

## Contact



+971 50 623 2445

Visa Status: Visit Visa



UAE, Dubai



Batran.m707@gmail.com



# Mohamed Hassan

## ABOUT ME

To work in a challenging environment in a business company or organization for sales, marketing, fundraising or training where I can utilize my capabilities to advance in my career.

I am self-motivated, ambitious and eager to learn. I am a responsible individual with strong communication skills and work ethics besides being creative, focused and highly determined. I am willing to take responsibility

## EDUCATIONAL ATTAINMENT

Bachelor of Commerce- , University of Cairo 2009

## FOLLOW ME

Gmail

Batran.m707@gmail.com

## Languages (Read & Write)

Arabic ■■■■■■■■■■

English ■■■■■■■■■■

## Technical Skills

Microsoft Office ■■■■■■■■■■

Internet Skills ■■■■■■■■■■

## Personal Skills

Persuasive ■■■■■■■■■■

Flexible ■■■■■■■■■■

Adaptable ■■■■■■■■■■

Trustworthy ■■■■■■■■■■

Team Oriented ■■■■■■■■■■

People Oriented ■■■■■■■■■■

Pleasing Personality ■■■■■■■■■■

Assertive ■■■■■■■■■■

## EXPERIENCE

### Sales Executive

Halawat Zaman  
Dubai Festival City  
Dubai, UAE

'16 May – Oct '18

- Working with a store team with a common objective of delivering excellent customer service and driving sales by identifying customer needs, and demonstrating good brand knowledge
- Provides customers with knowledgeable, fast, and efficient service; and suggests to the customer key promotional ingredients products.
- Maintains thorough knowledge of all fragrance merchandises sold in the department and communicates that information to other department personnel
- Develops and maintains a customer database
- Make sure that the company's brands are implemented in a good way within the retail environment
- Make certain the fragrance stands/shelves are fully stocked and that all products are stored by brand
- Ensure all Company communication is read promptly and action all relevant points
- Develop and maintain good working relationships with all store based personnel and team

**Customer Service (CSR)**  
Promenade – Shopping Mall  
Austria-Sankt Polten

**‘14 Sep – ‘16 Nov**

- Greet customers warmly and professionally handle problems.
- Handling customers complaints and questions from a variety of customers
- Performed basic data entry for customer database
- Educating new customers by providing products and answering service questions
- Ensuring that all customers receive excellent service and prompt and courteous service
- Dealing with the updates getting every day with the system.

**Call Center Representative**  
**Forststinger**

**‘13Mar – ‘14May**

Austria-Traisen

- Answering calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that client's feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.

**Ferragamo (Fashion Retail)**

**‘11Jun – ‘12Oct**

- Ensuring that all customers receive excellent service and prompt and courteous service.
- Assisting customers with questions, needs and purchases.
- Cleaning shelves, counters, and tables.
- Greeting each customer that comes into the store in a warm manner.
- Identifying customer requirements.
- Preparing merchandise for display.
- Assisting customers with purchase decisions.
- Assisting in physical inventory counts.
- Implementing all visual merchandising standards.
- Producing merchandise displays in windows and showcases, and on sales floor.

## Sales Representative

- promoting and marketing the business.
- dealing with customer queries and complaints.
- providing advice about visas or passports.
- recruiting, training and supervising staff.
- managing budgets.
- maintaining statistical and financial records.
- planning.
- selling holidays and insurance.