

## **HANY ISMAIL**

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### **CAREER OBJECTIVE**

To obtain a scalable position in a prestigious company where I can further develop my skills, be productive and eventually become a professional. Focus on the company visions, which offer an immediate challenge, growth advancement according to performance and ability to work for an organizations goal that increase productivity and meet the growth needs of the company.

### **WORK EXPERIENCE**

#### **Allsoop & Allsoop Mortgage Broker L.L.C**

##### **Corporate Tenancy Renewal Coordinator**

**Vision Tower, Business Bay, Dubai UAE**

**January 2023 - Present**

- Negotiating the tenancy renewal between landlord and tenant.
- Approaching clients in advance to ensure correct notices are sent on time.
- Preparing lease contracts.
- Registering EJARI on behalf of clients.
- Documentation collection from clients.
- Working closely with the Property Management department and Leasing department for managed and non-managed leases.
- Developing client relationships.
- Ensuring both parties are kept updated during the process.
- Ensuring all documentation is valid when uploaded in the system during the renewal process.

#### **Abstract Marketing Management LLC**

##### **Sales Promoter**

**Business Bay, Dubai UAE**

**September 2022 – December 2022**

- Demonstrating the features of a product or service to potential customers.
- Answering any questions potential customers might have about a product or service.
- Processing customers' payments.
- Generating reports that outline customers' interest levels, questions asked, number of products/samples/literature sold and/or distributed at various events.
- Staying up to date with product or service features.

**JcDecaux Dicon FZCO****Customer Service****Dubai Airport Terminal 3****November 2022**

- Attending to all the possible queries of all passenger/customers in the arrival (Meet & Greet area)
- Provide accurate, valid and complete information.
- Keep records of customer interactions.
- Giving correct direction & information for the F1 Event.
- Informing the company for the daily updates of the customers queries.

**Sales Consultant****Richfield Bloomington,Honda****Richfield Minnesota****United States of America****May 2020 – July 2021**

- Recommend and select products for customers based on their individual needs.
- Describe products and explain their benefits and uses to potential customers
- Maintains up-to-date knowledge of all vehicles, accessories, financing options, and promotions;
- Helps facilitate delivery by providing a clear explanation of vehicle and features operation, warranty, and servicing requirements.
- Complete administrative tasks, such as processing and recording sales, as needed
- Find potential customers through networking, cold calling and industry research to increase sales.

**Customer Service Team Leader****Richfield Bloomington,Honda****Richfield Minnesota****United States of America****April 2019 – May 2020**

- Manage, lead, train and develop call center staff to extend individual skills and achieve overall objectives
- Manage the day-to-day operations of the call center
- Planning and executing all call center technology project lifecycle implementations.
- Strong passion & capabilities in innovation and advancement in contact center technologies & concepts.
- Facilitating the definition and documentation of customer service requirements, scope and deliverables.
- Developing and maintaining project plans, action, logs, and risk issue logs.
- Leading cross-functional, high performance, virtual teams.
- Actively managing customer expectations & escalating issues that require executive attention.

## **Loss Prevention Manager**

**CSM Corporation**

**Minneapolis, MN**

**United States of America**

**July 2017 –March 2019**

- Responsible for the safety of the guests, employ and property.
- Escorting, safety of the guests, employ and property.
- Investigate, log, and resolve alleged and actual theft, violations of policy, and compliance concerns.
- Monitor public areas for unusual activity and potential threats.
- Develop ways to detect safety issues and security violations and to put programs in place to prevent repeat occurrences.
- Coordinate and communicate with management and governmental agencies to act appropriately and legally.
- Patrolling the hotel interiors& exteriors.
- Training new employees, payroll, and scheduling.

## **Supervisor Security Officer**

**Allied Universal**

**Minneapolis, MN**

**United States of America**

**November 2015 - July 2017**

- Interior& Exterior Patrolling
- Monitor the cameras
- Training new employees
- Writing maintaining a Security Daily Reports
- Conduct routine patrols with team.
- Escorting Visitor

## **Account ManagerG4s**

**Minneapolis, MN**

**United States of America**

**October 2012 - November 2015**

- Responsible for the safety of the guests, employ and property.
- Escorting, safety of the guests, employ and property.
- Investigate, log, and resolve alleged and actual theft, violations of policy, and compliance concerns.
- Monitor public areas for unusual activity and potential threats.
- Develop ways to detect safety issues and security violations and to put programs in place to prevent repeat occurrences.
- Coordinate and communicate with management and governmental agencies to act appropriately and legally.
- Patrolling the hotel interiors& exteriors.
- Training new employees, payroll, and scheduling.

**Correction Officer I**  
**Freeborn County**  
**Albert Lea, MN**  
**United States of America**  
**July 2010 – October 2012**

- Supervision of inmates and inmate activity in detention facilities
- Ensures that inmates remain in custody
- Responsible for directing and supervising inmates
- Search inmates for contraband items
- Conducts accurate headcounts
- Break up physical confrontations and protect inmates and fellow officers from harm.
- Enforces rules and regulations governing facility security, inmate conduct, and inmate accountability

**Document Controller**  
**Pharco Corporation**  
**Alexandria, Egypt**  
**March 2009 – June 2010**

- Controlling company and project documentation.
- Following and improving document control procedures
- Sorting, storing, and retrieving electronic and hard copy documents on behalf of clients and industry professionals
- Ensure documents are shared at key times to facilitate timely project completion
- Conducting regular reviews and document audits

## **PROFESSIONAL QUALIFICATION & PERSONAL INFORMATION**

**Tertiary - Bachelor of Law**  
**2003 – 2009**  
**Egypt, Alexandria**

## **PROFESSIONAL SKILLS, KNOWLEDGE & ABILITIES**

- Well-equipped and competent person with excellent skills in accounting and computer literate –MS – Office Macro (Excel, Word, Power Point Program) and Internet Application.
- Proficient in **English, Arabic** Communication.
- Multitask and ability to work under tremendous pressure and meet the deadlines with efficiency.
- Willing to learn other new computer system and programs quickly.
- Knowledge in Automotive Repair, CCTV, Surveillance
- Customers service skills.
- With **UAE Driving License**

## References

Available upon request