

## CHARLÈNE C. AMBE



**Job:** Insurance Claim handler

**Company:** Booking.com

I process insurance claims for customers that had to pay for car damages to car rental companies . I get their supporting documents, check conformity with insurance policy and refund them. I also lead a employees representative group for the Black community.

extravert

caring

Haitian

**The skills I use most in my job...**Analysis : when I receive a claim I have to review all documents and check the conformity with the policy before issuing a refund

- Organisational and Time management: I work on different projects on a very limited time (I work part time)

- **Event planning:** I organise events for the Booking.com Black Employees committee and allies meant to gather people and make connections
- **Problem solving:** I lead a platform where employees give their feedback about improvements to make in our departments, and translate it to actions for managers
- **Public speaking:** I represent a committee, advocate for responsible tourism in black countries and organise workshops about it

**The most interesting thing I've worked on in my career so far...**As a former humanitarian worker, I had to work on setting up a refugee camp from scratch in Bangladesh. Coordinating activities of 20 organisations was challenging, but the most interesting part was setting up a women group and empowering them in a Muslim context.

**What inspired me into digital and tech...**When I ended my humanitarian career, I was very interested in the travel industry. I start my own business as a specialist in Responsible Tourism in Haiti, as working for a company like Booking.com . We live in a digital world and I wanted to learn from the best.

**My educational background is...**I studied Political Sciences, International Relations and Development program management. This background gave me the opportunity to grow problem solving skills but also critical thinking and organisational skills.

**What advice I'd give to girls thinking about a career in digital and tech...**We live in a digital world, so if we want to find some kind of representation in what companies offers or display on our screens, we need to consider a career in digital and tech. Having a seat at the table is crucial to shape business decisions.