

HASSAN ALKHAMIS

PROFILE SUMMARY

Organized, motivated and dependable. Team player, goal oriented and punctual. fast learner eager to learn new concepts. able to handle challenges and achieve goals. Adaptable in developing working environments.

CONTACT

Address: Dammam, Eastern Province - Saudi Arabia

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WORK EXPERIENCE

Sales Supervisor, 04/2019 to 08/2020

Dar Mustafa Holding Group - Dammam, Saudi Arabia

- Met with management and executives to provide insights into sales operations and make strategy recommendations.
- Monitored daily sales operations and served as informational and procedural resource to team members.
- Checked shop merchandise regularly to verify proper display and replenishment.
- Developed sales strategies and established procedures for new employees.
- Promoted exceptional customer service by engaging clients on sales floor.
- Managed employee performance reviews to build communication and deliver sales insights.
- Prepare contract and negotiate prices with customers.

Coordinator, 12/2011 to 05/2013

JGC Arabia - Manifa / Eastern province, Saudi Arabia

- Distributing jobs between subcontractors based on scheduled project timeline progress.
- Follow-up project work progress to insure finishing the assigned tasks within deadline
- Preparing daily, weekly and monthly work progress reports.

Customer Service Representative, 09/2006 to 01/2009

Mobily - Dammam, Eastern Province, Saudi Arabia

- Answered customer telephone calls promptly to improve on-hold wait times.
- Informed customers on billing procedures, processed payments and provided assistance to set up payment options.
- Received inbound calls from customers, providing information regarding services or products, taking new orders and cancelling accounts.
- Resolved product issues and shared benefits of new technology.
- Assisted customers by answering questions and solving problems.

SKILLS

- Critical Thinking
 - Strong Microsoft Office Skills.
 - Multi-tasking ability in a challenging fast based work environment
 - Strong verbal and written communication skill
 - Negotiation
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- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
 - Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
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EDUCATION

Bachelor of Business Administration, Finance, 01/2019

Saint Mary's University - Halifax, NS - Canada

CERTIFICATIONS

The Financial Academy

- Insurance Foundation Professional (IFC)

Saudi Organization of Certified Public Accountant (SOCPA)

- Certificate of accounting Technician