



HASSAN ABDALLA

SR. OPERATION

ABOUT ME

Skilled in customer service and operations, managing inquiries, resolving complaints, and fostering relationships. Generating sales leads, and ensuring satisfaction. Currently overseeing AI Ansari Exchange vendor collaboration, training new employees, and resolving complaints.

+971527003538

Hassan.a.abdallah@icloud.com

EDUCATION

Minia University, Egypt:
Bachelor of Arts,
Sep 2011 - May 2015

SKILLS

- Communication Skills
- Negotiation
- Problem-Solving
- Cost effective
- Interpersonal skills
- Passionate about work
- Service operation
- Facility operation
- Vendor relation
- Support Management

ACHIEVEMENTS

New Joiner Training +30

1000+ customer complaint resolution

AI Ansari Exchange
Dubai, UAE

Sales Master Award

Etisalat
Egypt

WORK EXPERIENCE

Sr. Operation Executive – Head Office
AI Ansari Exchange
Dubai, UAE
Dec 2020 - Present

- Managed customer inquiries and provided solutions.
- Handled a high volume of incoming calls.
- Generated sales leads and assessed customer needs.
- Built and maintained customer relationships.
- Ensured accurate and complete information delivery.
- Met sales targets and call handling quotas.
- Resolved customer complaints effectively.
- Coordinated collaboration procedures with vendors.

Client Relation Specialist
Dubai Frame
Dubai, UAE
May 2019 - Nov 2020

- Handling VIP customers and groups
- Assisted customers and provided solutions.
- Delivered accurate information using appropriate methods.
- Managed customer complaints efficiently.

customer Service Executive
VFS Global
Dubai, UAE
Jan 2018 - Apr 2019

- Managed incoming calls and generated sales leads.
- Assessed customer needs and built trust.
- Delivered accurate information and met sales targets.
- Resolved complaints effectively.

Vendor Relation
Etisalat Egypt
Egypt
Jan 2015 - Dec 2017

- Sold products and services to customers.
- Assessed customer needs and provided suitable products.
- Built and maintained customer relationships.
- Delivered accurate information about products and services.
- Met personal and team sales targets.
- Resolved customer complaints effectively.