**Hany**

**Hany.373980@2freemail.com**

 **Objective**

To obtain a full time position with your company.

**Skills and qualifications**

- Possess strong written and verbal skills in many languages(English, French and Arabic)

- Possess strong computer skills in Microsoft word, Internet and windows XP.

- Communication skills with the ability to respond to staff and public in a courteous and effective manner.

-Highly developed interpersonal and customer service skills.



**Employment history**

**2008-2010 Parts Consultant**

**2010-2013 Senior Parts Consultant**

**2013-present Sales In Charge & Branch Manager**

**Liberty automobiles company 2008-Present**

**Dubai Branch DUBAI-UAE**

**Spare parts department**

 Dealing with (Chevrolet – Opel – Hummer – Cadillac – Kawasaki-ac delco-liberty motor sports-foton-designline).

 **GM.Courses:-**

* PPC00.03W - Basic Inventory Management.
* A1061.16ME - Microcat Training.
* MPPCEP.C9W- Global EPC4.
* A1020.16ME - Effective Telephone Skills.
* LMS101.01W – Introduction to the GM LAAM LMS.
* A1069.16ME - Effective Telephone Skills for Parts Consultants.
* A1002.16ME – Technical Product Awareness.
* A1084.16ME – Technical Insight for Non- Technical Personnel.
* A1067.16ME – Technical for Parts person.
* A1050.16ME – Technical Product Awareness for Parts personnel.
* A1007.16ME – Technical for Service Consltant.
* PPCPQ.26W – Electronic Part Catalog .
* A1079.04ME – GM Difference Customer Enthusiasm.
* More than 45 certificates for GM COURSES from GM dubai academic city.

**Spearhead Training:­-**

* IMPROVE YOUR TELEPHONE SKILLS

**Sales manager 2006-2008**

**Kabary for cars accessories and spare parts imports Alexandria-Egypt**

- responsible for over 30million E.P.in existing accounts and service customer requirements.

- Accountable for selling and managing steel stamped products related to automotive transmission and engine.

- Initiated long term contracts for general motors accessories products.

- Increased sales by 21% and generated increase in sales of 6.1 million in 2006.

- Involved in Ford and Gm joint venture for new products.

- Knowledgeable in both mechanical and electrical components.

**Operation manager 2005-2006**

**El nada for cars and limousines Alexandria-Egypt**

-Checked cars for defects before and after renting.

-Maintained insurance policies and solutions for staffing.

-Maintained mandatory registration and application fees.

-Collected customer payments on orders placed.

-Expedited and facilitated the escalation of customer service issues.

**Bilingual sales representative 2004-2005**

**Master trade car dealership Alexandria-Egypt**

- Maintained ,indentified and generated business in the city of Alexandria and other territories.

-Managed and developed on existing customer base.

-Established and produced new business.

-Proven track record in achieving and exceeding sales targets.

**Bilingual sales representative 2003-2004**

**Club cars( pre-owned cars dealership) Alexandria-Egypt**

-Possess a mechanical engineering background.

-Proven sales track record with several models like (Mazda,BMW,Honda,Hyundai,Dodge,Ford,Pontiac,Chevrolet,Nissan,Acura,Mercedes, Chrysler…)

-Able to build relationship with customers and sell with a consultative manner.

**Bilingual sales representative 2002-2003**

**Modern auto for auto spare parts dealership Alexandria-Egypt**

-Good knowledge of several car models spare parts such as (Suzuki,Nissan,Honda,Mazda,BMW,GM,Ford…)

-Developed sales force and set-up network more than800 represent shops.

-Distributed spare parts and build up good customer relationship.

**Customer service representative 2001-2002**

**Esso inc. Alexandria-Egypt**

-Demonstrated skilful communication in English, French and Arabic.

-Talked with customers on sales floors and by phone.

-Performed queries in multiple databases.

-Accurately and efficiently input data utilizing the exception keyboarding skills.

-Collected customer payments.

 **Education**

- Bachelor of science degree-Agricultural engineering and machinery 2001

Alexandria university-faculty of Agriculture Alexandria-Egypt

- High school diploma(French) 1994

College Saint Marc Alexandria –Egypt

-Certificate in French 1993

Ecole international de langue Francaise (Alliance Francaise) Alexandria-Egypt

**Language skills**

* Arabic Mother language
* English speaking ,writing very good
* French speaking , writing very good

**Personal information**

* Date of birth 8/4/1976
* Nationality : Egyptian
* Martial status : married
* Visa status : residence Visa
* Holding : UAE driving license