

# *Sadat Hassan*

Abuja

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## **SUMMARY**

Passionate individual with 3+ years experience as a Customer Service Representative and a Virtual Assistant. Helpful team player with positive attitude and familiarity with CRM systems and practices. Dedicated to providing excellent customer service, while troubleshooting problems and building successful solutions. Possesses excellent verbal and written communication with strong background cultivating positive relationships and exceeding goals.

## **SKILLS**

- |                           |                      |                    |
|---------------------------|----------------------|--------------------|
| • Effective Communication | Product Knowledge    | Live Chat Support  |
| • Service Up selling      | Computer Proficiency | Time Management    |
| • Active Listening        | Customer Relations   | Problem Resolution |
| • Administrative Support  |                      |                    |

## WORK EXPERIENCE

### **Lekki Gardens ▪ Abuja ▪ Nigeria**

#### ***Customer Service Representative***

***2023 - 2024***

#### **Key Responsibilities**

- Handled customer complaints and inquiries in a courteous and efficient manner.
- Developed positive relationships with customers through friendly interactions.
- Responded telephone inquiries and complaints following standard operating procedures.
- Maintained knowledge of the company's products and services to provide helpful suggestions and recommendations to customers.
- Displayed strong organization skills while managing multiple projects simultaneously.
- Maintained high level of knowledge regarding current promotions, discounts, or special offers available.
- Built trusting relationship with customers to better understand needs.
- Collaborated across departments to resolve customer-related issues.
- Suggested improvements to streamline support and enhance customer service.
- Contributed to team effort by meeting performance goals and assisting colleagues when needed.
- Managed difficult customer situations with professionalism and empathy.

## **Whales Ocean Records ▪ Abuja ▪ Nigeria**

### ***Personal Assistant (virtual)***

**2021 - 2022**

#### **Key Responsibilities**

- Handled confidential information with discretion and maintained a high level of professionalism at all times.
- Resolved customer concerns using strong communication and conflict management skills.
- Supported team with receiving, pricing, and merchandising.
- Answered phone calls and emails from clients and delivered messages on behalf of the company.
- Managed calendar and travel arrangements while keeping track of details and deadlines.
- Managed multiple tasks simultaneously while meeting deadlines.
- Adapted to changing priorities and unexpected situations with a calm demeanor.
- Handled gift buying and coordinating of travel plans.

## **Nigerian Embassy ▪ Berlin ▪ Germany**

### ***Customer Service Associate***

**2014**

#### **Key Responsibilities**

- Reviewed customers' requests for Nigerian passports or visas.
- Analyzed the customers' situation and offered the best solution.
- Examined customers' survey information to improve customer satisfaction.
- Arranged Passport and other documents to be delivered.
- Attended to Customers and directed them to the appropriate office for their concerns.

## EDUCATION

***University of Ilorin ▪ Nigeria***

**Bachelor of Science B.Sc**

**Mass Communication**

*07/2017 – 2022*

## LANGUAGE

**English**

Proficient

**German**

Conversational

**Yoruba**

Intermediate

## REFERENCES

Available upon request.