Hassan

**Sales professional**

**C/o-Mobile:** +971505891826

**E-mail**: hassan.340317@2freemail.com



# *Career Objective:*

An enthusiastic, which enjoys being part of, as well as leading, a successful and productive team. Quick to grasp new ideas and concepts, and to develop innovative and creative solutions to problems. Able to work well on own initiative and can demonstrate the high levels of motivation required to meet the tightest of deadlines. Even under significant pressure, possesses a strong ability to perform effectively.

Now looking to build on extensive range of technical skills within a suitably challenging role. Keen to achieve further professional development

**Strengths** 

Well-trained & Experienced Professional

Excellent listeningskills.



Able to quickly develop rapport with customer



Zeal to Learn

Ability to Achieve Result with Patience

Good Communication Skills



Multi-tasking, set priorities and manage time effectively

Can Work with Multi Cultures People

An effective Team Player

High Sense of Commitment



**Qualifications**

* **BSc (Honours) of Agriculture** (Soil and Environment Science)

*University of Khartoum 2009*

**Work Experience** 

**5thavenue CO LTD (MTN -Sudan) (22/01/ 2014 to 10/10/2016)**

 **(Regional Sales Supervisor)**

5th Avenue has a 12 years intensive business experience in serving its MTN in Outsourcing, Advertising, Project, Campaigns, and Market research.

**Responsibilities**



* Create sales plan for the sales team and determine the achievable targets.
* Make continuous visit to sales points to know the obstacles and find solutions.
* Controlling and authorizing holidays, hours worked and overtime, manage absence.
* Assisting in the development and implementation of marketing plan.
* Writing daily reports, weekly and monthly follow-up the process of work and the development of appropriate assessment.
* Maintaining necessary data and records for future references.
* Creating a culture of continuous improvement by asking for feedback and input from all sales staff.
* Directing and motivating the sales team in order to achieve the overall corporate sales objectives.
* Evaluating current business processes and systems.

**5thavenue CO LTD(MTN Sudan)(16 /9/2012 to 15/11/ 2013)**

**Call Centre Agent**



**Responsibilities**

* Dealing with calls in a highly professional manner.
* Handling customer complaints in a diplomatic way.
* Accurately updating customer records with information.
* Responding to customers who have special communication needs, such as language difficulties or disabilities.
* Answering any queries quickly and efficiently.
* Able to respond and adapt to the needs of all customers.
* Quickly processing information.
* Fully aware of all laws & regulations regarding data protection.
* Quickly understanding a customer point of view and to empathise with them.

**Sudanese Ministry of Science andTechnology . (01/1/2009 to 17/11/2010)**

**Environmental and Natural Recourses Research Institute (ENRRI)**

**Researcher Assistant**

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**Responsibilities**



* Collectingsoil samples to analyses for deferent chemical , physical and microbiological characteristic
* Working together as a group of the department to carry out completely solutions of soil and water pollution in southern Khartoum area
* Soil survey and land evaluation
* Writing scientific reports and conducting seminars.

**Professional Certification**

* Customer Service Excellence *Beacon Training service Institute.2013*
* *Customer Relation Management (CRM) Software’s. MTN training centre Sudan2012*
* *Diploma in MS. Office Administration – Almoheet Institute for computer Science2008*

**Personal Details**

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| --- | --- | --- | --- |
| Nationality | : | Sudanese |  |
| Date of Birth | : | 13thDec 1983 |  |
| Marital Status | : | Single |  |
| Languages | : | Arabic, English  |  |
| Visa status : visit visa  |
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