Osama Ali Hassan

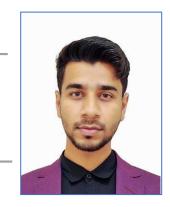📍 Doha,Qatar 📞 **Phone:** 77399246 📧 **Email:** ualihassan@gmail.com 🔗 /in/osama-ali-hassan-04084720a/

🛂 **Visa Type:** Transferable with NOC

Dedicated professional with experience in customer service, sales, and collections. Adept at handling customer concerns, resolving issues, and ensuring high-quality service. Seeking opportunities to enhance skills and contribute to a dynamic team environment.

💼 Work Experience

◆ Collection Officer (Call Center Agent)
| Ecco Gulf – Qatar   *(Sep 2024 – Feb 2025) (Temporary)*

- Managing company debtors and ensuring timely payments.
- Contacting customers regarding overdue bills and suggesting payment plans.
- Preparing financial statements and coordinating with legal entities for debt recovery.
- Writing final notices and initiating legal proceedings for unpaid debts.
- Responding to customer queries and negotiating settlements.

◆ Customer Support & Sales Specialist (Call Center Agent)
| Premier B.P.O Pakistan   *(2022 – June 2023)*

- Provided support for a USA-based client, ensuring high-quality customer interactions.
- Utilized CRM tools to manage customer data, schedule appointments, and track cases.
- Resolved customer concerns and handled product inquiries effectively.
- Assisted with upselling services and increasing customer retention.
- Trained new team members and provided performance feedback.

◆ Customer Support Executive (Call Center Agent)
| Ibex. Global.   *(2021 – 2022)*

- Assisted customers with Western Union money transfers and transaction issues.
- Handled inbound calls from North America, resolving payment and verification concerns.
- Guided customers on compliance and fraud prevention policies.
- Maintained high levels of customer satisfaction through active problem-solving.
- Provided feedback to the management team to improve customer experience.

◆ Chat & Inbound Customer Support Executive
| Mindbridge.   *(2020 – 2021)*

- Managed chat and inbound support for Food-Panda APAC campaign.
- Led a team of customer support representatives, ensuring performance targets were met.
- Maintained Excel reports for performance tracking and issue resolution.
- Assisted UK-based fintech company "Revolut" customers with financial queries.
- Provided real-time solutions to enhance customer satisfaction and operational efficiency.

◆ Virtual Assistant | Freelance *(2020 – 2022)*

- Managed administrative tasks, including email correspondence, scheduling, and data entry.
- Assisted clients with document preparation, presentations, and research.
- Utilized CRM software to organize customer interactions and track progress.
- Handled social media management, content scheduling, and basic graphic design.
- Provided technical support, troubleshooting issues, and resolving client concerns.

◆ **Customer Relationship Officer & Retail Sales Executive**
 | Almas Pvt. Ltd. (Retail Industry) Pakistan *(Aug 2019 – July 2020)*

- Handled chat support via WhatsApp & Zendesk to assist customers.
- Managed social media accounts and responded to customer inquiries.
- Assisted in resolving complaints and improving customer retention.
- Worked as a retail sales executive, ensuring smooth in-store operations.
- Provided recommendations to customers and managed point-of-sale transactions.

🎓 **Academic Qualifications:**
- **F.S.C.:** Intermediate in Pre-Engineering (GCMT)
- **Matric:** Board of Intermediate, Lahore

🖥 **Computer Skills:**
- **Software:** MS Office Suite, CRM tools, Zendesk
- **Platforms:** Workforce, Delivery Hero, Fresh chat, Slack
- **Other:** Internet browsing, typing speed (50 WPM)

💡 **Skills**
- Customer Service & Support
- Sales & Upselling Techniques
- Debt Collection & Recovery
- Virtual Assistance & Administrative Support
- CRM & Data Management
- Conflict Resolution & Negotiation
- Team Leadership & Training
- Financial Statement Preparation
- Call Centre Operations
- Multitasking & Time Management
- Social Media & Chat Support
- Technical Troubleshooting
- Microsoft Office & Data Entry

🏆 **Achievements:**
- **Black Belt Gold Medallist** in Taekwondo
- Performance Certificate for exceptional customer service