

## PERSONAL INFORMATION



## Nader Nabil Azary Hana

 15 of Eight street from ten street , Warraq El Arab , Giza, 12662 Giza (Egypt)

 +201288801603  +393494582011

 Nader.Nabil.Azaru.Hanna@foc.cu.edu.eg / nadernabilhana@gmail.com

Sex Male | Date of birth 17/03/1990 | Nationality Egyptian

## WORK EXPERIENCE

01/07/2011–01/02/2012

**HR Specialist**

Drake Store Company, Giza (Egypt)

**Main activities and responsibilities:**

- Maintains personnel files in compliance with applicable requirements.
- Keeps employee records up-to-date by processing employee status changes in timely fashion.
- Processes personnel action forms and assures proper approvals; disseminates approved forms.
- Maintains budget spreadsheet that includes salaries, payroll taxes and fringe allowances.
- Prepares paperwork required to place employee on payroll and establishes personnel file.
- Assists in hiring process by coordinating job posting on Web site, reviewing resumes, performing telephone .

01/04/2012–Present

**Teaching Assistant of Business Administration at Faculty of Commerce , Cairo University**

Faculty of Commerce , Cairo University  
Gamaa Street,Giza,Egypt, Giza (Egypt)  
<http://cu.edu.eg/Home>

**Main activities and responsibilities:**

My responsibilities as TA are construct tests, prepare materials, grade assignments, maybe teach a class session or two, Help design the course, Work with students one-on-one; learn about problems they are having with the course material, Grade tests, exams, essays, quizzes, meet scheduled classes and lead discussions, answer questions, clarify materials, motivate students in a creative direction even though the end product is not clearly defined.

Business or sector Education

## EDUCATION AND TRAINING

22/09/2007–01/07/2011

**Bachelor of Business Administration**

Faculty of Commerce - Cairo University., Giza (Egypt)

**Main subjects / occupational skills covered:**

- communication.
- Organizational leadership.
- Market analysis.
- Marketing Research.
- Corporate strategy.
- Resource management: people, money, time.
- Strategic planning.
- Business-oriented computer applications.
- Financial management.

- Business ethics.
- knowledge of Business environment.
- knowledge of business and its economic, legal and social context.

12/07/2009–11/08/2009

**Internship Program at Banque MISR.**

Banque MISR, Cairo (Egypt)

**occupational skills covered:**

- Assist customers with routine account-related requests such as: funds transfers, automatic funds transfers (AFTs), stop payments, inquiries about bank deposit products and service charges, inquiries about ATM and debit card usage and limits, inquiries about checking and savings accounts transactions, inquiries about funds availability, and check verification requests by third parties.
- Research and resolve customer problems, acting as the customer liaison between other bank departments when necessary.
- Research customer questions regarding electronic funds transfers and initiate "Reg E" disputes when appropriate, including the completion of all necessary documents and affidavits.
- Cross-sell bank products and services based on customer needs in accordance with the banks' program standards.
- Relate customer requests for service charge rebates to the assistant vice president and vice president of operations

01/09/2010–30/09/2010

**Internship Program at Bank of Alexandria part of Intesa SanPaolo group**

Bank of Alexandria part of Intesa SanPaolo group, Cairo (Egypt)

**occupational skills covered:**

- Assist customers with routine account-related requests such as: funds transfers, automatic funds transfers (AFTs), stop payments, inquiries about bank deposit products and service charges, inquiries about ATM and debit card usage and limits, inquiries about checking and savings accounts transactions, inquiries about funds availability, and check verification requests by third parties.
- Selling products and services directly to consumers.
- Research and resolve customer problems, acting as the customer liaison between other bank departments when necessary.
- Understanding standard bank transactions, as well as common product and services.
- Working with various types of technology and software.
- Research customer questions regarding electronic funds transfers and initiate "Reg E" disputes when appropriate, including the completion of all necessary documents and affidavits.

01/10/2013–01/07/2014

**Preliminary courses for Master of science (MSC)**

Faculty of commerce – Cairo University., Giza (Egypt)

**Main subjects :**

- Research Methodology.
- Business Statistics.
- Marketing Theory.
- Production and Operation Management.
- Human Resources Management.
- Organizational Theory.
- Corporation Finance.
- Research Seminar.

