

# Hassan Mahmood Al-Askiri

Flat 11 • Building A1044 • Road 4533 • Sanad 745 •  
Kingdom of Bahrain  
+973 37111788 • +973 33288993 • askire\_88@hotmail.com



## PERSONAL DETAILS

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C.P.R No: 880103833  
Date of birth: 22, Jan; 1988  
Nationality: Bahraini

## OBJECTIVE

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Seeking a position that will benefit from my customer service experience, positive interaction skills where my 9 years experience can improve the customer satisfaction.

## EDUCATION

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|-----------------------------|--|
| ❖ 2002 - 2004               | <b>Higher Secondary School Certificate</b><br><i>High School Certificate (Isa town Sec.Boy's).</i> |
| ❖ 07-Jul-2006 / 22-Fed-2006 | <b>General English Pre-Intermediate .</b><br><i>American Cultural &amp; Educational Center.</i>    |
| ❖ 08-April-2007 / 2010      | <b>Diploma in Business Science Informatics (BSBI)</b><br><i>AMA International University</i>       |
| ❖ 2010 / 04-August-2011     | <b>BS in Business Science Informatics (BSBI)</b><br><i>AMA International University.</i>           |

## WORK EXPERIENCE

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|---|---------------------------|
| ❖ <u>01- Jun-2017 / 31-Aug-2019</u>                                     | <b>Al-Hassan Jewelers</b> |
| ➤ Assistant Manager.  |                           |
| • Incharge of All employees and Staff (Schedule, attendance, off days). |                           |
| • Writting daily and monthly sales transactions reports.                |                           |
| • Closing and balancing at the end of the day.                          |                           |

❖ **01-Sep-2013 / 23-May-2017**

Arab Financial Services (AFS)

- Fraud monitoring / Call center officer
  - Monitor cardholders activities and take actions in case of fraud.
  - Response to clients telephone inquiries and requests.
  - Send alerts and reports to the banks on daily/weekly/ monthly bases.
  - Manual authorization

❖ **10-Nov-2009 / 31- August -2013**

Sale-co (Representing Viva)

- Team Leader     01/Oct/2012 / 31/August/2013
  - Briefing the agents for any new packages or presses when required.
  - Supervising & training new agents.
  - Closing and balancing at the end of the day.
- Senior Advisor     10-Nov-2009 / 01/Oct/2012
  - Handling the overall requirements of customers.
  - Creative solutions for problems.
  - Handling pressure and rush in a very effective and efficient manner.

❖ **25-Sep-2007 / 10-Oct-2009**

Invita

Manama, Kingdom of Bahrain

- Operation Advisor
  - Serve several client such as:  
KFH (Kuwait Finance House), Sakana, Credimax, Barakah bank, BMI
  - Answered customer inquiries regarding all products and services of the clients whilst being an inbound agent.
  - Calculating loans (consumer and mortgage).
  - Followed up on credit collection issues.

## **CUALIFCATIONS**

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### **Technical Skills:**

- Use Microsoft Office and other software very confidently.
- Proficient in Microsoft Office applications such as Word, Excel, PowerPoint.
- Proficient and skilled in business related applications such as Phoenix, Sebil, Cosmo and various CRM packages.
- Ability to touch type in English and Arabic.

### **Personal Skills:**

- Fast learner.
- Very independent & responsible.
- Work extremely well with others.
- Highly ambitious and motivated.
- Handling pressure and rush in a very effective and efficient manner.
- Working effectively in a stress full environment.
- I am willing to follow any courses deemed necessary.