

## **HANY FATHY MOURAD**

Paramount Hotel, Residential Tower B,  
Business Bay, Dubai. UAE

Date of Birth: 10<sup>th</sup> May 1991

Marital Status: Married

Military Status: Exempted

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**VALID UAE DRIVING LICENSE**

**VALID UAE RESIDENCY**

**VALID MEDICAL INSURANCE**

### **CAREER OBJECTIVE**

My strong academic background and diverse work experience have provided me with a unique understanding of various areas of knowledge and. I would like to pursue a career in Marketing and Sales, Accounting, and International Business Administration. I am looking forward to joining your esteemed establishment, reaching a higher position based on efficiency and hard work.

### **WORK EXPERIENCE**

<b>Partner and Export Manager</b> December 2017 – Present  <b>Trade Elites Group, Egypt.</b>	<ul style="list-style-type: none"><li>• <b><u>Customer Relationship Manager:</u></b> Dealing with new and existing importers to get a better understanding about their needs regarding the quality, packing and product sizes.</li><li>• <b><u>Contracting:</u></b> My key responsibility is arranging the supply programs contracts with our clients mentioning payment terms, product specifications, shipments schedule and other terms.</li><li>• <b><u>Marketing:</u></b> Attending the international food exhibitions to represent the company and make new deals during the exhibition time, Also getting new prospects through online paid ads on business portals.</li></ul>
<b>Senior Personal Banker</b> December 2014- December 2017  <b>CIB Commercial International Bank- Egypt</b>	<ul style="list-style-type: none"><li>• <b><u>Sales Representative:</u></b> Educate customers about bank's products such as loans, credit cards, auto loans, mortgage, overdraft also refer them to CIL(insurance sister company) to achieve sales mix throughout achieving monthly target and assure our customer's satisfaction</li><li>• <b><u>Service Representative:</u></b> Answer and respond to bank customer's inquiries on financial transactions, funds availability and perform customers requests explaining all service charges</li><li>• <b><u>Operations Officer:</u></b> Assist operations department regarding bank forms and requests in adherence to standards of operations process.</li><li>• <b><u>Customer Relation:</u></b> Attract new to bank customers and open both individuals and corporate accounts.</li></ul>

	<ul style="list-style-type: none"> <li>• <b><u>Customer Care Agent:</u></b> Handling complaints in accordance with the bank's guidelines and policies to achieve customer's delight.</li> </ul>
<b>Retail Representative</b> August 2014- December 2014  <b>Vodafone EGYPT</b> <b>International Network</b> <b>and communication</b> <b>Organization.</b>	<ul style="list-style-type: none"> <li>• <b><u>Customer Service:</u></b> Assisting customers with all inquiries regarding their lines (voice&amp; data) including bill payments, change of ownership, cash transfers, ADSL etc.</li> <li>• <b><u>Marketing Representative:</u></b> offer new promos to new and existing customers. Aims to achieve sales mix throughout marketing all the organization's products.</li> <li>• <b><u>Technical Support:</u></b> dealing with smart phones problems regarding APNs, data usage, mobile internet etc.</li> </ul>
<b>Senior Advisor</b> January 2014- July 2014  <b>Egyptian Life Takaful</b> <b>Company.</b> <b>Life insurance and</b> <b>investment</b> <b>Association</b>	<ul style="list-style-type: none"> <li>• <b><u>Data Gathering:</u></b> Gathering data from several sources personal or public clients' data then filter them using age, marital status, income level.</li> <li>• <b><u>Sales Indoors:</u></b> Contacting customers and give a hint about the company's profile including shareholders and about products that the company offers.</li> <li>• <b><u>Sales Outdoors:</u></b> Attend personally to the predetermined meetings. Starting with ice break, Design a financial plan according to his/her needs showing life insurance coverage and investment benefits.</li> </ul>

