

Fülöp Ágnes

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## TANULMÁNYOK

**2023 – 2024**      **LUISS University – LUISS Business School**

*CRM Manager*

**2005 – 2012**      **Corvinus University, Budapest**

*Food Engineer*

## WORK EXPERIENCE

**Generali Biztosító Zrt. – Budapest**

**2021-**                      **Head of Life Insurance Contact Center**

Leading two teams under the Life Insurance division:

- Contact center for existing clients (Life, Term life-accident and health, Unit Linked Insurance, etc.): Team of 23 people, 2 Supervisors and 1 Trainer. Responsibility of the team is to respond the incoming calls as well as handling outbound campaign calls.
- Portfolio management for Life insurance: Team of 9 people and 1 Supervisor

Responsibilities:

- Conducting effective resource planning to maximize the productivity of resources (people, technology etc.)
- Leading process improvement initiatives with various stakeholders (Business, Digital...)
- Complaint Handling
- Collecting, analyzing and presenting contact center statistics (customer service metrics etc.)
- Evaluate performance with key metrics (accuracy, call-waiting time etc.)
- Hire, coach and provide training to personnel to maintain high customer service standards

**2017- 2021**                      **Contact Center Campaign Specialist**

- Managing a team of 16 people supporting campaigns which require outgoing calls and cooperation with other departments (Operative CRM, Compliance Area, Sales Support, Portfolio management)
- Supporting managerial tasks
- Supporting campaign management tasks

**2008-2017**                      **Portfolio Manager – Life Insurance**

- Stock /portfolio management via phone- life insurance (policy loans, exemption from payment of premium, tax issues, etc. )
- Active participation in several insurance campaigns (e.g. early repayments, home insurance claim adjustment ,voluntary pension fund)
- Customer Service, Complaint Handling
- Keeping daily contact with customers, brokers and with other insurance areas
- Continuous trainings (soft skills, sales techniques, objection-handling techniques and methods)

**2007-2008**                      **Generali Direct Line – Direct Sales | Portfolio handling**