



Hanen Ben Hassen

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Candidate summary and key skills

A well-rounded and driven self-starter with both a strong team ethic and the ability to work independently.

A number of years' experience across Retail, Production and Supply, Construction and Financial Services.

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|--------------------------------------|---------------------------------|---------------------------------|
| ★ Supply-chain experience | ★ Strong stakeholder management | ★ Pro-active issue prevention |
| ★ Production and Supply experience | ★ Multi-lingual | ★ Effective incident management |
| ★ Forecast and adjustment management | ★ Process optimisation | ★ Continuous improvement |

Professional experience

CRK – Production and Retail

Production Manager (June 2013 – November 2018 :Tunisia)

- o Ensure production meets legal and regulatory requirements as per industrial policy
- o Creation and management of production plan with workshop leaders
- o Supervise production services and monitor performance
- o Respond to and manage the resolution of issues and technical queries
- o Production process optimisation and proactively manage changes
- o Plan, design, test and execute production improvement projects
- o Leading and facilitating workshops

CRK – Production and Retail

Production Coordinator (July 2012 - May 2013 :Tunisia)

- o Schedules and coordinates flow of work between departments of manufacturing plant to expedite production
- o Establishes priorities for specific customer orders, and revises schedule according to specifications, established priorities.
- o Compiles reports concerning progress of work
- o Use SAGE to track and locate production units.
- o Develop work orders and schedules for upcoming productions.

- o Work with Managers to coordinate, plan and delegate daily work responsibilities to production staff.
- o Work with management in coordinating and planning journal production activities.

Attijari Bank – Banking and Finance

Banking Assistant (July 2009:Tunisia)

- o Serving and dealing with customers – requests, reviews, advisory and issue resolution
- o Allocating customer requests to appropriate resolving party – open accounts, new products, account review
- o Explaining new products and services to the customer
- o Dealing with travel money and insurances
- o Ensuring that all monies are banked correctly and the station balances correctly
- o Ensuring that documentation and logs are accurate

Systems, tools and techniques

- | | |
|-------------|-------------|
| o Sage | o MySQL |
| o Photoshop | o Java |
| o MS Office | o HTML, CSS |
| o React | |
| o Js | |

Education and qualifications

January 2022 : Programming with Java (ReDI School)

August 2021 : Full-Stack Web Development Program (career foundry)

August 2021: Fundamentals of Social Media Advertising (Coursera)

June 2021: Social Media Management (Coursera)

March 2021 _ June 2021 : Intro to Java (ReDI School)

2008-2012 : Tunis Higher Institute of Management – Bachelor in Business Informatics (ISG)- Tunisia

Languages

- o Arabic (fluent; native)
- o French (fluent)
- o English (conversational)
- o German (basic communication skills)