

**Hurairah Batan**

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📍 Qatar

**Professional Summary**

I am a dedicated and hardworking Delivery Associate with over 10 years of combined experience in sales, administration, and logistics. I am highly adaptable, detail-oriented, and open to international work opportunities. I aim to contribute to efficient teams and gain valuable new experiences through travel and overseas employment.

**Work Experience**

**Delivery Associate
Amazon, United Kingdom
2022 – Present**

* Deliver parcels efficiently and accurately across assigned routes.
* Ensure timely delivery while maintaining high standards of customer service.
* Manage delivery documentation and handle customer queries professionally.

**Real estate
TENCO Homes, Dubai, United Arab Emirates
2024 – 2025**

* Build long-lasting relationships with clients based on trust and results.
* Guide buyers and sellers through every step of the real estate journey
* Stay on top of market trends and leverage them to your clients’ advantage.
* Work alongside a team that values collaboration over competition.
* Assess clients’ needs and financial capabilities to recommend suitable property

**Admin Officer
Department for Work and Pensions (DWP), United Kingdom
2018 – 2022**

* Processed benefit claims and ensured accurate and timely payments to customers.
* Managed sensitive personal information with confidentiality and accuracy.
* Liaised with internal teams and external teams to resolve benefit issues.

**Admin Assistant
Post Office, United Kingdom
2015 – 2018**

* Updated and maintained accurate customer records and personal information.
* Managed filing systems and administrative processes to ensure compliance.
* Delivered high-quality service in a fast-paced environment.

**Sales
Carphone Warehouse, United Kingdom
2012 – 2015**

* Sold mobile phone contracts and upsold accessories and service plans.
* Handled contract renewals and assisted customers with plan upgrades.
* Maintained accurate sales and hitting all of the required targets..

**Sales and admin executive
Euro Car Breakers Ltd, United Kingdom
2008 – 2012**

* Supplying second hand and brand new car parts to customers through online and telephone requests.
* Sending out invoices out to customers with their orders.
* Making sure car parts are properly packed and correctly to be collected by the courier for delivery.
* Maintained accurate sales and administrative records.
* Keeping customers updated with the status of their orders.
* Purchasing accident damaged vehicles and repairing the vehicle to the DVLC government standard so it is road legal and then sold.
* Accurately process customer purchases using a cash register or point-of-sale system, including scanning items, processing payments, and issuing receipts.

**Education**

Moor Park Business and Enterprise High School, Preston, United Kingdom
Graduated: 2006

* Achieved 8 GCSEs A–C, including English, Mathematics and Science.

**Skills**

* Customer Service
* Administrative Support
* Data Entry & Record Keeping
* Sales
* Time Management
* Microsoft Office (Word, Excel, Outlook)
* Team Collaboration
* Problem Solving
* Route Planning & Logistics
* Communication Skills
* Team management
* Attention to detail
* Listening