



Hamze Aden

CRM, OPERATION
ASSOCIATE, OPERATOR

SKILLS

- Languages: Swedish (Fluent), English (Fluent), Somali (Native), Basic Arabic
- Technical Skills: Microsoft Office Suite (Excel, Word, Outlook), Claims Management Systems, Network Troubleshooting
- Soft Skills: Customer Service, Problem Solving, Team Collaboration, Attention to Detail, Process Improvement

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PROFESSIONAL SUMMARY

PROFILE

Dynamic and detail-oriented professional with over 13 years of experience in Operations, Logistics, and Claims Management. Proficient in handling complex claims processes, delivering excellent customer service, and working in target-driven environments. Adept at collaborating with cross-functional teams and continuously driving process improvements. Fluent in Swedish, English, and Somali, with a working knowledge of Arabic. Skilled in MS Office and known for a high standard of accuracy, reliability, and problem-solving.

15 YEARS PROFESSIONAL EXPERIENCE

Operations Associate

AXA | Stockholm, SE

2023-03 – 2024-06

Processed claims related to unemployment, disability, and life incidents, ensuring compliance and customer satisfaction. Delivered high-quality service via phone and email while collaborating with teams to improve processes and achieve business goals.

Process Technician

Silex Micro System AB | Stockholm, SE

2019-08 – 2023-03

- Worked in a clean room environment, meticulously following manufacturing methods and documenting work processes.
- Reported deviations and participated in process improvement initiatives to maintain high-quality standards.

Customer Service Specialist

JOBmeal AB | Stockholm, SE

2022-03 – 2023-10

- Led daily transport operations, managed order processing, and optimized logistics processes for efficiency.
- Handled customer complaints, managed delivery schedules, and ensured compliance with service level agreements.

Operations Associate

DHL FRIGHT | Stockholm, SE

2018-02 – 2019-02

I managed customer service plans, handled inquiries, and communicated needs to service teams. I built customer relationships, provided guidance to staff, and collaborated with colleagues.

Traffic Manager

BRING EXPRESS | Stockholm, SE

2015-01 – 2018-01

I handled transport planning, development, and optimization, along with transport administration. I maintained customer and driver contact, and collaborated closely with the terminal. Additionally, I managed training, routine follow-ups, and order reception.

Warehouse Operator

Coop AB | Stockholm, SE

2009-08 – 2013-07