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**Education:**

*Qualification: Bachelor Degree in Arts.  
Specialization: English Language & Translation.  
College: University of Ajman, Ajman.  
Graduated in: 1999.*

**Extra Qualification:**

*General Secretarial Training Course.  
Universal Institute for office study, Sharjah.  
Microsoft Word and Excel.  
Customer Service Training (Al Futtaim Training center).  
Call Service Training (Al Futtaim Training Center).  
Customer service training Emirates Marketing and Promotion (EMP).  
Customer service training (Emirates Post)  
UAE VAT Awareness (Achiever's Pride)  
The Corporate Sales Program (Meirc Training & Consulting)  
New Hire Training (Business Management Services MDCBMS)*

**Work Experience:**

***Urgent Care Medical Center – Al Ain (Temporary)***

*Job Title: Operation & Development Officer*

*Period: . May 2022- Jun 2022 (2 month)*

*Reports To: CEO*

*Job Description: Operating the clinic floor, as the reception, hospitality, nurses and drivers schedule due to the business needs. Sharing the required plan for the business growth with the management, providing the team of each department required skills training ( call kills training and customer care training). Attending the weekly management meeting to follow up the impacts of the action done with the team. Communicate with the HR and the finance department the need policy to match the quality.*

*Create new marketing process to reach the management target goal (services promotion). Attending the customer issues and solve it up. Communicate with the customers for their feedback of the service and the service provided for more improvement. Work on the customers surveys for more improvement of the team and the service.*

## ***Sutherland Global Services – Mubadala Investment Project***

*Job Title: Contact Center Consultancy*

*Period: . May 2018 – May 2022*

*Reports To: Contact Center Manager.*

*Job Description: Manage inbound, outbound calls and emails in a timely manner. Identify customers, suppliers and employee's needs, clarify information, research every issue and provide solutions. Build sustainable relationships and engage clients by taking the extra mile by strong phone and verbal communication skills along with active listening with the requesters. Assist the client's employees in HR, finance and procurement requests. Communicating and coordinating with internal departments to escalate the requester's issues and follow it up. Identifying, escalating priority issues and reporting to the high-level management. Update the knowledgebase folder for the team with the resent update form the clients opportunities. Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.*

## ***Emirates Emprise LLC - Ajman Free Zone.***

*Job Title: Floor Manager & Customer Care Manager..*

*Period: 30.Aug.2017 – 14.April 2018*

*Reports To: CEO Manager.*

*Job Description: Monitoring 4 floors in the free zone. Handling the staff and investors issues. Attending the weekly management meetings. Report the CEO with the market status and the sales report. Contact with the emigration and the labor department (Ajman Free zone). Coordinating with the HR department with all the issues related to my team (tippets, consuletes and front office staff). Visit Ajman customs for the clearness' of the investor's documents. Represent the company in the management offices of Ajman Free Zone.*

## ***Sweet Corn general Trading LLC***

*Presently Working with Sweet Corn General Trading LLC*

*Job Title: Marketing Manager Assistance.*

*Period: 17 Dec. 2016 – 20.Jun 2017*

*Reports To: Marketing Manager.*

*Job Description: In my department I do have 4 supervisors and more that 150 staff works in the floor.*

*- I over all their work starting from the product knowledge till following the sales steps, report the department manager with the sales report for all the location which is more than 95 all over UAE.*

*Report a monthly spot monitoring. Finding new location for the Kiosk all over UAE.*

*Provide the team ( supervisors and agents) training skills:*

- Meeting customer expectation by deliver pleasing experiences*
- Ensuring every interaction becomes an opportunity to win customer loyalty*
- Empowering agents to become customer champions*

*Communicating with the event's organizers to be on the board (Dubai Sport, Expo, WOW,RTA, Maidan, Al Ahli Culp, and more), visit myself and communicate with the areas managers to be a*

*part of the events. Prepare everything starting from the communication with the storage to the logistics and the staff how will be in the floor and the daily report of the events.*

*Get new franchisee and follow up the old customers and update them with our new products. Following the staff attendances and coordinate with the account department and the HR Department.*

*Represent the company in the government establishing for the locations permeation or for opening new locations.*

*Marketing our products in the malls, centers, and supermarkets.*

### ***Qemat Al Deqah Legal Translation***

*Job Title: Director Assistance.*

*Period: 25 May 2014 to 11 Dec 2016.*

*Reports To: Director.*

*Job Description: Represent the company to all the government and privet companies' deal with the office. Attend all the clients meeting and note the meeting report, update my director with the meeting results. Coordinate with the account department to follow up the customers payments and update the payment statement, update the list of job. Contact the translators to follow up with them the projects dead line. Mange the office files.*

### ***Abu Al Khair Plaster M Tiles & Paints Cont.***

*Job Title: Director Assistance.*

*Period: 25 May 2011 up to Jan 2014.*

*Reports To: Director.*

*Job Description: Responsible for day-to-day office operational matters.*

*Distribute and supervise the duty and responsibilities among the team.*

*•Managing the organization helping and creating organizational and programs in collaboration with General Manager in order to benefit the company and gain profit for the organization.*

*• Responsible for total branch performance in accordance with company's policy and procedures.*

