

HASSAN AL MASHHOUR

Service Desk Analyst

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CAREER SUMMARY

Technical services analyst and account builder with 6 years of experience, with a 98% performance rating from the department manager, a customer service representative with 4 years of experience in telephone dealing with customers, and I got 90% in their satisfaction rating.

Service Desk Analyst - Toyota Company

Oct 2015 , Jun 2021 - Jeddah

Basic active directory knowledge , creating user accounts , activate access , create groups etc...

Monitor the status and progress toward resolution of all open incident

Perform classification , prioritizing of incidents dependent on the impact of issue

Provide accurate information on IT services

Guest Service Representative - Toyota Company

Nov 2010 , Feb 2014 - Jeddah

Managed 150 incoming calls per day and consistently met target for call length and call waiting times

Received an average feedback rating of 95% on randomized customer satisfaction surveys

keeping records of guests interaction , transactions , comments , and complaints

Skills

Proficiency in using computers

Ability to solve problems and troubleshoot remotely

Professional in dealing

Proficiency in using the ITSM program to book tickets for technical support

Education

General Secondary Certification

Courses

First stage of SAP system - Toyota - 2017

Sales inquiry training with VA system – Toyota – 2009

Courses for Guest Delight service – Toyota - 2008

English Language courses – Saudi Arabia Airlines Institute – 2000

Language

Arabic : Native Language

English : Good