



✉ hassan-nas7@hotmail.com  
🏠 Al Rigga, Dubai  
📅 Date of birth 03/07/1994  
🇸🇩 Sudanese  
🚗 Driving licence  
🚗 Personal vehicle  
📞 0557471328  
👤 Single

## About me

Arab national born & raised in the Middle East (Saudi & UAE) with exceptional fluency in Arabic & English and basic conversational ability to speak in French, Hindi, & Pidgin (African English)

Since 2015 onward, been working in junior level roles including part-time jobs to enhance my knowledge of the corporate & business world

Holder of a valid UAE Driving License & familiar with the traditions, customs, procedures, legal aspects, traditions & mannerisms

Ability to deal, communicate, negotiate and interact with Local Emirati Citizens as well as Expats from around the world

Strong work ethic, willingness to learn & grow, possess a can-do attitude and references to back my character statement.

## Languages

Arabic

English

French

Hindi

## Skills

### Communication skills

Excellent written and verbal communication skills. Confident, articulate, and professional speaking abilities gained through my experience as a customer service representative.

Microsoft Office

## Interests

Playing Football, Reading, Watching Documentaries

## Computer skills

Communication Tools

Operating Systems

## Hassan Ibrahim

Sudanese passport holder who was born in Saudi & raised in Dubai, UAE for the past 28 years. Currently on residential visa (parent sponsorship)

## Education

### Bachelor of Tourism Administration

From October 2015 to August 2018 [Amity University](#) Dubai

### IATA International Certificate of Foundation Program

From January 2019 to March 2019 [Zabeel International Institute](#) Dubai, United Arab Emirates

### AMADEUS Gateway, Basic Functionality and Basic Ticketing Course

July 2018 [AMADEUS Gulf Center](#) Dubai, UAE

### IGCSE Certificate of Secondary Education

From September 2011 to June 2014 [The Oxford School](#) UAE, Dubai

## Work experience

### Sales and Customer Care Associate

Since September 2021 [Al Tayer Group](#) Dubai

#### Functional Roles and Responsibilities:

- Act as the primary point of contact for all our customers.
- Liaise professionally with all internal departments over inquires and issues raised by customers
- Assist customers with all Level 1 inquiries via several channels (email, telephone, WhatsApp, live chat and social media)
- Able to manage a CRM system to log and create cases.
- Communicate promptly any information to customers about their orders or inquires with first time resolution
- To help customers to register online and/or to process their orders
- Deal with complaints and provide all information required for senior agents or TL to deal with the any escalations
- Articulate with exceptional writing skills (including good spelling and grammar) in English and Arabic
- Maintain a high level of service awareness at all time
- Identify high spending or priority level customers that can be passed to the Personal Shopping team.
- To manage in store inquires seamlessly for the customer



### Customer Service Representative

From February 2020 to August 2021 [Hexaware Technologies](#) Dubai

#### Functional Roles and Responsibilities:

- Receiving inbound calls from customers regarding visa process
- Answering all questions related to the website, how to apply, etc
- Retrieve bookings, Send booking confirmations
- Tracking visa application for applicants as per their request
- Track the passport
- Responding to emails and calls
- Perform outbound calls when required

### Data Entry Executive

From September 2019 to January 2020 [Siemens LLC](#) Dubai , United Arab Emirates

#### Functional Roles and Responsibilities:

- Data input and manipulation in Excel spreadsheets and Access databases
- Manual entering and verification of company Material Procurement Plan
- Create and update records and databases with personnel, financial and other data
- Editing Spreadsheets and Translating them from German to English and Arabic
- Collecting Equipment's information that is used for the project
- Occasionally carrying out various administration tasks

### Customer Service Representative

From March 2019 to August 2019 [VFS GLOBAL VISA APPLICATION CENTRE](#) Dubai

#### Functional Roles and Responsibilities:

- Assisting customers during the entire visa process
- Knowledge of relevant computer software's and equipment
- Tracking visa applications with CRM system
- Interacting with customers face to face, responding promptly to customer inquiries with visa queries
- Contact applicants to submit any required document