

# Hassan Abbas Dost Mohammed



Utilized my knowledge and business solutions best practices to fulfill numerous positions in both the governmental & private sectors. Currently as Team Leader, and responsible for innovation; strategy, planning, and operations of RTA Vehicle Licensing Support Center. Being an Emirati citizen puts me responsible to serve my country the United Arab Emirates and contribute to its development.

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📍 Ras Alkhaimah, United Arab Emirates

☎ 050 565 5664

📅 07 April, 1982

🌐 Nationality: Emirati

## WORK EXPERIENCE

### Chief Officer

Road & Transportation Authority (RTA) - Dubai

2017 - Present

#### Achievements/Tasks

- Team Leader of the Vehicle Licensing Support Center.
- Support 41 service centers to facilitate services procedures for customers and achieve highest customer satisfaction rates.
- Work on addressing quick and viable solutions for challenging obstacles and complaints raised by costumers.
- Analyze people complaints using proper teams & reflect proper system changes when necessary to attain customer's satisfaction.
- Run the daily operations of the department in accordance with organizational standards and customer care programs.
- Receive System related escalations to investigate / fix & perform system changes whenever necessary.
- Manage the interface/ bridge between the business (VLD/Registration section) & (Licensing service department/ vendor) for the digital transformation project.
- Gather business requirements, addressing technical aspects, teams formation, evaluation / approval of MVPs, sprints & UATs.

### Front Office, Team Leader - Guest Service

Rotana Hotels

2013 - 2017

#### Achievements/Tasks

- Responsible for providing a professional customer focused service to guests, ensuring their stay will become a memorable experience.
- Maintained effective communication with all related departments, to ensure smooth service delivery.
- Extended personal service and attention to all guests, with particular emphasis to VIP Guests.

### Technician

Dubai Aluminum Company (DUBAL)

2002 - 2013

#### Achievements/Tasks

- Served existing accounts by analyzing work orders; planning daily travel schedule, investigating complaints, conducting tests, resolving problems.
- Established service by studying system requirements, ordering and gathering components and parts, complete installation, perform acceptance tests.
- Maintained rapport with customers by examining complaints, identify solutions, suggest improved methods and techniques, recommend system improvements.

## EDUCATION

### PHD in Management

Management and Science University - Malaysia

2019

### Masters of Business Administration

University of Modern Sciences - UAE

2013

### Bachelors of Business Administration

Skyline University College - UAE

2010

## CERTIFICATES

IELTS of 5.0 band.

+5 Appreciation certificates from Road & Transportation Authority (RTA)

Certificate of Appreciation - Rotana Hotel Front Office Department (2015)

Colleague Of The Month certificate of appreciation - Rotana Hotel (2015)

Certificate of Appreciation for highest number of names mentioned in RGSS - Rotana Hotel (2014)

Certificate of Appreciation for CSR Engagement - DUBAL (2013)

Certificate of Appreciation for 13 years without loss time injury - DUBAL

Certificate of Appreciation for the outstanding team safety performance for a period of 4162 consecutive days - DUBAL

+ 40 other certificates of appreciation in miscellaneous fields.

## LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency