

Hassan Mohamed Hassan

Digital Contact Center Team Leader | Social Media Specialist & Content Creator

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Date of Birth: 13 June 1992

Education: Faculty of Arts, Cairo University

Objective

Seeking a challenging position in a reputable Multinational Organization where my education, training, skills, personal qualifications, and experience would assist the company in reaching its objectives.

Work Experience

- Team Leader – Digital Contact Center (DCC)

Andalusia Group, KSA | MM/YYYY – Present

- Leading and managing a team of customer service agents in the digital contact center.
- Monitoring performance and ensuring KPIs and SLAs are met.
- Coaching, training, and supporting team members to improve quality and efficiency.
- Handling escalations and resolving complex customer issues.
- Preparing performance reports and sharing insights with management.
- Driving process improvements to enhance customer experience.
- Reduced team's First Response Time from 1.5 hours to 30 seconds within 6 months.
- Increased volume and booking conversion rate from 6% to 19% within 6 months.

- Social Media Specialist

BDO Esnad | Mar 2020 – Present

- Developed social media content plans aligned with the company's brand identity.
- Created meaningful content across platforms, improved customer engagement, and promoted campaigns.
- Managed high volume of daily posts and responded to queries.
- Used analytics tools (Google Analytics, Hootsuite, Facebook Insights) to track performance.

- Prepared monthly reports and recommended improvements.
- Stayed up to date on social media trends.

- Social Media Specialist & Content Creator

Scooper App Sports | Oct 2019 – Apr 2020

- Social Media Specialist

Sarmady | Feb 2016 – Feb 2018

- Social Media Uploader (Freelance)

Al-Ahly Official Page | Dec 2016 – Apr 2019

- Social Media Moderator

Red Media Agency | Dec 2016 – Apr 2019

Languages

Arabic: Native

English: Very Good command

Computer Skills

Microsoft Office: Excellent

Soft Skills

- Accuracy and attention to detail
- Initiative and creative thinking
- Teamwork, stress management, organization, and calm under pressure
- Strong communication skills
- Self-motivated
- Ability to meet deadlines while maintaining quality
- Negotiation and problem-solving skills