



# HANY DAWOD



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Abu Dhabi  
United Arab Emirates

## WEBSITE, PORTFOLIO, PROFILES

- <https://www.linkedin.com/in/hany-dawod-99b76242/>

## EDUCATION

### B.Sc. Production Technology

Faculty of Industrial  
Education , Helwan  
University, Egypt , 2006  
Graduation Project:  
Friction Stir Welding

### Diploma of Technology Development

Quality Control

### Diploma of Formulations Mechanic

## PROFESSIONAL SUMMARY

Agile and adaptable staff leader with stellar work history, motivational approach and upbeat nature. Skilled at training employees and leveraging organized approaches to handle daily planning, scheduling and customer service requirements. Forward-thinking and industrious with diplomatic communication style focused on maximizing engagement and satisfaction.

## SKILLS

- Managing Operations and Efficiency
- Technical Proficiency
- Departmental Support
- Scheduling and Coordinating
- Employee Coaching and Motivation
- Administrative Oversight
- Administration and Reporting
- Managing Employee Relations
- Performance Tracking and Evaluations
- Issue and Conflict Resolution
- Vendor Performance Monitoring
- Shipping and Receiving Oversight
- Customer Trend Analysis
- Operational Records Review
- Operating Procedures and Policies

## WORK HISTORY


January 2016 - May 2022

### Tawzea Distribution & Logistics services, United Printing & Publishing - Assistant Supervisor-Logistics, Abu Dhabi ,UAE


- Supported Supervisor by preparing production reports and collating quality documentation.
- Revised work practices to improve efficiency, boost quality and meet production goals.
- Submitted documentation and reports to upper management.

## LANGUAGES

### Arabic

 Bilingual or Proficient (C2)

### English

 Upper intermediate (B2)

## CERTIFICATIONS

### Supply Chain Logistics

by Rutgers the State University of New Jersey

- Coordinated with day shift supervisor to balance staffing as workloads changed.
- Recommended changes to policies and procedures to maximize team efficiency and productivity.
- Trained assembly finishers and evaluated quality of work.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Handled day-to-day customer contact via phones, faxes and emails.
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem.
- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
- Answered customer questions about products and services, helped locate merchandise and promoted key items.
- Worked flexible schedule and extra shifts to meet business needs.

January 2010 - January 2016

**Abu Dhabi Media-Distribution Department - Merchandiser,**  
Abu Dhabi, UAE

- Checking publication quantities in outlet
- Update pricing and signage to complete product displays and educate customers.
- Verified products appeared at correct locations in proper quantities.
- Refill of sold-out publications
- Collection of returns (unsold quantities) from outlets
- Collecting debts from retails outlets, cooperate and government organizations
- Follow up on pending payments status and prepare daily reports
- Delivering exclusive quantity of publications to governmental organization
- Monitor Newsboys attendance to ensure distribution is completed on targeted time
- Full knowledge and monitory of sales pattern of each outlet at any given point of time

- Monitoring development of handled region and identify potential outlets
- Build up positive relationship with retailer
- Assemble and analyses operational data from field
- Assist in promotion campaigns
- Assist supervisor with preparing daily operation report.

April 2009 - December 2009

**Hartman Egypt Co - Technician & Supervisor,**

Alexandria, Egypt

- Determine and advice required sizes and structures and review of required frames
- Installation supervisor of doors and windows of various aluminum frames.
- Maintained quality assurance and customer satisfaction objectives.

November 2008 - April 2009

**Imbabi – Retail Store - Merchandiser,**

Alexandria, Egypt

- Retail Collection, Record and update full and complete customer account information to aid in account resolution
- Chasing debtors and late payments
- Receives and processes all new merchandise shipments
- Organized store merchandise racks and displays to promote and maintain visually appealing environments.
- Removed damaged, out-of-code, not-in-set and discontinued items from displays.

October 2005 - July 2007

**Middle East construction - Assistant Site Supervisor (Piping & Tube fitter),**

Alexandria, Egypt

- Analysis of site maps
- Raising sizes of work site and review data maps
- Calculate and determine raw materials required for work
- Final tests for combinations
- Brand formulations supervision
- Receives and inspects all incoming materials and reconciles with purchase orders; processes and distributes documentation with purchase orders; reports, documents and tracks damages and discrepancies on orders received
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.