

# Mohamed Mustapha Hassan

Dubai UAE  
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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.

## 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

## 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.

## 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