

Mastafa Alhassan

Customer Service Supervisor

Contact

Tarout, Qatif 32621
Eastern Province, Dammam
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Education

Institute of Public Administration
Dammam
Diploma in Human Resources

CILT International Certificate
Logistic and Transport

Key Skills

Marketing
Project Management
Budget Planning
Communication
Problem-solving

Objective

As a Customer Service Supervisor, my primary objective is to support the functioning of business operations by managing staff, coordinating operations, and ensuring exceptional customer service. I aim to create a positive and productive work environment by communicating with team members, setting clear goals, and monitoring Performance.

Experience

August 2022 – Present
Customer Service Supervisor • Muvicinemas NGC

November 2020 – August 2022
Stock Supervisor • Muvicinemas NGC

August 2018 – November 2020
Sales Associate • Landmark Arabia

Responsibilities: Work collaboratively with a team of sales associates to devise strategic sales solutions to enhance sales and exceed the department's sales, I also managed a successful retail stock take and honored by the regional manager as "Best Support Employee During Half Yearly Stock Take".

Communication

Implemented new procedures that improved efficiency and streamlined operations.

Leadership

Successfully led a team to exceed sales goals while maintaining excellent customer satisfaction scores.

References

Ahmed Alakhwayer my current boss – 966 57 788 6780