

MOHAMED HASSAN

CUSTOMER SERVICE

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Professional Summary

3 years of dedicated experience in customer service, specializing in providing exceptional support and fostering positive relationships with clients. My strengths include active listening, effective communication, and problem-solving, enabling me to address customer inquiries and concerns promptly and professionally. I excel in managing high-volume interactions, maintaining a calm and friendly demeanor, and ensuring customer satisfaction. My goal is to contribute to a positive customer experience and to support the continuous improvement of service processes.

Experience

Lulu market | customer service
current

UAE

jan 2024 –

- Assisted in expediting customer problems, reducing wait times.
- Managed inquiries and resolved issues efficiently for higher customer satisfaction.
- Coordinated with sales departments for seamless customers flow.
- follow new protocols for handling complaints, improving service quality.
- Trained on best practices and operational procedures for a capable team.

bank of Khartoum | (part time) customer service agent Sudan

Oct 2019 – Dec 2020

- Provided exceptional customer service, resolved issues efficiently.
- Managed account openings, transactions, provided banking information.
- Implemented new customer service protocols, increased customer satisfaction by 15%.
- Trained new hires on bank policies, enhanced team performance.

Khartoum International Airport | customer service agent Sudan

Jan 2017 – Oct 2019

- Assisted in expediting passenger check-in and boarding, reducing wait times.
- Managed inquiries and resolved issues efficiently for higher customer satisfaction.
- Coordinated with airport departments for seamless passenger flow and on-time departures.
- Implemented new protocols for handling complaints, improving service quality.
- Trained new staff on best practices and operational procedures for a capable team.

certification

- introduction to customer service. (CVS [CVS health](#)) coursera certificate
- Google Data Analytics Professional Certificate ([Google](#))
- Customer Service fundamental (knowledge accelerator).

Education

University of science and technology UST

Oct 2013 – Aug 2018

Bachelor degree - Information technology

Technical Skills

- proficient on computer.
- work with windows ,Linux and mac operating systems .
- Microsoft office
- Problem solving

Soft Skills

- Work with team
- Team leader
- Fast learner
- Can work on hard fast environment.
- **Strong Analytical Skills:** Ability to interpret complex data sets and provide actionable insights.
- **Excellent Communication:** Effectively interact with end-users, clients, and team members.
- **Customer Service:** Address customer inquiries and resolve issues efficiently.
- **Time Management:** Balance multiple responsibilities with strong organizational skills.
- **Bilingual:** Fluent in Arabic and English, with the ability to communicate effectively with diverse

Professional Development

Continuous Learning: I am committed to expanding my knowledge and skills through ongoing professional development opportunities. Whether it's attending workshops, webinars, or pursuing additional certifications, I strive to stay abreast of the latest industry trends and best practices.

Networking: Building and nurturing professional relationships is essential in today's interconnected world. I actively engage in networking events, industry conferences, and online communities to connect with peers, mentors, and potential collaborators.