

Hassan Abdelmoniem

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Summary

Senior Maintenance Electronics Engineer with 10 years+ in Customer (Service, Experience and Support), Aftersales Management, Service Management, Production in Electronics & Home Appliances industries and Telecom sectors, Six Sigma Yellow Belt certified, and Six Sigma Green Belt course

Experience

Production Coordinator

7/2021 to 3/2023

CTC Delta – LTV factory (LG Distributer)

- Achieved monthly production plan with a minimum of **95% efficiency, exceeding 3,000** pieces per month.
- Closed Non-Conformity Reports (NCRs) from the Quality Department, implementing effective countermeasures for all line quality issues, **reaching a 98%** resolution rate from total NCRs.
- Controlled Line Quality Control (LQC) and Outgoing Quality Control (OQC) processes with a success rate of **99%**.
- **Selected to conduct supplier inspections on-site for new local suppliers.**

After Sales Customer Support Team leader

11/2019 to 7/2021

CTC Digitech (LG Distributer)

- **Service Excellence:** Spearheaded a customer support team that consistently achieved a customer satisfaction rate of 98%, surpassing industry benchmarks and fostering a positive online shopping experience.
- **Efficiency Optimization:** Implemented innovative process improvements, resulting in a 25% reduction in average response time to customer inquiries, contributing to a more seamless and prompt resolution of issues.
- **Proactive Customer Engagement:** Established and executed a proactive engagement strategy, resulting in a 20% increase in customer feedback submissions, enabling the identification of potential issues before they escalate.
- **Customer Retention Strategies:** Developed and implemented customer retention initiatives, contributing to a 15% increase in repeat purchases and long-term customer loyalty, bolstering the overall revenue stream.
- **Quality Assurance Initiatives:** Established robust quality assurance processes resulting in a 95% accuracy rate in responses, ensuring customers receive accurate and reliable information, ultimately enhancing their trust in the LG and DIGI local brand.
- **Social Media Management:** Effectively managed and responded to customer inquiries on social media platforms.
- **Team Recognition:** Nurtured a positive team culture and recognized outstanding performance

Front Desk Receptionist

12/2017 to 11/2019

CTC Digitech (LG Distributer)

- Managed customer inquiries, created maintenance requests, and ensured timely information provided by customers to avoid delays.
- Achieved a customer satisfaction target of not less than **90%** and increased productivity by promptly addressing customer inquiries.
- Managed and monitored replacement order deliveries, coordinating with workshops to share

service prices transparently with customers. Facilitated replacement processes within 2 days with a success rate of **98%**.

- Actively resolved customer complaints, increased awareness of new products and services, and promoted market share growth.
- Ensured service level achievement by improving productivity and quality, and monitored departmental KPIs.

Customer Service/ Call Center Agent

12/2014 to 7/2017

Zain SD

- Handled customer inquiries (**averaging 150 calls both inbound and outbound or 220 messages per shift**) about products and services.
- Resolved all issues within my level of privileges, achieving **100%** resolution for VIP customers.
- Achieved a customer satisfaction target above **90%, reaching 98%** for VIP customers.
- Recognized as the Employee of the Month in October 2014 for high performance.
- Reduced abandoned calls from the postpaid department to less than **2%**.
- Increased networking hours to **98%** by providing flexible break times and maintaining an adequate number of agents during peak hours.

Education

Sudan University of Science and Technology B.Sc. of Electronics Engineering - 2013.

Certifications & Qualifications

- SIX SIGMA yellow belt (form 6Sigma study certificate 665348.)
- Six sigma green belt (form Elight institute).
- Lean Manufacturing (form Elight institute).
- ISO 9001-2015 QMS (form CTC Training Center).
- ISO 22000 (form CTC Training Center).

Skill Highlights:

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|-----------------------------|-------------------------------|
| ● CRM and ERP system expert | ● Innovative |
| ● Strong leadership skills | ● Service-focused |
| ● Complex problem solver | ● Strong communication skills |

Languages:

- Arabic (Native)
- English (Excellent)