

Hussam-ALdin Yassen

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My experience in Call Center and digital marketing .

I look forward to integrating my educational and practical background to serve your organization by implementing the required workflow, and to have the ability to learn and implement new skills to grow further and support the organization in achieving its business goals .

EDUCATION

Bachelor of Science (B.S.) - computer

Mar 2013 - Feb 2019

University of Kordofan, AL-Obayed

EXPERIENCE

Call Center Agent

Jan 2022 - Present

Emirati Canadian Home Health Care Services, Abu Dahabi

Timely management of large amounts of incoming and outgoing calls.

Follow the script for texts and instructions for calls.

Determining customer needs, clarifying information, and providing available solutions or alternatives.

Providing marketing offers for the company's products and services when providing an opportunity to do so.

Building sustainable relationships with customers by obtaining additional data such as (email or other phone number) .

Keep records of all conversations in our call center database in an understandable manner .

IT Solution and Digital Marketing

Jan 2021 - Jan 2022

Liberty International Group, Abu Dahabi

- Business Development , Where I was part of the B2B platform team called E-Safaqat , It is also I was part of the B2C platform team called Falak Tayeb .
- Data Gathering and Data controller and data Development and its preparation .
- I worked on web design with WordPress and Programming languages (c++ , java , java script , HTML , PHP) .
- digital media .
- I worked on Action plan and Agency management .
- I worked on creating databases by SQL , MYSQL , Access .

Technical Support and Digital Marketing

Dec 2019 - Sep 2020

- Work with customers employees to identify computer problems and advise on solutions .
- I worked on the company's hardware operating systems .
- I worked on managing the company's accounts on social media .
- I worked on managing advertising campaigns .

Languages

Arabic Excellent

English Excellent

SKILLS :-

- Customer focus and ability to deal with different personalities.
- Proficiency in the process of telephone communication, verbal communication, and effective
- listening skills.
- Ability to multi-task and ability to prioritize and manage time
- Proficiency in providing solutions appropriately to gain customer satisfaction.