[Hazem.210625@2freemail.com](mailto:Hazem.210625@2freemail.com)

**Name:** ​ ​Hazem

**Position:** ​Chief Operating Officer/Deputy CEO, Hafilat Industry LLC, UAE

**Nationality:** ​ ​Egyptian

**Marrital Status:** ​Married with 2 children

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Combined with a mechanical engineering background, a strong and sound know-how in the commercial and

management field, I have a proven track record of success within my former executive positions. I accept challenge and

seek all opportunities for growth, expansion and improvement. Throughout my working experience I have accrued a

multitude of skills including process improvement, profit increase, business development, revenue enhancement

strategies and effective utilization of manpower.

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**EMPLOYMENT HISTORY**

**Hafilat Industry LLC** ​ **July 2015 till**

**present**

***Chief Operating Officer/Deputy CEO***

Hafilat Industries LLC is a joint venture between Specialized Investment Group, Emirates Link Group and Volgren. It is a UAE based ‘International Quality’ bus builder. Hafilat’s manufacturing capability includes a full range of public transport buses such as Charter/Coach, Intercity, Low Floor, Low entry, Articulated, Double decker and Trolley buses with Engine power options of Diesel, CNG, or Hybrid.

**Responsibilities:**

This entails the responsibilities of COO and Deputy CEO of Hafilat Group.

**Achievements:**

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Complete restructuring of the engineering department and of the manufacturing plant and process; Restructuring the finance, human resources and administration departments;

* Establishing the sales and logistics departments;
* Establishing a service department and workshop;
* Increasing/improving the company suppliers' database locally and worldwide;
* Collecting accounts receivable, a total of 18M (pending since 2013) in 4 months;
* Signing contracts with 3 different bus brand franchises to be produced and assembled locally in the factory;
* Signing contracts with 6 new commercial franchises for the sales and services departments;
* Reducing total expenses by 30%;
* Increasing turn over by 60%;
* Increasing profit by almost 42%;
* Opening new markets in Egypt, Algeria and Ghana and in the process of opening in Morocco and Tunisia.

**Orient Motors**

​**LLC**

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**March 2014 till June**

**2015**

***Commercial Director***

Orient Motors specializes in tourism transportation, vehicle maintenance, bus and coach dealership, and automobile spare parts trading and exports.

**Responsibilities:**

* Monitoring and improving all commercial aspects;
* Increasing turnover and profit margins;
* Developing/revising budgets for all departments;
* Restructuring manpower;
* Supervising product development;
* Monitoring customer support and after sales services;
* Increasing dealerships and revising existing dealerships.

**Achievements:**

* Increased turnover of the company by 5 million DHS within the first 2 months;
* Increased profit by 48%
* Increased manpower utilization of workshops, spare parts department, sales dept. and service centers.
* Increased spare parts availability and monitoring all supply chain aspects;
* Increased customer database by 80%;
* Increased productivity and turnover of Abu Dhabi branch;
* Increased the monthly budget of the spare parts department by 15%.

**Ghabbour Egypt** ​ ​ **February 2008 – February 2014**

***Managing Director/CEO, GB Allab Algeria, Iraq, Jordan, Dubai, and Ghana*** (subsidiaries of Ghabbour Egypt) ***& Group Export Director***

Ghabbour Egypt is the authorized dealer and body builder of Volvo, Mitsubishi and Hyundai Products: Luxury Coaches, Intercity Buses, City Buses, Mini Buses, and Semitrailers (all applications). Ghabbour Company has a 7500 body count in Egypt and 450 in its subsidiary companies.

**Responsibilities:** Same responsibilities as Group Export Director (below) in addition to running the subsidiarycompanies in Algeria, Iraq, Jordan, Dubai, and Ghana that focus mainly on distributing/selling: buses, semitrailers, Linde forklifts, passenger cars, tires and manufacturing of semitrailers.

**Achievements**: throughout Ghabbour employment from July 1999 - Dec. 2001 and Sept. 2003 - Feb. 2014

* Established 5 subsidiary companies: Algeria, Iraq, Jordan, Dubai, and Ghana.
* Appointed as a member of the Egyptian Government Export Authority in the impact of export subsidiary systems in Egypt;
* Increased gross profit by 20% with rigid cost control;
* Tripled the customer database and maintained current customers;
* Maximized efficiency of all company departments and subsidiary companies;
  + Applied the oracle system;
  + Applied CDS systems which lead to a 60% - 150% salary increase;
  + Increased productivity of employees by applying proper training based on employee needs and weaknesses;

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Reduced all export freight expenses by 60% cost reduction; Increased market share by 30%;

* Added new dealerships to the company based on market needs: Geely, Sherry, Hyundai, Good Year, Lassa, Double Coin, Triangle, Bosch, Brother and SKF;

ALGERIA

* Reached a 160 Million Euro turnover in the first year with a growth profit margin of 35%;

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Increased average growth profit by 10% with full control of cost and cash flow;

Established 3 service centers with utilization of manpower by 80%;

Established a sound customer data base providing 80% productivity for the 3 service centers;

Reached 90% spare parts availability, monitoring and planning all supply chain aspects.

