

Hasan Ali Rayyan

Customer Service
Representative



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📅 1993-06-26

🚩 Jordanian

👤 Single



EDUCATIONAL BACKGROUND.

Bachelor's degree in marketing
Applied Science Private University
2011 – 2015 | Jordan



SKILLS.

Languages

Arabic (native), English (fluent)

Communication

Patience

Conflict resolution

Problem-solving

Adaptability

Teamwork

Time management

Positive attitude

📌 OBJECTIVE.

An Enthusiastic and customer-focused individual seeking a Customer Service Representative role. A quick learner with strong communication, problem-solving, and empathy skills eager to leverage a passion for helping others to deliver excellent service and contribute to success.



WORK EXPERINCE.

Talbeisa for Readymade Garments

Sales and Customer Service Representative

01/2024 – Present | Dubai

- Greeted and assisted customers with product selection, inquiries, and purchases to ensure a positive shopping experience.
- Maintained a clean, organized, and visually appealing sales floor according to company standards.
- Handled cash, card, and POS transactions accurately and efficiently.
- Monitored inventory levels and assisted in restocking, labeling, and product displays.
- Worked as part of a team to meet daily sales targets and support promotional activities.
- Provided feedback to management on customer preferences and stock trends to improve product offerings.

Corner Supermarket

Co-Founder

06/2020 – 11/2023 | Jordan

- Established and managed all aspects of a retail supermarket business, from concept to daily operations.
- Oversaw inventory, supply chain, vendor relationships, and financial planning.
- Hired, trained, and supervised staff to ensure excellent customer service.
- Implemented marketing strategies to increase foot traffic and customer retention.
- Maintained financial records, budgeting, and sales analysis to ensure profitability.
- Adapted quickly to market needs and customer preferences, ensuring a competitive edge.

Al Suwaiket Group

Customer Service Representative

10/2015 – 12/2019 | KSA

- Provided high-quality customer support, handling inquiries, complaints, and service requests promptly and professionally.
- Acted as a key point of contact between the company and clients, ensuring customer satisfaction and loyalty.

CERTIFICATES.

- Digital Marketing

- Maintained accurate records of customer interactions, transactions, and feedback to improve service quality.
- Collaborated with internal departments (sales, logistics, and management) to resolve issues and deliver solutions efficiently.
- Helped increase customer retention by delivering personalized and attentive service.
- Assisted in training new customer service staff and supported team members in high volume periods.