

HANI SCOTTO

Analyst Specialist, Customer Service Professional, Digital Marketing, Trainer

E-mail: hani.scotto@outlook.com

Background & Objective

I feel that I have enough experience and energy to fit in my duties to develop and improve the organization I am joining. Meanwhile, my objective is to join a progressive, growth oriented organization that will give me career advanced. Presently looking for an organization to give my full support and help me grow.

Professional Experience

Dec 2017 – Jan 2022 : **Management Consultant** – Inovare Hotel Management – Livorno, ITA

- Customize business reviews for vendor meetings as well as chain headquarters.
- Develop custom reports plus presentations for specific areas, particular time period measures, chain specific, geographic regions, category, shelf as well as product analyses.
- Facilitate supervising vessel utilization and help to maximize available vessel space usage.
- Supervise daily bookings and develop daily reports plus forecasts.
- Write and present reports of estimated government actions as well as upcoming events.
- Monitor closely relevant events in respective industry.
- Prepare potential policy scenarios and analyze probable impact of every scenario.
- Perform with team to quantify government actions impact on business plus industry.
- Evaluate and report implications of government contract awards, appropriations legislation and governmental decisions for hotel industries and f&b businesses.

Nov 2016 – Nov 2017 : **Operations Management Specialist** – Noon – Dubai, UAE

- Assists in training and career development; manages the performance management process. Manages the employee selection, hiring, reward and discipline processes
- Responsible for evaluation of Repackaging Warehouse Optimization
- Identifies process and quality changes designed to improve manufacturing or department capabilities. Drives Lean, Safety and Quality. Takes corrective action
- Proven application of LSS principals and tools. Black Belt or Kai-zen training and certification a plus
- Manage the Operation utilizing data and metrics
- Involved in the development of IT strategy
- Sets up daily team priorities, develops work schedules and assigns tasks. Responsible for developing and executing action plans and utilizing Shift Hand-offs and designated operations reviews

Oct 2014 – Oct 2016 : **Customer Service Manager** – Sell Any Car – Dubai, UAE

Sep 2012 – Sep 2014 : **Senior Operations Specialist** – Sukar.com – Dubai, UAE

Aug 2007 – July 2012 : **Customer Service Team Manager** – TransCore – Dubai, UAE (SALIK – RTA)

Education & Credentials:

Educational Qualification;

- **Bachelor Of Business Administration (International Management)**
Euro College – Macedonia (UAE Campus)

Language Skills;

- English (*Fluent*)
- Arabic (*Fluent*)
- Italian (*Native*)

Computer Skills;

- Microsoft Office Applications
- Adobe Photoshop & Illustrator
- BackOffice (Sales & Logistics)
- Video & Audio editing

CRM Skills;

- Freshdesk
- Zendesk
- Mhelpdesk
- Avaya

Digital Marketing Skills;

- Search Engine Optimization (SEO)
- Social Media Marketing (Facebook, Instagram, Twitter, Youtube and LinkedIn)
- Email Marketing
- Google (Plus, Analytics, AdWord, etc.)
- Graphic Designing

Communication & Leadership Skills;

- Good Communication skills with co-workers
- Filing and maintaining files
- Preparing and Maintaining Sales Reports
- Problem Solving and Decision-making
- Planning of Goals, Objectives and Strategies

- Delegation & Leading by example

Achievements:

- Certificate Of Achievement (Salik (RTA) – Dubai, UAE – 2008)
- Employee Of The Month – Two months consecutively (Salik (RTA) – Dubai, UAE – 2010)
- Certificate Of Achievement (Sukar.com – Dubai, UAE – 2013)

Personal Data

Name	-	Hani Scotto
Date of Birth	-	30th April, 1991
Nationality	-	Italian
Gender	-	Male