



## Hasan Mohamad

**Date of birth:** 01/01/2001 | **Nationality:** Syrian | **Gender:** Male | **Phone number:** (+971) 0568392039 (Mobile) | **Email address:** [eng.hasan.mohamad@gmail.com](mailto:eng.hasan.mohamad@gmail.com) | **Address:** Dubai, United Arab Emirates (Work)

### ABOUT ME

I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business setting.

### WORK EXPERIENCE

07/01/2017 – 09/12/2017 Tartous, Syria

**CUSTOMER CARE REPRESENTATIVE AND RECEPTIONIST B.B ALAA**

1. Customer Assistance
2. Sales and Product Knowledge
3. Order Processing and Organization

10/03/2019 – 10/08/2019 Tartous, Syria

**CUSTOMER SERVICE REPRESENTATIVE SYRIATEL TELECOM**

1. Respond to and handle customer inquiries and requests.
2. Provide customers with information about Syriatel products, services, and offers.
3. Resolve customer complaints and issues.
4. Participate in training new team members and promoting teamwork.

20/04/2020 – 12/06/2023 Bangalore, India

**ASSOCIATE MANAGER JAIN UNIVERSITY**

1. Team Leadership and Development
2. Project and Process Management
3. Performance Evaluation and Reporting

16/05/2021 – 12/06/2023 Bangalore, India

**UNIVERSITY RESEARCH ASSISTANT JAIN UNIVERSITY**

1. Research Expertise
2. Publication and Presentation
3. Collaboration and Teamwork

06/02/2023 – 17/04/2023

**VOLUNTEERED IN ASSOCIATIONS SUPPORTING WAR AND EARTHQUAKE VICTIMS.**

1. Online Assistance and Support
2. Information Dissemination
3. Community Engagement and Fundraising

## ● EDUCATION AND TRAINING

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28/08/2019 – 28/08/2023 Bangalore, India

**BACHELOR DEGREE IN COMPUTER SCIENCE AND ENGINEERING SPECIALISATION OF SOFTWARE ENGINEERING JAIN UNIVERSITY**

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Website [www.jainuniversity.ac.in](http://www.jainuniversity.ac.in)

## ● LANGUAGE SKILLS

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Mother tongue(s): **ARABIC**

Other language(s):

|                | UNDERSTANDING |         | SPEAKING          |                    | WRITING |
|----------------|---------------|---------|-------------------|--------------------|---------|
|                | Listening     | Reading | Spoken production | Spoken interaction |         |
| <b>ENGLISH</b> | C1            | C1      | C1                | C1                 | C1      |

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ● DIGITAL SKILLS

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Microsoft: Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, Microsoft MovieMaker | Microsoft Office | Google (Google Drive, Google Docs, Google Slides, Google Sheets, Google Meets, Google Trends)) | Microsoft Excel | Decision-making | Good listener and communicator | Email (Gmail) | Social Media: Whatsapp, Telegram, etc | Data Entry & Organization of Data | Problem Solving Skills | Data collection, analysis and reporting | Ability to work in a team and autonomously | Able to adapt to new situations and system.

## ● ADDITIONAL INFORMATION

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### COMMUNICATION AND INTERPERSONAL SKILLS

**Team leader** experienced team leader with a track record of success, I have developed a range of skills that enable me to lead, motivate and inspire teams to achieve their goals.

**Effective communication** skilled in both verbal and written communication, and I am able to express myself clearly and confidently in a variety of settings. For example, in my academic work, I have given presentations and participated in group discussions, which has helped me to develop strong public speaking and active listening skills.

**Interpersonal skills** able to build strong relationships with people from diverse backgrounds and work effectively as part of a team. For example, in my previous work as a student ambassador, I collaborated with a team of other students to organize events and activities for the international student community, which required me to be flexible, adaptable, and able to work collaboratively with others.