**CURRICULUM VITAE**

**of**

**Abdu-Rauf Kinga Hassan**

**OBJECTIVE**

I am willing to give total support the organization that I am in, with the experience and

capability that I have, in order to achieve organization’s goals and create mutual Benefits.

**FORMAL EDUCATION**

**2005-2008 Rasul-Al-Akram Integrated School (Kenya)**

(Majoring in Physical Science, Social Studies and Islamic Studies.)

**2002-2004 Dagoretti Muslim Primary School (Kenya)**

(Accomplishing Primary Level 6, 7 and 8 for KCPE Certificate)

**1999-2001 Madrasatul Imam Swadiq (a.s) Al-Mutawasitat- (Iran)**

(3 year of jr. High school- Arabian School)

**1996-1998 Madrasatul Imam Ali (a.s) Alnamudhajiyat- (Iran)**

(Accomplishing levels 4, 5 and 6 of primary school- Arabian School)

**1992-1995 Madrasatul Maitham Tammar- (Iran)**

(Accomplishing Levels 1, 2, 3, and 4 of Primary school- Persian School)

**WORK EXPERIENCE**

**2014 – Present Horizon Contact Centers (Samsung Account)**

**Samsung Contact Center for central Africa and East Africa,**

***Customer satisfaction department***

* Managing of In-bound and out-bound call in English, Kiswahili and Arabic Languages,
* Overseeing follow up calls, and customer satisfaction survey calls,
* Managing of Technical and General customer complains, questions, and assuring customer satisfactory feedback.
* Co-ordination of repair services, with Authorized service centers within the East and Central African countries, Tanzania, Kenya, North Sudan, and Uganda.
* Managing professional Marketing calls.
* managing customers complains, and escalations in support of the customer to the end of the results, as well us keeping the company principles as priority, so as to maintain our loyal customers

**2012-2013 The Cultural Council Of The Islamic Republic Of Iran.**

***Secretary to Translator***

* Handling Official Documents Translations in English, Persian and Arabic.
* Handling of the Official Website In Persian and English Language.
* Personal Translator of the Official Speeches made by Ambassador and other official delegations, and guests, from Persian language to English or Kiswahili and Arabic.

**2009-2011 Freelance Translator**

* Personal Assistant and coordinator in Exhibitions and Trade fares held by Delegation companies from Middle East and Asia.
* Translation of Islamic Books and Movies subtitling From Persian or Arabic language to English Or Kiswahili.
* Tour Guide for Tourists from Middle East and Asia.

**SKILLS**

**Computer:**

* MS Word; MS Excel, MS Works,
* Outlook Express; MS Outlook,
* Power Point;

**Foreign Languages:**

* English (colloquial – reading, listening, writing, speaking)
* Arabic (colloquial – reading, listening, writing, speaking)
* Swahili (basic – speaking, pinyin writing & reading, listening)
* Persian ((colloquial – reading, listening, writing, speaking)

**TRAININGS/ SEMINARS**

**Public Relations Course**

Three Weeks intensive course of Customer Relation management

(Horizon Contact Center) in Nairobi (2014)

**Complaint Handling**

In-company training sessions by Samsung East Africa in Nairobi (2014 & 2015)

**Professional Muslim Youths Campaign**

Seminars on various factors like HIV & AIDS, organized by WAMY

(World Assembly of Muslim Youth) (2013 & 2014).

**PLACE & DATE OF BIRTH**

Nairobi, 29th January 1988 (Kenya)

Sex: Male.

Status: Single.

Religion: Islam.

**NATIONALITY**

Kenyan

**CURRENT ADDRESS & TEL. NO.**

Diamond Park 2 Estate, South B Area, Nairobi, Kenya.

Telephone:-

* Safaricom|- (+254706859542)
* Airtel – (+254734427022)

**PERSONAL INTERESTS**

* Reading (marketing communication, management psychology)
* Sports (gym/ fitness centre, yoga, table tennis)

**REFERRALS:-**

* Horizon Contact centers Ltd,

P.o.box 3327-00506,

Tel-(+254206987000)

Email-info@horizoncontactcenters.com

Samsung Contact Center Manager-

Steven Kamau,

Mobile- (+254733131555)

Email-(steve.kamau@samsung.com)

* Cultural Council Of Embassy Of Islamic Republic Of Iran,

P.o. Box 59595-00200

Tel-(+254713836041)

Cultural Advisor,

Mr. Atman Farsi,

Mobile-(+25421382894),