

PERSONAL DETAILS

Name: Mr Hamza Hassan
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PERSONAL PROFILE

I am a focussed and determined individual aiming to achieve the best possible results in everything I do, even if it means motivating others within a team using my skills to attain required goals and targets, or to work as an individual using my own initiative. My ability to learn swiftly and carry out instructions from management to fulfil the duties required is something I pride myself on. I work very hard under any circumstances as I believe that accomplishing tasks is always the key aim success. I work well with others and always looking for opportunities to improve myself and the organisation I work for. Personally, I think I have a great sense of humour and always get on with other people. Furthermore, I enjoy solving problems and meeting challenges so that the end result will be satisfaction for customers and the organisation.

EDUCATION

2021 **BT Tower work experience placement**
 Specialising in TV and business content

2018- On going **University of Central Lancashire**
 Computing, BSc (Hons) Current course

2016- 2018 **St. John Rigby College**
 BTEC ICT Extended Diploma Level 3 grade D*D*D
 (equivalent to 3 A-levels)

2011- 2016 **Hawley Hall High School**
 9 GCSE's, grade A*-C including; Maths, English and Science

WORK EXPERIENCE

Current role

Carphone warehouse (Customer Consultant)

- Experience in dealing with a range of mobile networks
- Building relationships/report with customers
- Working towards and achieving multiple monthly sales targets
- Present products to customers
- Generating sales – potential customer sales
- Negotiating – face to face and phone negotiation

July 2020 – May 2021

Three UK (Customer assistant)

- Managing operations
- Inductions – Welcoming new team members and training them
- Solving customer queries
- Demonstrating products
- KPI's
- Up selling products

KEY SKILLS AND FURTHER INFORMATION

- Confident outlook
- Punctual and well presented
- Fluent in spoken Arabic (This has enabled me to appreciate the diversity in culture and lifestyle)
- Able to work individually or in a team
- Open minded and non-judgmental
- Good listener
- Able to work under pressure
- Adaptable to new environments and situations
- Maintain/produce products
- Organizing
- Initiative/plan

REFEREES

Full references are available upon request.