## **TRAINING EXPERIENCE**

<b>Trainee Customer Service</b> <b>and Cashier</b> July 2012- October 2012  <b>HSBC EGYPT</b> <b>Global Banking Association.</b>	<ul style="list-style-type: none"> <li>• <b><u>Customer Relations:</u></b> Contacting Customers regards Account queries and document processing especially with Debit and/or Credit Card Department.</li> <li>• <b><u>Front Office Customer Service:</u></b> Welcoming Customers to the bank, helping and assisting clients with general bank queries.</li> <li>• <b><u>Back Office Assistant:</u></b> Assisting with bank filing, stampings, photocopying and printing necessary documents requested by the clients and/or other team members.</li> </ul>
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<b>Project coordinator</b> Feb 2011- July 2011  <b>Vodafone Egypt International Network and Communication Organization.</b>	<ul style="list-style-type: none"> <li>• Welcoming Customers to the store and distribute customer to the relevant departments by using the queuing system.</li> <li>• Generate Top-up Vouchers to the customers either directly or by online software.</li> <li>• Managing all accounts queries including bills details.</li> <li>• Assisting Customers to transform their numbers to the new numbers plans that was created by Vodafone within Egypt by using back Office Software.</li> </ul>
<b>Customer Service Assistant.</b> June 2010- October 2010  <b>Vodafone EGYPT. International Network and communication Organization.</b>	<ul style="list-style-type: none"> <li>• <b><u>Sales Assistant:</u></b> Generating new mobile contracts and/or amending existing ones.</li> <li>• Responsible for creating corporate contracts and company's employees.</li> <li>• Assisting customers with general queries and resolving any account's issues.</li> </ul>
<b>Sales representative</b> June 2009- October 2009  <b>Zien Company Photocopying and Printing Services. Alexandria EGYPT.</b>	<ul style="list-style-type: none"> <li>• <b><u>Sales Indoors:</u></b> Contacting corporate and large size companies by booking an appointment with sales departments.</li> <li>• <b><u>Sales Outdoors:</u></b> Attending the booked appointment and showing the current offers of our company, persuading the clients with advantageous promotions which resulted in achieving my planned target.</li> </ul>

## **EDUCATION**

2009 - 2013	<b>Arab Academy For Science and Technology&amp; Maritime Transport</b> Alexandria Egypt	<b>International Business Administration</b>  <b>Marketing Major</b>  <b>GPA 2.6=GOOD</b>
Graduated 2009	<b>El Nasr Boys School</b> Alexandria Egypt	<b>General Secondary Certificate, Literature Emphasis</b> <b>Distinctive Grade 85%</b>

### **ADDITIONAL CERTIFICATES**

2012-2013	<b>Arab Academy for Science and Technology &amp; Maritime Transport.</b> Alexandria Egypt	<b>Professional Certificate in Marketing</b> Subjects Studied: <ul style="list-style-type: none"><li>• Essentials of Marketing.</li><li>• Personal Selling.</li><li>• Negotiation Skills.</li><li>• Advertising and Management.</li><li>• Marketing Research.</li><li>• Advanced marketing.</li></ul>
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### **SKILLS**

My past training, work experience and extra curriculum activities have increased my leadership, management and professional abilities. I also have a very good understanding of the different aspects of running a business, as I was eager to learn as much as I can from my superiors. I have become competent in the areas of:

- IT Skills (**Networking, MS Office, PowerPoint, Prezi**).
- Dealing with well known application as (**Seibel, Win Cash, CCAT**).
- Like to work in teams and can handle work under high pressure.
- Team Building, Leadership, Negotiation, Logistics and Analytical Thinking.
- Working/contributing positively in teams.
- Quick learning and flexible to adapt to different environments.
- Dedication, perseverance and commitment at work.
- Self-motivation and forward-looking for *par excellence* achievement.
- Implementation of policies and regulations.
- Communication & Interpersonal skills, Strong Analytical and Problem Solving Skills.

### **LANGUAGES**

- Arabic: Mother Tongue. (written and spoken)
- English: Fluent. (written and spoken)
- French: Fair (written and spoken)

### **REFEREES**

<b>"Branch Manager"</b> Mr. Sameh Shalash HSBC EGYPT. Tel: +2001008558310	<b>"Store Manager"</b> Mr. Mohamed Ghonem Vodafone EGYPT Tel: +2001005002929	<b>"Regional Manager"</b> Mrs. Doaa Omar Egyptian Life Takaful EGYPT Tel: +2001200007107	<b>"Area Manager"</b> Mr. Tamer Turk Commercial International Bank. EGYPT Tel: +2001024614184
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