



Hassan Hasan

Sales Executive / Customer Service Representative

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Date of birth: 20 / 06 / 1986

PROFILE

Results-driven Sales Executive with 10 years of experience in exceeding sales targets and expanding market presence. Skilled in strategic planning, contract negotiation, and client relationship management. Strong communicator with a focus on identifying new business opportunities and delivering exceptional customer service.

LANGUAGES

English

Arabic

EXPERIENCE

Customer Service Supervisor – Grand Mart , Syria (2021 > 2024)

Responsibilities;

- Help customers locate products and provide information about product availability.
- Address and resolve customer complaints and issues promptly and professionally.
- Set up and maintain attractive produce displays.
- Make sure shelves are stocked and organized at all times.
- Assist in promotional activities and in-store displays that enhance the customer experience.

Achievements;

- Consistently received positive customer feedback and high satisfaction ratings
- Upsold promotional items, contributing to increased sales.

Customer Service Representative - Emmatel, Syria (2019 > 2021)

Responsibilities;

- Provide detailed product information and demonstrations to help customers make informed purchasing decisions.
- Develop and maintain strong relationships with customers to encourage repeat business and referrals.
- Provide feedback to management on recurring customer issues and suggest improvements.

Achievements;

- Increased client base through effective networking and referral programs.
- Played a key role in reducing product return rates by 15% through effective troubleshooting and customer education.

Sales Executive – Shalhoob Real Estate, Syria (2015 > 2019)

Responsibilities;

- Develop and maintain relationships with clients to understand their property needs and preferences.
- Conduct property showings and provide detailed information about features, pricing, and benefits.
- Negotiate sales contracts, ensuring mutually beneficial terms for both buyers and sellers.
- Generate leads through various channels.

Achievements;

- Received multiple commendations from clients for outstanding service and support.
- Successfully negotiated and closed high-value deals with an average increase of 15% over the asking price.

EDUCATION

Bachelor Degree in Business & Economy (2010 > 2014)

Al Baath University, Homs, Syria.