

Hassan Aoun

Business consultant

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I believe life is a stage for testing, where experiences shape our character. It is important to focus on our professional lives in our journey from mental maturity to the end. We agree that age is not a measure of who has more knowledge; rather, experiences and the intensity of life's trials determine this. Even better is when a person sets aside their ego, learns, and benefits from others' experiences for free, thereby avoiding many mistakes. With over **30 years** of professional and social challenges, I've learned the importance of organization, patience, passion, and crisis management. I always strive to seek new opportunities while taking responsibility for my actions and those I manage. I emphasize that I am not smarter than others; rather, my experiences have taught me, and my goal is to share those experiences to save others time and help them achieve their project objectives while avoiding difficult situations.

Professional Objective

Seeking an executive and managerial role that allows me to leverage my extensive experience in business development, institutional performance improvement, and leading innovative projects to achieve sustainable growth.

Professional Experience/ Managerial Role

Professional experience

Development Consultant

Personal Consultant

2013 – Present

I have been dedicated to providing development and personal consulting services to a range of companies and individuals. My focus has been on supporting project feasibility assessments, establishment processes, and enhancing administrative performance across diverse client needs. This work is driven by a comprehensive approach that includes tailored consulting systems, administrative solutions, and structured training programs. My goal is to equip clients with the essential resources and capabilities needed to effectively understand and manage their business operations.

I primarily target my consulting services toward young and promising entrepreneurs, businesspeople who are looking to develop their existing businesses or create new ventures, and individuals who wish to transition from traditional employment to self-employment. My aim is to support these groups in achieving their business objectives by offering tailored advice, strategic planning, and the essential tools needed to succeed in the competitive market.

Key Responsibilities:

- Demonstrate coaching and mentoring skills to guide and support others in their personal and professional development.
 - protecting the investors' interests
 - Evaluate and analyse current administrative performance and provide recommendations for improvement.
 - Develop and implement management strategies tailored to each client's needs.
 - Design and deliver training programs to empower individuals and companies to enhance their administrative skills.
 - Offer guidance on studying and establishing new projects, helping clients achieve their business goals.
 - Assist individuals in transitioning from traditional employment to self-employment by providing essential advice and direction.
 - Supply clients with the tools and resources necessary to understand and efficiently manage their businesses.
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Managerial Roles in Various Companies

Improver Consulting – Qatar

2023 -present

Manager of Administrative Consulting Department

Company industry : business consulting services

Key Responsibilities:

- Overseeing the provision of administrative consulting and performance improvement solutions for companies and individuals.
- Preparing and delivering corporate training programs.
- Negotiating and building partnerships with investors and project owners to achieve sustainable growth.

Highlights

- Launched new investments for clients both within Qatar and internationally.
- Established strategic partnerships with key clients and supported new business owners in their journey toward success.

Key responsibilities:

- protecting the investors' interests and for overseeing the company as a whole
- set the company's long-term goals and review financial results
- Evaluate the performance of the managers
- Oversees Steer the development of the sales, marketing and advertising plans targeted at capitalizing existing client base
- Oversees the ongoing operations of all divisions in the company
- Slashed total expenses by resolving cash flow problems by better leveraging inventory and upgrading facilities to promote energy saving
- Manages and directs the company toward its primary goals and objectives
- Oversees employment decisions at the executive level of the company
- Oversees the organizations financial structure, ensuring adequate and sound funding for the mission and goals of the company
- Works with the board of directors to establish short-term objectives and long-range goals, and related plans and policies

Highlights

- Expand service area of the company.
 - Increasing the interior decoration engineering department profits up to 50% after conversion to Lebanon by reducing the fixed cost from 350 TH USD yearly to 100 TH USD yearly.
 - offering dynamic, unique, and constantly evolving programs and services
 - Develop the company services whose primary goal is to exceed customers' expectations.
 - Maintain growth through solid customer service, a great sales plan, proven competitive strategies, and a group of people that bring dynamic energy to the company and the sales process
 - Opening new business (personal achievement) which Increase yearly contracts by 25% through Establishing Consultant department - formed to provide a place where people of all ages and abilities are encouraged to develop their full potential through education and activities, in addition to counselling for individuals who are aiming for free business and for institutions to develop their management in business.
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Brothers Group International- Qatar
General Manager -Chairman of the Board of Directors
Company Industry: General Trading –Construction & Interior Fit-outs

May 2011-March 2015

Key responsibilities:

- providing services in the timeliest manner and with an ongoing comprehensive quality-control program to provide 100% customer satisfaction.
- Maintain company growth through strong customer service, a great sales plan, proven competitive strategies, and a group of people who bring dynamic company energy and sales process
- Developing construction department through monthly training for all employees at all levels and monitoring the application of what has been trained in the projects

Highlights

- Expand service area of the company.
- Expanding business opportunities for the company
 - a- Furniture show room which resulted in increased sales and profits.
 - b- Crushers machines & excavators for supporting infrastructure team which in impressive way profits had been increased by 25% for this department.
- Identified, trained and develop 4 leaders within the company in Qatar , Dubai , Egypt, Lebanon positioning them in upper – management roles
- Spearheaded year- over year profitability of 12% by partnering a financials guidance and advice to executives.

