renewals and updates.
- Prepared reports on policy activity, including renewals, cancellations, and claims.
- Compiled data for underwriters and management to assess risk and performance.
- Mention any specific insurance software or tools you are proficient in, such as CRM systems, insurance rating software, or Microsoft Excel for data analysis.
- Highlight any instances where you successfully resolved complex client issues or challenges related to insurance policies.

Sales Representative & Assistant Manager

AMI Assurances

Nov 2020 – Jul 2022 | Tunisia

- Building and maintaining strong relationships with clients.
- Assisting customers with their insurance needs, including policy inquiries, claims processing, and policy renewals.
- Collaborating with underwriters and claims teams to ensure a smooth customer experience.
- Establishing and maintaining document control processes and procedures.
- Creating and managing a centralized document control system for storing, tracking, and retrieving documents.
- Ensuring that all documents are properly organized, labeled, and indexed for easy retrieval.
- Training employees on document control procedures and best practices.
- Managing the archiving and disposal of outdated or expired documents in accordance with retention policies.
- Strong phone contact handling skills and active listening.
- Participating in training programs to enhance product knowledge and customer service skills.
- Staying informed about industry trends, changes in insurance regulations, and new products.

Sales Executive

MEUBLATEX Furniture Company

Oct 2018 – Oct 2020 | Tunisia

- Assisting, planning, and implementing strategies to attract customers.
- Coordinating daily customer service operations (e.g. sales processes, orders and payments).
- Tracking the progress of weekly, monthly, quarterly and annual objectives.
- Monitoring and maintaining store inventory.
- Evaluating employee performance and identify hiring and training needs.
- Supervising and motivating staff to perform their best.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.

- Understand customer needs and preferences, and provide guidance and recommendations on furniture selections to meet their requirements.
- Showcase furniture pieces to customers, highlighting their quality, comfort, and style.
- Provide customers with accurate pricing information and options, including any promotions or discounts available.

Director Assistant

Driving School

Mar 2016 – Jul 2018 | Tunisia

- Assisting the director in managing the overall operations and activities of the driving school.
- Overseeing the daily operations of the driving school, including scheduling classes, instructors, and driving sessions.
- Managing the recruitment, training, and performance evaluation of driving instructors and staff.
- Monitoring student progress, providing feedback, and addressing any learning difficulties or challenges.
- Managing administrative tasks, such as maintaining student records, preparing reports, and managing financial transactions.
- Maintains database by entering new and updated information.
- Maintain files and records with effective filing system, maintaining effective records and administration.

Administrative Supervisor

Conservatoire EDDAR

Dec 2013 – Dec 2015 | Tunisia

- Provide administrative support to school staff and faculty, including scheduling meetings, answering phones, and responding to emails.
- Assist in preparing and distributing school communications and announcements.
- Help coordinate events and activities within the school.
- Input student information into the school's database system.
- Update student records with attendance and grading data.
- Maintain accurate and up-to-date enrollment records.
- Organize and maintain digital and physical files, including student records, administrative documents, and correspondence.
- Ensure that documents are properly labeled, filed, and easily retrievable when needed.
- Maintain open lines of communication with parents or guardians regarding student progress and concerns.

Salesman & cashier

Thlibi Comfort

Jan 2012 – Dec 2013 | Tunisia

- Assisted shoppers to find the goods and products they are looking for.
- Accurately handled cash, checks, and credit card transactions.
- Operated a cash register or POS system to ring up sales and calculate change.
- Verified the authenticity of currency and checks.
- Printed and organized end-of-day sales reports.
- Processed customer transactions quickly and efficiently to minimize wait times.
- Ensured compliance with cash handling policies and procedures, including maintaining confidentiality.
- Balanced cash registers with receipts.
- Performing suggestive selling to ensure additional sales.
- Providing assistance in paying and tender change and receipts.