*• Create and execute the organization business plan.*

*• Ensure company profitability and manage and develop branch personnel.*

*• Plan, implement and manages areas of responsibility to facilitate continuous improvement and personal growth while supporting company goals, missions, and vision.*

*• Provide sound leadership for the organization.*

*• Work with other team members, consultants, key customers, and key suppliers to solve specific challenges and leverage growth opportunities.*

*• Stay abreast of competing markets, development, building, etc. in the community and surrounding areas.*

*• Maintain contact and friendly relationships with customers & building a favorable company image. Resolve problems and complaints as they arise.*

*• Successfully resolve customer issues timely and professionally.*

## **Emirates Post – Main Post Office**

*Job Title: Customer Service Representative, project coordinator, staff trainer, call quality monitor, project team leader.*

*Period: 1st –07-2006 up to Feb 2011.*

*Reports To: Call Center Manager.*

*Job Description: Attending the customers calls, follow it up with the operation department, handling the agents call analysis, and the reporting. Agents KPI on a monthly basis, prepare the monthly roster to the call center agents, report the agents annual leave, daily attending, absent and leaves to the HR Department (HR coordinator) in a monthly basis. Assisting the call center supervisor, floor monitor, take the in charge and charred with many campaigns (Emirates post, Empost, Panasonic, GPP update, DTC, Nakhil project, Etihad Driving school, Dubai Customs, Mohamed Bin Rashid Al Maktoum foundation, SME, Aswaaq, CDA , EIDA , Creative Center project ( the eleventh International Forum of Leading Corporations) High Speed Management and Digital Mentality 2009 & Activating Etisalat & DU line ...). Client's coordinator, attending the weekly meeting, prepare the meeting report and the Meeting minutes. Report the test call to the supervisor and the training manager. Send the daily report to the call center supervisor and call center manager.*

*Training the new agents with the product knowledge (products or services), updates my team with the latest update information about our services all over the UAE and the international services, provide the team with phone skills, communication skills and solving the problem in your level power.*

*Translating the client's contracts, and the staff reports (Arabic to English). Translating the clients update information to the projects staff.*

## **AL FUTTAIM PANATECH (PANASONIC)**

*Job Title: Sales Representative*

*Period: 1st -05- 2000 to 28-06-2006*

*Reports To: Show room Manager.*

*Job Description: Assisting Customers. Preparing Reports and Submit to the Marketing Manager. Solving Customers Problems as (Programming Fax, Phone and PBX Systems, configuration the phone system.*

*Training new staff with the product information and the customer services and how to serve your customer (on the floor and through the phone), phone skills. Attend training for all new products.*

*Customer Service: Calling customers to find out the performance of the product, Service given to them during purchase of products, to check whether the delivery was given on time, etc.*

*Following the attending: following the attending of the staff and report it. Show room supervisor assisting, following up all my supervisor reports attending the meeting, preparing the meeting agenda, prepare the meeting report.*

## **MASHREQ BANK –Dubai**

*Job Title: Customer service & promoter (Temporary)*

*Period: Year 2000 (4 Months)*

*Job Description: promoting new project (global)*

## **INTERNATIONAL TRAVEL AGENICES – AJAMN**

*Job Title: Ticketing Clerk (Trainee).*

*Period: Year September 1999.*

*Job Description: Attending the clients, making airline reservations, Following up the reservations of seats with the airlines office etc.*

## **WONDERLAND PARK L.L.C – DUBAI**

*Job Title: Guests relations Host / Translator (Arabic).*

*Reports To: Front office Manager.*

*Division: Front Office / Marketing.*

*Period: October 1996 to 1999.*

*Job Description: Assist guests with their complaints, suggestions, and Comments. Takes the hourly survey of guest's counts. Translates Correspondence and other Marketing Literature materials from English to Arabic or visa versa. Assist VIP guests. Attends the daily briefing with supervisors of other departments, prepare the meeting reports. Sends mail to the staff and the department in charge with the all the recently news, Report the staff attends to the HR department. HR coordinator. Training new staff with the customer service skills.*

## **VERGER ET DELOPRTE U.A.E LTD**

*Job Title: Secretary/Translator/Interpreter*

*Reports To: General Manager.*

*Division: Administration.*

*Period of service: April 1992 to June 1995.*

*Job Description: Translates correspondence in Arabic and English. Performs, Administrative and secretarial functions. Attend meeting with the General Manager, prepare the meeting report and the Meeting minutes and the next meeting agenda. Training junior staff working in the Administration department. Following the staff daily attends and report to the HR department.*

## **Personal Skills:**

- 1. Able to work with malleable personalities and nationalities whoever under pressure or covering target in long or short time.*
- 2. Able to communicate and handle customers from different regions and nationalities.*
- 3. Dynamic, patient and can handle many issues at the same time.*

4. *Able to observe and identify market and customer needs.*
5. *Able to answer and satisfy customer inquiries.*
6. *Able obtain the required information from the customers and the competitors.*
7. *Flexible thinking and think out of the box to solve the problems*
8. *Provide my team with the information they need and encouraging them.*
9. *Able to control more than 50 staff and prepare their plane*

***Personal Details:***

*Age: 45 Years.*

*Date of Birth: 25, September, 1977.*

*Nationality: Egyptian.*

*Religion: Muslim.*

*Visa Status: Company Visa.*