

# Youssef Hassan

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## Customer Experience & Sales Professional

Empathetic communicator transforming complex interactions into lasting client trust. Blending technical precision with emotional intelligence, I help organizations turn customer service challenges into growth opportunities. My experience across telecom, fintech, and U.S. real estate markets has shaped a data-driven yet human-centered approach to performance and client satisfaction.

## Core Strengths

Integrity • Emotional Intelligence • Ownership • Accuracy • Continuous Improvement • Problem Solving • Negotiation • Adaptability • Communication • Collaboration

## Key Achievements

- Cut escalation resolution time by **20%** through proactive ownership and cross-team coordination.
- Maintained **95%+ CSAT** for 18 consecutive months by applying active listening and emotional regulation.
- Enhanced broadband troubleshooting efficiency by **25%** via backend process mapping.
- Generated qualified U.S. real estate leads through persuasive communication and data-supported objection handling.
- Managed **80–120 daily interactions** with zero compliance breaches and full accuracy.

## Professional Experience

### Vodafone Egypt – Escalation Specialist (Apr 2024 – Oct 2024)

- Resolved high-priority wallet and technical disputes as final escalation point.
- Balanced empathy and assertiveness to stabilize sensitive customer interactions.
- Ensured 100% compliance in refund and reversal procedures.

### Vodafone Egypt – Customer Service Representative, Vodafone Cash (Mar 2023 – Mar 2024)

- Supported e-wallet transactions, reversals, security checks, and onboarding.
- Simplified complex financial steps to build customer confidence and trust.
- Contributed to consistent CSAT performance above 95%.

### Vodafone Egypt – Technical Support Specialist (2022 – 2023)

- Delivered structured broadband and mobile troubleshooting.
- Reduced resolution time by 25% through backend collaboration and analytical mapping.

### BPS (U.S. Market) – Real Estate Cold Caller / Sales Associate (Nov 2024 – Feb 2025)

- Conducted 200+ outbound calls/day using persuasive communication strategies.
- Consistently exceeded call-to-lead conversion benchmarks.
- Demonstrated resilience and goal-driven discipline in a competitive environment.

## Core Skills

Customer Service • Escalation Management • E-Wallet & Fintech Support • Technical Troubleshooting • Sales Conversion • CRM Systems • Conflict De-escalation • Emotional Regulation • Time Management

## **Education**

Bachelor's Degree in Commerce (Accounting), Egypt

## **Certifications**

Harvard University – Certificate in English Language Studies (B2), 2025

## **Languages**

Arabic – Native

English – Professional Proficiency