

HUSSAM ABD ELRAHEEM

CONTACT INFORMATION

Phone: +971567543136 Email: hussamhaiderhamad@gmail.com Location: UAE, Abu Dhabi, Al ain. DRIVING LICENSE: UAE

PROFESSIONAL OBJECTIVE

Customer service professional with 3+ years of experience in telecommunications, market research, and banking. Skilled in communication, problem-solving, and CRM systems. Seeking to leverage expertise in client retention and operational efficiency to drive customer satisfaction in dynamic organizations.

PROFESSIONAL EXPERIENCE

ConsulSat Market Research – Sudan Field Coordinator (02/2019 – 03/2021)

- Supervised 10+ field researchers, achieving 98% data accuracy across 15+ market research projects.
- Reduced data errors by 30% through rigorous quality control protocols.
- Delivered weekly client reports with actionable insights, increasing client trust by 25%.

PROFESSIONAL SKILLS

- Customer Service: Complaint resolution, CRM systems, upselling.
- Data Management: Quality assurance, statistical analysis.
- Technical: Microsoft Office, SQL basics.
- Languages: Arabic (Native), English (Intermediate – B1).

Zain – Sudan Customer Service Representative (5/2018 – 11/2018)

- Resolved 50+ monthly complaints with a 90% satisfaction rate.
- Increased upsell package sales by 15% via targeted promotions.
- Trained 5 new hires, cutting onboarding time by 40%.

Zain – Sudan Customer Service Representative (5/2018 – 11/2018)

- Resolved 50+ customer complaints monthly, maintaining a 90% satisfaction rate.
- Boosted upsell package sales by 15% using targeted promotional strategies.
- Trained 5 new hires on company systems, reducing onboarding time by 40%.

EDUCATION

Bachelor of Banking and Financial Studies Sudan Academy for Banking and Financial Science (2015–2021).

High School Diploma Dar Al Uloom Private School (UAE, Al Ain)

ADDITIONAL INFORMATION

- Over five years of UAE driving experience.
- Proven leadership skills, managing teams and handling crises professionally.
- Committed to maintaining work-life balance for optimal performance.

ENVIRONMENTAL AND CHARITABLE COMMITMENT

- Passionate about environmental conservation and charity work.
- Volunteered in the 'Iftar for Fasting People' initiative organized by UAE University during Ramadan.
- Focused on reducing plastic use and conserving energy and water to protect the environment.