

# HASSAN HANY AL YOUSIF

## Objective

Graduated with a diploma in computer science, majoring in networks. I worked for sometime as a computer operator and as a computer technician, then moved into administrative roles, where I found my passion about management and customer service. I have a customer-oriented mindset, and I am willing to travel far and abroad to provide a distinguished service to customers. My background in computer science allows me to tackle any technical difficulties at my job.

## Personal Information



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Saudi Arabia, Eastern Province



Nationality : Saudi



Date of Birth : 30/04/1988

## Languages

Arabic (Native)

English (Excellent)

## Education



- Diploma in Computer Science, Major of Networking
- Al Khaleej Training and Education Institute, Dammam City
- GPA : 80% (Very Good)
- Graduation Date : 29/10/2009

## Experience



**Receptionist – Al Binali Ready Mix Concrete Est, Dammam City**  
Period : 03/01/2010 – 29/12/2011

**Responsibilities :**

- Greet and welcome customers professionally.
- Answer customer inquiries and direct them to the wanted person or office.
- Respond to customers complaints and solve their problems quickly.
- Answer and forward incoming phone calls and emails.

**Reason of leaving :** Found a better opportunity.

**Computer Operator – Daewoo Engineering and Construction Co. Ltd, Khobar City**

Period : 08/01/2012 – 30/10/2013

(Worked as a contractor at Sadara Chemical Company) - (Jubail City)

**Responsibilities :**

- Installed computer devices and connected them to the network.
- Connected other office devices such as (Printers) to computers and installed drivers.
- Installed required software on new computers.
- Provided technical support to employees.

**Reason of leaving :** End of project contract.

**Computer Technician – Abdulla Fouad Group, Dammam City**

Period : 02/02/2014 – 30/08/2015

(Worked as a contractor at Saudi Aramco) - (Ras Tanura City)

**Responsibilities :**

- Installed computer devices and connected them to the network.
- Worked with IT help desk team to provide technical support to employees.
- Provided training for employees to use the equipment correctly.

**Reason of leaving :** End of project contract.

**Receptionist – Hilal Computer and Technical for Trade Company, Khobar City**

Period : 03/01/2016 – 28/05/2020

**Responsibilities :**

- Serve customers by greeting, welcoming, and directing them appropriately.
- Notify company personnel of customers arrival.
- Answer and forward incoming phone calls and emails.
- Update calendars and prepare meeting rooms for meetings.
- Monitor office supplies and place orders when necessary.

**Reason of leaving :** Released from work due to budget cuts.

## Personal Skills



- Excellent organizational and time management skills.
- Analytical thinking and planning.
- Problem-solving skills.
- Ability to work under pressure.
- Detail-oriented and highly organized.
- Ability to work independently or as part of a team.
- Effective communication skills.
- Flexible and able to adapt to the work environment.

## Professional Skills



- Dealing with customers professionally.
- Managing customer relations proficiently.
- Communicating with customers appropriately and effectively.
- Resolving customer problems and complaints quickly and efficiently.
- Ability to establish an effective rapport with customers.
- Handling phone calls, emails, queries and requests in a professional and effective manner.
- Handling desk duties and paperwork proficiently.
- Perform related duties in a professional and timely manner.
- Computer proficiency and ability to use basic programs.
- Familiarity with photocopying, scanning, printing and filing documents.
- Organizing and prioritizing tasks effectively.
- Leading work teams and managing work tasks efficiently.
- Ability to deal with difficult situations.
- Ability to deal with rapid changes in business priorities.
- Handling field duties proficiently.
- Ability to travel and visit customer sites.

## Training & Certifications



- IC3 (Internet and Computing Core Certification)
- ICDL (International Computer Driving License)