

# C V Hany Hassan

## ➤ Personal Information:

- Name: Hany Ahmad Hassan .
- Hometown: Beirut, Lebanon .
- Date Of Birth : 04/10/1993 .
- Nationality : Egyptian .
- Current Location : Beirut, Lebanon .
- Current Job : Customer Service.
- Civil Status : Engaged.
- Mobile Number : +961 71137175
- E-Mail/G-mail Addresses : [Hany.D.hassan@Gmail.com](mailto:Hany.D.hassan@Gmail.com)  
[Hany.D.Hassan@Outlook.com](mailto:Hany.D.Hassan@Outlook.com)

## ➤ Profile:

I Am A Professional Technician, and I am a fast Learner, Intending To Continue My Development, To Reach Higher Ranks, And Gather More Experience And Information's, in any Domain of work. I Think In Terms Of Results, And Objectives, And To Avoid Mistakes In Work As Much As Possible . I Am Enthusiastic, And work with Decisiveness And Conviction . I Have A Proactive Attitude, And Finding Positive Ways To Stimulate And Engage With People and Have the willingness to work on new technologies.

## ➤ Education :

### 1. 2013

#### Private Institute

- Computer Science Skills
- Mobile Phones Software's

### 2. 2013-2014

#### Husein Maktabi High School

- Life Science

### 3. 2017

#### American Concrete Institute Certificates

- Concrete Grade one
- Compressive Strength Grade one

## ➤ Professional Experience :

### ❖ Jul, 2019 to Present

#### Shatila Service Center:

**Position:** Customer Service and a call dispatcher.

#### **Duties:**

- Answering phone calls
- Writing notes down regarding customers needs
- give the customer full information , according to there requests
- keeping all related parties up to date recording on going operations
  - connecting the manager and the customers to each other .
  - dispatching calls to the tow trucks , doing so according to ETAs
  - schedule , tows , tow outs according to customers needs

### ❖ Jul, 2017 to June, 2019

#### Advanced Construction Technology Services:

#### Hamra, Lebanon

**Position :** Technician .

I Worked As A Technician In Different Construction Sites In Lebanon .

I also was Working In The Construction Of The New American Embassy In Maputo Mozambique, From Sep 22 2017, Till March 30 2019 .

#### **Duties:**

- Nuclear density gage (Troxler) and (Humboldt)
- Sieve Analysis
- Water Absorption
- Cylinder And Blocks Crushing .
- Concrete Cylinders Samples Cutting .
- Sampling Of Freshly Mixed Concrete On Site
- Testing Slump, Unit Weight, Air Content And Temperature Of Concrete In The Field .

- Wet Sieving Of Freshly Mixed Concrete
- Making And Curing The Freshly Mixed Concrete In Cylinders , Cubes And Beams In Lab And Field .
- Weight materials and proportions as needed for concrete trial mix or other tests.
- Moisture Content .
- Other duties as assigned.

❖ Jan, 2015 To 15/03/2016

MCCI

Beirut, Lebanon

Position: Plumber

Duties: Specialized In Installing And Maintaining Systems Used For Potable (Drinking) Water, Sewage And Drainage In Plumbing Systems .

## ➤ Professional & Social Skills:

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- Coordination – Adjusting Actions In Relation To Others' Actions.
- Mentoring – Teaching and Helping Others How To Do Something .
- Negotiation – Discussion Aimed At Reaching An Agreement.
- Persuasion – The action or Fact of Persuading Someone Or of Being Persuaded To Do or Believe Something.
- Service Orientation – Actively Looking for Ways To Evolve Compassionately and Grow Psycho-Socially With People.
- Social Perceptiveness – Being Aware of Others' Reactions and Able to Respond in an Understanding Manner. Understanding My Self And Moderating My Responses.
- Talking Effectively And Empathizing accurately .
- Building Relationships Of trust Respect And Productive Interactions.
- Work Under Pressure .

- Good Interpersonal Skills .
- Self-Motivated .
- Adaptable To Various Circumstances .
- Team Motivator .
- Hard worker .

### ➤ Languages :

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- Arabic : Read, Speak, & Write ( Fluent ) .
  - English: Read, Speak, & Write ( Fluent ) .
  - French : Read, Write ( Good )
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Additional Information Available Upon Request .