

HASSAN KAISER HUSSEIN

SKILLS

Knowledge of Microsoft Office and Outlook
Interpersonal Communication
Ability to Manage Teams
Work Under Pressure
Customer Service
Quick Learner
Team Player

OBJECTIVE

To become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

EXPERIENCE

Customer Service Executive, EMPOWER ENERGY SOLUTIONS April. '18 – 'Till Date

- Maintaining customer satisfaction
- Solving and assisting clients in their call queries
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team effort by accomplishing related results as needed.

Senior, Customer Service Executive | DATA DIRECT | Nov. '16 – Feb '18

- Ensure that the company's customer database is properly entered
- Inbound calls handling
- Deliver appropriate and relevant information to the customer's, and when not in the position to, refers customer(s) to appropriate department
- Worked in various project for customer service (Inbound & Outbound) such as Cisco IT Solutions, Gartner & Shapoorji Pallonji (SP) & Microsoft Crayon

Sales Executive | NASHAMA REAL ESTATE | April '15 to Nov '15

- Advice Clients on Renting, buying & selling properties.
- Perform comparative market analysis to estimate properties' value
- Promote sales through advertisements, open houses and listing services



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VOLUNTEERING & ACHIEVEMENTS

- Highest Seller for Lenovo Mobile Phones in GITEX (Jumbo) 2014
- Participated in Dubai International Film Festival and achieved the 'Best Volunteer Award'
- Volunteered in a Pediatric Ward training
- Participated in 'We Run DXB'
- Participated in various campaigns, like, 'Clean Up the Earth', 'Can Recycle'

EDUCATION

The Winchester School, The Gardens, Dubai
Apple International School, Qusais, Dubai

PERSONAL DETAILS

Date of Birth: Feb. 1997

Languages: Arabic & English

Interests: Football, Travelling

References available upon request

