

Ali Haj Hasan

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Summary

Banking and Finance (2024) graduate with 4+ years in sales, management, and technical customer support. Proven leader in retail operations and client retention. Seeking to leverage financial knowledge and professional resilience in a demanding sales or finance environment.

Work Experience

Customer Service Representative

Speednet (ISP Reseller Company) | Lebanon | Aug 2024 – Present

- Managed complex customer inquiries (service, troubleshooting, billing) for high-volume client base.
- Achieved 95%+ customer satisfaction through efficient technical support and account handling.
- Collaborated with technical teams to resolve service interruptions and ensure clear client communication.

Supermarket Sales Manager

Al Amana Supermarket | Baalbeck, Lebanon | Jun 2025 – Jul 2025

- Managed daily retail operations: stocking, inventory control, and visual merchandising.
- Led a small team, providing training and scheduling to maintain high service standards.
- Achieved daily and weekly sales targets through active customer engagement and transaction management.

Sales and Customer Service Associate

Al Tajawid Printing Company | Lebanon | Aug 2021 – Jul 2024

- Drove sales growth by engaging clients, consulting on printing solutions, and negotiating commercial pricing.
- Primary contact for all orders, supporting clients from quote generation through delivery and invoicing.
- Cultivated strong client relationships, contributing directly to high repeat business rates.

Education

Bachelor of Banking and Finance

LIU University | Lebanon | June 2024

Skills & Competencies

Core

- Sales & Leadership:** Consultative selling, price negotiation, retail management, and team leadership.
- Client Relations:** Proven ability to build rapport and manage difficult conversations effectively.
- Problem-Solving:** Analytical application to technical issues and client complaint resolution.
- Resilience:** Expert in maintaining composure and quality in high-pressure environments.

Technical

- Software:** MS Office (Word, Intermediate Excel, PowerPoint), Google Workspace.
- Financial:** Risk Management, Corporate Finance, Portfolio Management, Accounting.
- Platforms:** Internal proprietary software and help-desk ticketing systems.

Language

- Arabic:** Native
- English:** Good Working Proficiency