**Ghabbour Egypt** ​ **December 2005 – January 2008**

***Group Export Director &***

***General Manager, Ghabbour International Dubai*** (A subsidiary of Ghabbour Egypt)

**Responsibilities:** Same responsibilities as Group Export General Manager (below) in addition to running the companyin Dubai that focuses mainly on distributing/selling: buses, semitrailers, passenger cars and tires. All responsibilities were run from the Dubai Free Zone office.

**Ghabbour Egypt:** ​ **September 2003 – November 2005**

***Group Export General Manager***

**Responsibilities:**

* Achieving export targets for the GCC Countries;
* Supervising the achievements of the Exports Sales Managers who are responsible for the following regions: North Africa, Black Africa, COMESA and East Europe;

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Setting the necessary strategies and tactics to achieve the annual budget of the Export Department.

Opening and penetrating new markets;

Monitoring all export related logistics;

* Following up with products during production to assure optimal quality and to meet any specific customer needs in the end product;

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Providing after sales support to clients;

Following up with new and old clients;

Managing Export Sales Engineers to assure achievement of pre-set goals/targets.

**Bandag Egypt** ​ ​ **January**

**2002 - August 2003**

***Plant Manager*** (reporting directly to the Managing Director)

Bandag Egypt is a company specialized in tire retreading and repairs

**Responsibilities:**

* Managing 150 employees;
* Handling all plant logistics;
* Supervising production, maintenance and quality control;
* Handling the supply chain process for the raw materials and spare parts from Bandag (Belgium) and TipTop (Germany) assuring smooth production operation and customer satisfaction;
* Exporting the retreaded tires to the mother company in Kenya/Belgium and monitoring all phases of the export process.
* Providing technical assistance to our clients in determining the malfunctions of their fleets so to assist them in achieving maximum benefit of their new and retreaded tires;
* Controlling all invoices issued to clients and determining their credit ceiling accordingly;
* Preparing monthly reports related to the factory, production, sales, consumption of raw materials and maintenance to be sent to the Managing Director and the Chairman in the mother company in Kenya/Belgium;
* Inspecting all claim tires to determine whether it is a production or customer related mistake and take the decision of compensation accordingly;
* Testing the retreaded tires to meet the Egyptian and European standards for new tires;
* Periodical training of the labors to achieve the highest level of performance;
* Participating as a member in the Egyptian Standardization Authority so as to put the Egyptian standards for retreaded tires;
* Participating in sales strategies and tactics and determine prices depending on the cost of production and overheads;
* Dealing directly with the related governmental entities: Industrial Authority, Import & Export Control Authority, Chemical Authority and the Standardization Authority.

**Achievements:**

* Increased productivity by 400% in 3 months;
* Increased customers’ base ten times its original capacity within 6 months.

**Volvo, Ghabbour**

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**July 1999 – December**

**2001**

***Technical Construction Equipment Sales & Product Support Engineer***

**Responsibilities:**

* Selling construction equipment to major accounts in both the private and public sectors;
* Devising sales tender plans;
* Participating in the pricing of both construction equipment and spare parts through negotiations with Volvo so as to maintain profits for the company and achieve competitive prices for the client;
* Participating in the actual maintenance work of all construction equipment from the mechanical point of view;
* Determining the maintenance needs of equipment by identifying the malfunctions, spare parts needed and strategies for implementing maintenance schedules;
* Supervising/coordinating the sales calls of other sales representatives within the department;
* Providing constant customer satisfaction by following up with clients to meet their needs and solve their problems;

**Bavaria Egypt /Germany** ​ **January 1997 – Mid**

**June 1999**

***Acting Head of the Engineering Department*** (reporting directly to the Chairman)

Bavaria Egypt is responsible for the manufacturing of fire extinguisher and rescue equipment

**Responsibilities:**

* Managing 250 engineers, supervisors and laborers ;
* Meeting the requirements of ISO9001 and ISO14001;
* Participating in the internal audit of the various departments to meet ISO requirements;
* Conducting maintenance of all production equipment;
* Maintaining periodical maintenance schedules (preventive/predictive);
* Meeting/dealing with sudden equipment failure;
* Monitoring all production stages and formulating production plans to meet the sales needs;
* Conducting research for the establishment of new production lines and developing existing lines;
* Operating/Programming CNC machines;
* Carrying out dies and moulds designs for CNC machines with G-FORMAT Language.

**PROFESSIONAL TRAINING**

* Bandag Casing Class for Shop, Bandag European Training Center *(March 2002, Brussels)*
* Master Craftsmen, Bandag European Training Center *(March 2002, Brussels)*
* Tiptop Repair, Bandag European Training Center *(March 2002, Brussels)*
* Product Sales Training, Volvo Construction Equipment International AB *(May 2000, Sweden)*
* Military Factory 9 (*January 1997, Cairo, Egypt)*
* El Nasr Automotive Industry (*November 1996, Cairo, Egypt)*
* Cairo Castings Company (*November 1996, Cairo, Egypt)*
* Magna Canada (J*uly 1994, Canada)*
* General Motors Canada (*July 1992, Canada)*

**EDUCATION**

* B.Sc., Mechanical Engineering, Faculty of Engineering, Cairo University

**LANGUAGES**

* Native Arabic; Fluently spoken and written English

**PROFESSIONAL MEMBERSHIPS** ​

* Engineers Syndicate of Egypt
* UTIP International Transportation Organization

2

HAZEM RAOUF CV