

Mohamed Mustapha Hassan

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Nationality: Tanzanian
Permit: Light Motor Vehicle Driving License

PROFESSIONAL SUMMARY

Objectives & Strengths: I am an enthusiastic, self-motivated, energetic including a friendly individual. I enjoy a challenge and strive to achieve-high standards in all my endeavours. I am able to work effectively both in a team as well as individually; to play a constructive role in the field I have chosen, through continuous learning on the job and focusing-on the company objectives and goals.

possess excellent communication skills and I have an eye for detail. I am flexible to work in any environment as required.

I am proficient in talent acquisition. I have the ability to negotiate terms effectively with excellent communication skills to enhance the overall strategic plan; in addition to that I am skilled at addressing high attrition.

Reliable Customer Service Representative with extensive track record in demanding sales and account management environments. Strong presenter, communicator and problem solver, working effectively and productively with diverse customers and individual needs.

WORK HISTORY

Global Village - Guest Service Representative

Dubai, United Arab Emirates

03/2023 - 05/2023

- Greeted guests warmly and professionally for positive first impressions.
- Facilitated check-in and check-out procedures for guests.
- Responded to questions and followed up on customer interactions.
- Responded to customer questions and complaints and documented consumer communications.
- Informed guests regarding events and announcements.

Du - Customer Service Representative

Dubai, United Arab Emirates

03/2022 - 01/2023

- Contact Centre Services DU - Dubai
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Established follow-up call systems to effectively resolve complaints and maintain customer loyalty.
- Assisted customers with varying questions using product knowledge and service expertise.
- Answered customer telephone calls promptly and improved on-hold wait times.

SKILLS

- Problem Solving
- Ability to work under pressure
- General Skills
- Active Listener
- Hospitality services
- Time Management
- Computer Skills
- MS Word
- MS Outlook
- MS PowerPoint
- Multi-line telephone systems
- Conflict management
- Group travel

EDUCATION

The Oxford School

Dubai

A-Levels

05/2021 - 09/2021

Rural Metro Emergency Management Services

Durban, South Africa

Diploma of Higher Education

CERTIFICATIONS

- NFPA FIRE FIGHTER 1 (1001)
- NFPA FIRE FIGHTER 2 (1001)
- NFPA HAZMAT AWARENESS (472)

- Boosted monthly sales revenue by skillfully promoting diverse product and service options
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
Improved call metric standards to exceed performance KPI targets.
- Managed customer expectations to improve satisfaction rates.

Athletes Co - Promoter/Shop Assistant

Dubai

01/2019 - 02/2019

- Answering any questions potential customers might have about any products
 - Completed purchases with cash, credit and debit payment methods, providing customer receipts for reference.
 - Maintained impeccably high standards store presentation
 - Explained information about quality, value and style of products to influence customer buying decisions.
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LANGUAGES

English

Upper intermediate

Swahili

Native

Arabic

Upper intermediate

Afrikaans

Beginner