18/04/2016–Present **Master of Business Administration Major : Marketing entitled "The Factors Influencing Customer Brand Engagement -Investigate the role of Brand love and Brand Jealousy in shaping the Customer Brand Engagement; Evidence from the Egyptian Automotive Market**

Faculty of Commerce , Cairo University, Giza (Egypt)

**Abstract :**

Customer Brand Engagement (CBE) receives a high attention from both academics and practitioners. It represents one of the key customer profitability determinants. CBE defines the level of an individual customer's motivational, brand-related and context-dependent state of mind. This is characterized by specific levels of cognitive, emotional and behavioral activity in direct brand interactions. CBE is viewed from Relationship Marketing (RM) and service-dominant, while also an integrative linkage to social exchange theory (SET) and self-determination theory (SDT). The aim of this study to understand and investigate the factors influencing customer brand engagement in the Egyptian Automotive Market. The moderate effect of brand jealousy on brand love – customer brand engagement relationship is tested.

05/02/2017–01/07/2017 **Erasmus + KA107 " International Credit Mobility "**

Universita Deglistudi Di Padova, Padova (Italy)

**Main Subjects :**

- INTERNATIONAL MARKETING.
- HOW TO MEASURE LOCAL DEVELOPMENT .

**PERSONAL SKILLS**

Mother tongue(s) Arabic

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B1
Italian	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
 Common European Framework of Reference for Languages

**Communication skills**

- Good Communication skills gained through my experience as Teaching Assistant ,Hr specialist and internships programs .
- Excellent contact skills with students , customers , colleagues gained through my experience as Teaching Assistant ,Hr specialist and internships programs .
- Excellent contact skills with children gained through my experience as volunteer teacher at Sunday school from 10 years ago .

**Organisational / managerial skills**

- good Team work capability gained as employee at companies ,education institutions , volunteer Activities .

**Job-related skills**

- Effective listening skills demonstrated by the ability to listen to other people talk without interruptions, understand them and then propose solutions or make contributions based on the points made.
- Strong communication skills characterized by excellent writing and speaking skills
- excellent multi-tasking skills and be able to function under pressure

- excellent negotiation skills .
- Ability to use the computer efficiently and also learn how to use new software.
- patient and willing to help others in solving problems while maintaining a positive attitude at all times.
- have a keen eye for detail and follow instructions to the letter.
- Self-motivated.
- Responsible.
- Punctual.

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Independent user

Digital competences - Self-assessment grid

- Excellent knowledge about win XP, 7 ,8 and 10 operation systems.
- Excellent knowledge about office 2003 and 2007.
- Very good knowledge about surfing internet.
- Good knowledge about internet, software and hardware technical support .

Other skills

**INTERESTS:**

- Reading.
- listening and playing Music .
- Playing Football and swimming.
- Traveling, watching English movies.
- Surfing internet.

ADDITIONAL INFORMATION

Courses

- **01/03/2009–01/05/2009Orcal SQI course** at one solution center, Giza (Egypt) .
- **06/11/2010–25/08/2011 EDU EGYPT Program** ;
  - **Phase 1:** the training course for English Language by Institute Berlitz ITI. Levels "1, 2 and 3" , Grade Very Good ,Submitted by the Egyptian Ministry of Communications.
  - **phase 2 "BPO industry"** :
  - Voice track :**
    - Accent
    - Voice
    - Message clarity
    - Grammar
    - Customer service
  - Data track :**
    - Presentation skills.
    - Communication skills.
    - Computer skills.
    - Numerical ability.
    - Microsoft word 2007.

- Microsoft PowerPoint 2007.
- Microsoft excel 2007.
- Logical thinking.
- Analytical skills.
- Aptitude tests and skills.
- Attention to details.

- **07 April – 02 June 2013:** Attended a course at Elementary the third Level of the General English Program at the British Council Agouza , grade "A" .
- **08 June – 03 July 2013:** Attended a course at Elementary the Fourth Level of the General English Program at the British Council Agouza , grade "A" .
- **29 - 30 September 2014:** **Communication skills in different types of education** at Faculty and leadership Development center Cairo University.
- **February 2017 :** Communicative Italian Course , level Beginner at Centro Linguistico di Ateneo, Universita Degli studi Di Padova.
- **March - May 2017 :** Italian Course , level A1 at Centro Linguistico di Ateneo, Universita Degli studi Di Padova.

Honours and awards      Highest Honors Graduate

- Activities
- 1/1/2012 till 1/3/2013: Fulfill the Military Service (obligatory for Egyptian male citizens) .
  - Volunteer teacher at Sunday school at domestic Egyptian church from 2006 till now .

- Conferences
- Attended the International Conference of Business Administration Department , Faculty of Commerce , Cairo University , Round 2015 - 2016