

# Hassan Mohamed

## GENERAL INFO

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## PROFESSIONAL EXPERIENCE

Oct 2020 to Present  
( 4 months )

### **First & Last Mile Associate at Flextock**

Dec 2020 to Dec 2021  
(9 months)

### **CX Operations at Mrsool**

Responsible for day-to-day delivery operations.

Assist with the implementation of new processes and procedures. Identify ways to improve customer experiences.

Interact with couriers in answering questions and resolving issues. Daily live Tracking couriers to maintain sufficient service to the clients. Troubleshoot and investigate fraud and troubled orders.

Monitor, anticipate and manage the live operation to ensure a great user experience Manage real-time fleet capacity.

Lead the communication with the fleet fo

Sep 2020 to Dec 2020  
(3 months)

### **Vendor Support (intern) at Mrsool**

Handling all the order issues coming from the partners.

Jul 2020 to Oct 2020  
(3 months)

### **Relationship Manager (intern) at Hired Recruitment**

Industry: Recruitment and Staffing

Identify new business opportunities and partners.

- Developing and implementing sales strategies, client service and retention plans, and analyzing sales data to inform or update marketing strategies.

- Conducting market research and identifying potential clients.

- Procuring new clients through direct contact,

Collecting and Establishing potential Clients data, Handling Cold calls, Generating more sales leads, and making a long time partnerships

Jan 2020 to Jun 2020  
(5 months)

### **Business Developer Executive (intern) at Nafham**

- Procuring new clients through direct contact, word-of-mouth, and collaboration with the marketing department.

- Maintaining meaningful relationships with existing clients to ensure that they are retained.

- Suggesting upgrades or added products and services that may be of interest to clients.

- Crafting business proposals, sales pitches and presentations to draw in more revenue from clients.

- Remaining in tune with trends in consumption to ensure that our offerings remain relevant.

Jan 2020 to Mar 2020 (2 months)	<b>Business Development and Sales (intern) at Entreprenelle</b> Company Size: 11-50 employees My Job is to collect data for potential Exhibitors
Aug 2018 to Feb 2019 (6 months)	<b>Program Coordinator (intern) at Carrerak</b> I was responsible for managing the workshops and coordinate our events from a to z
Aug 2018 to Sep 2018 (1 month)	<b>Sales at Media Way</b> This is a Digital Marketing Company and it was my job to make deals with clients
Nov 2017 to Sep 2018 (10 months)	<b>Academic Moderator at Sign In 11</b> Cairo, Egypt Academic Moderator in Business Management Work Shop
Sep 2017 to Sep 2018 (1 year)	<b>Fundraiser at Sign In 11</b> Cairo, Egypt It was my job to deal and negotiate with sponsors to get the needs to our events

## EDUCATION

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2016 - 2021	<b>Bachelor's Degree in Communication and Electronics</b> Obour High Institute For Engineering and Technology, Egypt Overall Grade: Good
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## CERTIFICATES AND TRAININGS

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Jan 2019	<b>Project Management Basics</b> (Score: 90 out of 100) I learnt more about Project Management and its Process and basics and how to estimate cost for a project , making risk, quality management , how to make the team work together
Jan 2019	<b>Project Management Basics</b> at Coursera
Mar 2018	<b>Introduction To Project Management</b> at Sign In 11
Nov 2017	<b>Best Academic Moderator</b>
Sep 2017	<b>Negotiation Skills</b> at Sign In 11
May 2017	<b>Presentation Skills</b> at Learne Academy and U.S Embassy

## LANGUAGES

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- Arabic: Fluent.
- English : Intermediate.

## SKILLS

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- Advanced in Presentation Skills,, Customer Service, Sales and Customer Experience.
- Intermediate in , Microsoft Word, Planning, Business Development and Operations Management

