

HANY ISMAIL

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CAREER OBJECTIVE

To obtain a scalable position in a prestigious company where I can further develop my skills, be productive and eventually become a professional. Focus on the company visions, which offer an immediate challenge, growth advancement according to performance and ability to work for an organizations goal that increase productivity and meet the growth needs of the company.

WORK EXPERIENCE

Sales Supervisor

T-Mobile

Minneapolis, MN

April 2019 – June 2021

- Manage retail staff, including cashiers and people working on the floor.
- Attend trade shows to identify new products and services.
- Coach, counsel, recruit, train, and discipline employees.
- Keep up with fluctuating supply and demand.
- Monitor local competitors.
- Maintain store's cleanliness and health and safety measures.
- Handle customer questions, complaints, and issues.

Loss Prevention Manager

CSM Corporation

Minneapolis, MN

United State of America

July 2017 –March 2019

- Responsible for the safety of the guests, employ and property.
- Escorting, safety of the guests, employ and property.
- Investigate, log, and resolve alleged and actual theft, violations of policy, and compliance concerns.
- Monitor public areas for unusual activity and potential threats.
- Develop ways to detect safety issues and security violations and to put programs in place to prevent repeat occurrences.
- Coordinate and communicate with management and governmental agencies to act appropriately and legally.
- Patrolling the hotel interiors& exteriors.
- Training new employees, payroll, and scheduling.

Supervisor Security Officer

**Allied Universal
Minneapolis, MN United
State of America
November 2015 - July 2017**

- Interior& Exterior Patrolling
- Monitor the cameras
- Training new employees
- Writing maintaining a Security Daily Reports
- Conduct routine patrols with team.
- Escorting Visitor

Account ManagerG4s

**Minneapolis, MN
United State of America
October 2012 - November 2015**

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- Escorting, safety of the guests, employ and property.
- Investigate, log, and resolve alleged and actual theft, violations of policy, and compliance concerns.
- Monitor public areas for unusual activity and potential threats.
- Develop ways to detect safety issues and security violations and to put programs in place to prevent repeat occurrences.
- Coordinate and communicate with management and governmental agencies to act appropriately and legally.
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- Training new employees, payroll, and scheduling.

Correction Officer I

**Freeborn County
Albert Lea, MN United
States of America
July 2010 – October 2012**

- Supervision of inmates and inmate activity in detention facilities
- Ensures that inmates remain in custody
- Responsible for directing and supervising inmates
- Search inmates for contraband items
- Conducts accurate headcounts
- Break up physical confrontations and protect inmates and fellow officers from harm.
- Enforces rules and regulations governing facility security, inmate conduct, and inmate accountability

Document Controller

**Pharco Corporation
Alexandria, Egypt
March 2009 – June 2010**

- Controlling company and project documentation.
- Following and improving document control procedures
- Sorting, storing, and retrieving electronic and hard copy documents on behalf of clients and industry professionals
- Ensure documents are shared at key times to facilitate timely project completion
- Conducting regular reviews and document audits

PROFESSIONAL QUALIFICATION & PERSONAL INFORMATION

Tertiary - Bachelor of Law
2003 – 2009
Egypt, Alexandria

PROFESSIONAL SKILLS, KNOWLEDGE & ABILITIES

- Well-equipped and competent person with excellent skills in accounting and computer literate –MS – Office Macro (Excel, Word, Power Point Program) and Internet Application.
- Proficient in **English, Arabic** Communication.
- Multitask and ability to work under tremendous pressure and meet the deadlines with efficiency.
- Willing to learn other new computer system and programs quickly.
- Knowledge in Automotive Repair, CCTV, Surveillance
- Customers service skills.
- With **UAE Driving License**

References

Available upon request