

Taimour Hassan

Positions Held: **Fleet Supervisor, Customer Care, Documentation (Real Estate) & Debt Collections (Banking)**

Experience: **4 years**

Education Qualifications: **BA (Hons) in Business Management**

Keys Skills: **Proficient in MS Office, CRM Software (Salesforce), Avaya & Quality Management Suite**

Mobile: **+971528328685**

Current Location: **Sharjah, UAE**

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**SUMMARY OF CAREER**

- Experienced in handling major delivery projects such (EPG, IMILE & SMSA) with a fleet capacity of 70 or more Delivery Agents.
- Experienced in maintaining of customer records, documents & managed online registrations of Oqood, Title Deed with Dubai Land Department for national & International clients.
- Experienced in dealing with High profile clients of Azizi Developments & coordinating for their Residential/Commercial Dues, Overdues and there document and giving them information regarding Construction Milestone and future Projects, Promotion
- Dealt with RAKBANK clients who have liabilities pending related to Credit Card, Personal Loans.
- Ability to work within all levels of organization
- Prioritization of tasks to ensure maximum productivity.
- Excellent oral and written communication skills.
- Ability to identify problems and derive efficient solutions within a limited time frame.

ACHIEVEMENTS

- Received recognition for outstanding performance from the Chairman at Azizi Developments
- Achieved monthly targets and received recognition as a Debt Collector for RAKBANK

MAJOR ROLE IN VARIOUS ORGANIZATIONS

- Fleet Supervisor – Emirates Post Group (Accelerate Delivery Services, Dubai)
- Customer Care– CRM Department (Azizi Developments, Dubai)
- Debt Collector – (Intelenet Global Services, Dubai)

EDUCATION QUALIFICATIONS

- BA (Hons) Business Management with Cromwell College International Education
- Qualifi Level 5 Diploma in Business Management

EMPLOYMENT RECORDS

Company Name : **Accelerate Delivery Services LLC**

Position : **Fleet Supervisor – Emirates Post Group**

Year : **September 2020 – Present**

- Brief staff to enhance their day-to-day performance
- Preparing performance, attendance reports and updating to the higher management
- Organize & Schedule Fleet Maintenance
- Monitoring, tracking their movements to make sure they produce maximum productivity and delivering maximum shipments

- Weekly inspections in delivery centers to check for reporting on time/late comers and reporting the management
- Hiring, training conducting weekly workshops for driver/rider areas of improvement & keep clients happy.
- Keeping a healthy relationship with the clients and informing my superiors to bring more business to the company
- Managing/monitoring fleet costs (petrol, salik, vehicle rentals etc.)
- Implementing new ideas for process improvement and maintaining smooth operations

Company Name : Azizi Developments LLC
Position : Customer Service
Year : August 2017 – May 2020

- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process

Company Name : Intelenet Global Services L.L.C
Position : Debt Collector
Year : October 2015-August 2017, Dubai, United Arab Emirates

- Collecting dues, overdues from customers who have pending credit card and loan payments.
- Making outbound collection calls to debtors
- Maintaining accurate, up-to-date customer account information.
- Negotiating settlements with clients.
- Taking ownership of debt collection cases.
- Maintaining appropriate and comprehensive records of all customer discussions

SOFTWARE SKILLS

- Proficient in MS Office, CRM Software (Salesforce), Avaya & Quality Management Suite

PERSONAL DETAILS

- Date of Birth : 11 October 1993
- Religion : Islam
- Nationality : Pakistani
- Marital Status : Single
- Languages : English & Urdu
- Visa Status : Employment Visa
- Valid UAE driving license