

# KEROLS YOUSSEF HANNA

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## PROFESSIONAL SUMMARY

Experienced laboratory professional with 7+ years in medical laboratory operations, sales coordination technical leadership, and quality management. Skilled in team development, cross-departmental coordination, and regulatory compliance. Currently pursuing HR, MBA and Learning & Development certifications to bridge technical expertise with strategic leadership.

## CORE COMPETENCIES

- Technical Leadership: Lab Operations, Quality Control, Compliance, Equipment Management.
- Certified in Learning & Development : skilled in designing, delivering, and evaluating training programs to enhance organizational performance.
- People Management: Staff Training, Team Supervision, Performance Assessment.
- Coordination: Cross-functional Projects, Inventory, Reports, Strategic Execution.

## PROFESSIONAL EXPERIENCE

### **Branch Chemist – Al Mokhtabar Labs (Dec 2022 – Present)**

- Trained and mentored new lab staff on SOPs, safety, and QA protocols
- Delegate daily tasks based on urgency and workload.
- Ensure quality standards and efficiency in sample processing.
- Handling client's complaints and answering inquiries.

### **Senior Chemist & Sales Coordinator – Al Shams Labs (Aug 2019 – Dec 2021)**

- Acted as liaison between lab and sales departments
- Oversaw lab operations and mentored junior chemists
- Designed internal training programs and improved lab efficiency

### **Medical Representative – Speed Medical (Mar 2022 – Nov 2022)**

- Promoted diagnostic services to clinics and hospitals
- Built strong HCP relationships and exceeded sales targets

### **Medical Representative – Zad Industrial Pharma (Feb 2017 – Apr 2019)**

- Conducted interviews and trained new sales hires
- Managed territory sales and coordinated with management

## EDUCATION & CERTIFICATIONS

- Certified Learning & Development Manager Program | HPA – Aug. 2025
- aPHR – Associated Professional in Human Resources | HPA – Apr 2025
- Master in Business Administration | The Arab Academy for Management and Financial Sciences – Feb 2025
- Diploma in Strategic Marketing & Sales | The Way Foundation – Nov 2022
- Diploma in Biochemistry | Minya University – Jul 2017
- BSc in Biochemistry | Minya University – Jul 2016