

**Name :** Hamad Adel Al-Shalal

**Address:** Kuwait

### Personal Information

- **Date of Birth:** 3/17/1983
- **Nationality:** Kuwaiti
- **Phone:** +96597575181
- **Email:** alshalal83@gmail.com

### Education

- **2019-2023:** Master of Business Administration (MBA) from Gulf University of Kuwait.
- **2015- 2019:** Bachelor's degree in social science from the American University of Kuwait.
- **2001-2006:** Insurance diploma from the Institute of Business Studies.

### Work Experiences

- **Jun 2022- Jun 2024:** Branch manager in retail stores at Ooredoo  
Job Description: Supervise retail store branches, assess and inspire employees to reach goals.
- **November 2020- May 2022:** Senior executive retail stores Ooredoo  
Job Description: Selling the company's products and services while working to solve customers' problems.
- **August 2015- August 2019:** Self-Employed  
Job Description: I manage my own company specializing in video and photography.
- **October 2012- September 2015:** Customer service representative at Gulf Bank  
Job Description: The main responsibility is to respond to customer inquiries and resolve their issues.
- **November 2007- March 2012:** Customer Relationship Officer Kuwait Finance House  
Job Description: Facilitating communication between the call center department and other bank departments to resolve customer and agent issues.

### Skills

I possess strong leadership, communication, management, research, and public speaking skills. Throughout my MBA studies, I discovered a passion for conducting feasibility studies.

### Training Courses

- Anti- Money Laundry
- Leadership skills
- Public Speaking
- Art of sale

### Languages

- **English:** Professional speaking, writing, listening, and reading.
- **Arabic:** Fluent in speaking, writing, listening, and reading.