` **HASSAN**

**HASSAN.365262@2freemail.com**

**Career Objective**

*To use my Skills in the best possible way for achieving the company’s goal and also contribute directly to the company’s income and business targets.*

*Also, I would like to build a long-term career in Business development with opportunities for career growth and skills development.*

**Career History**

**Branch Manager - Monte Carlo Rent a Car Abu Dhabi,**

February, 2013 - present

* Managing the rental cars with the team
* Training and supervising the team to monitor and control performance
* Managing the financial costs of the whole operations and making decisions based on results
* Formulated a comprehensive business plan complete with clear and actionable sales goals and targets.
* Planned and led training programs on staff development.
* Worked as a team member to provide the highest level of service to customers
* Planning, organizing and ability to manage multiple demands. Perform all job functions with special attention to good public relations.
* Perform sales activities to achieve company sales Targets.
* Coordinate daily with production and Sales Departments to arrange /organize vehicles needed according to the daily schedule of production and delivery.
* Liaising with quality control manager on a regular basis for ensuring that the vehicles available for rent are always in a rentable condition.
* Providing regular update to the Rental Operations Manager on the business patterns and competition activities in the region etc.
* Preparing Invoice, quotations, LPOs and follow up of the payments.
* Sending couriers, sorting incoming and outgoing mails. Independent screening, analyzing and prioritizing incoming and outgoing calls/Correspondence/faxes/e-mails etc.
* Providing a good communication link between customers and branch staff.
* Maintaining accurate, up-to-date records on vehicle maintenance, fuel purchases, incident reports, accident reports, vehicle condition reports and other records that are requested from management

****Branch Manager – STEAM TEAM car wash and polish Abu Dhabi,**

June 2011 – Feb 2013

* Managing a team of 10 cleaners and polish experts
* Cultivate a culture of excellent customer service, leading by example, Resolve customer complaints effectively and promptly.
* Manage performances of store's employees (setting goals and objectives developing and motivating employees).
* Produce management information reports on shop performance in order to ensure that owner of the shop has the relevant information needed to support operational decision-making.
* Maintains quality service by establishing and enforcing company procedures.
* Prepares attendance sheet and salary sheet for the staff.
* Update income and expenses invoice.
* Count the money in cash drawers at the beginning to ensure that amounts are correct and that there is adequate change.
* Ran the bi-weekly payroll process.
* Executed accounts receivable collection.
* Built relationship with car rental companies and parts suppliers.
* Created team building exercises to influence employee morale

**Customer Service Executive / Executive Driver**

**Ahmed AL Otaiba Rent a Car (AVIS)**

December 2006 – 2012

* Driving private cars to various locations around United Arab Emirates. Also worked in contracts with Avis as stated below:
* Assigned to handle Public relations duties for GASCO and Crown Prince Court to process and finalize government paperwork including insurance, municipality, and traffic department
* Assigned as customer service representative for AVIS service point in various location including Hilton Hotel and Musaffah to process car rental agreement with customers and deliver rental cars.
* Managing leasing contracts and overall rental process including invoicing and payment collection.
* Processing and Finalizing all documents related to government sectors that includes Traffic Department, Insurance and Municipality.
* Developed an excel sheet to keep track of incoming and outgoing mails & documents.
* Planning driving routes for the whole leasing team (the quickest & most economical)
* Gave a proposal training to the drivers team about how to reduce costs / save money while driving (economical driving tips)

 ***Education and Certification***

* ***Education Nasser Secondary School Assist Egypt***

Secondary (high school) in Economics & Trade

**Skills and Abilities**

* Able to cope with different people, difficult customer and work situation.
* A mature and responsible person, who has strong sense of loyalty to family especially to an honest and fair employer.
* Knowledge of all Emirates road.