National Company For Services & Trading – Lebanon
General manager- Chairman of the Board of Directors Dec2005-Feb 2011
Executive Director May 2000-Dec 2005
Company Industry: General Trading – Construction

Jan 2005-Feb 2011

Key responsibilities:

- Develop effective business plan and business strategy
- Team organizer
- Team Supportive
- Attend regular meetings with suppliers for improving products and supplying in order to obtain the required quality in the company's services.

Highlights

- Developing construction department through monthly training for all employees at all levels and monitoring the application of what has been trained in the projects
- Founder new business opportunities (personal achievements)
 - a- Small painting factory & fit-out dept.
 - In just one year, in addition of feeding our projects through our paint brand (**perger**) we started retailing and wholesaling.

b-Founder new business opportunities (personal achievement) for the company:

1- HOUSEKEEPING DEPARTMENT

2- TRAINING DEPARTMENT

3- MAINTENANCE DEPARTMENT

- Negotiated and closed yearly hotel & restaurants contracts & projects in Lebanon (Plaza 1 Hotel , Plaza 2 Hotel , Imperial Suits Hotel , Lahoya Suits Hotel , Lahoya Homes Hotel , Tazzage Restaurant , more than 10 restaurants in down town , hundreds of private clients)

Sarafand institute - Lebanon

Oct 1997-July 1998

Teaching

Financial studies – accounting – business

For BT & TS LEVELS (diploma level)

Key responsibilities:

- Planning and preparing lessons
- Encouraging student participation
- Researching and implementing new teaching methods
- Marking student work and recording performance
- Setting assessments and overseeing examination
- Communicate information in an easy, simplified and convincing way

Highlights

- One month after, the interaction was impressive in my classrooms.
- I got the trust of my students parents in just 3 months, and in case any of my students had a certain problem, even if it was private I solved upon parent's request through my direct intervention.
- The Ministry of Education send me a congratulatory certificate after visiting its representative one of my classes and was impressed when he saw the method of exams that had been created for the purpose of analysis, not preservation.

Intercontinental Phoenicia Beirut-Hotel
1997

Feb 1996 – Sept

Housekeeping Supervisor

Floor supervisor

Key responsibilities:

- c- Responsible for the cleanliness of guest rooms, corridors and heart of the house area of the floor.
- d- Checks the occupied and departure rooms, giving special attention to guest needs.
- e- Ensures that the entire operation is performed as per the laid down standards.
- f- To organise immediately the guest needs under intimation to EHK/Executive.
- g- Manage guest requests, including VIP amenities and communicating them to the relevant team members

- h- Routine inspection of guest bedrooms to ensure they meet standards.
- i- Aware of all room categories and amenities.
- j- Achieve positive outcomes from guest queries in a timely and efficient manner
- k- Responsible for smooth operation of the floor assigned.
- l- Responsible for the performance of floor boys.
- m- Supervise Room Attendants
- n- Organises and facilitates the room making process.
- o- Daily allocation of rooms and deep cleaning tasks to team members.

Highlights

- p- 2 months after, I got special ceremony from the department
 - q- 3 months after, I was the one who is responsible for night shift for housekeeping, laundry & maintenance departments
 - r- Six month after, I was the employee of the month in the hotel
 - s- Most of guests complains I had solved it personally.
 - t- I have been morally promoted to be responsible for resolving problems related to guest complains through direct communication.
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Education

Bachelor's Degree, Business - Financial Studies

Beirut Arab University - Lebanon, July 1996

Personal Information

- **Nationality & Date of Birth:** Lebanon, 1974
- **Marital Status:** Married with three children (19, 15, and 7)
- **Current Residency & Driving License:** Qatar

Hobbies:

- **Writing:** Authoring books and articles specializing in management and motivational topics, aimed at sharing knowledge and promoting positive thinking.
- **Sports:** Regularly engaging in running and cycling, enhancing physical fitness and mental focus.

Languages

- Arabic
- English

My Services

I strongly believe in a fundamental principle that every challenge is an opportunity to achieve excellence. I am a dedicated partner in your journey towards progress, committed to helping you or your company reach new heights. With my diverse administrative expertise, I specialize in turning obstacles into opportunities on the path to your success.

1. Administrative Performance Development:

- I provide assistance in developing the administrative performance of companies and individuals who aim to become entrepreneurs. I help them develop their potential through training, coaching, motivation, courses, and special activities. What sets my services apart is my unique approach to delivering information in a way that easily reaches the recipient.

2. Project Studies Creation:

- I create studies based on accurate data and information, relying on an executive approach rooted in meticulous planning. I focus on recommendations that meet the needs of the project, not just theoretical solutions. I understand that the challenge is to turn theories into practical, actionable solutions.

3. Professional Consulting:

- I offer professional consulting, even in special cases related to failure and recovery. I help develop the other party with an application method for a fresh start.

4. Commercial Project Management:

- With over 27 years of experience in managing contracting projects, from construction to fit-outs, I work on creating studies related to the various stages of a project, starting from the project management program to the internal workings of the project. I oversee the complete coordination between the project and all its external affiliations such as suppliers and subcontractors. Etc. My goal is to ensure the smooth completion of tasks, reduce costs, and increase profits.

5. Developing Employment Strategies:

- I have extensive experience in developing flexible employment strategies that include intensive training programs and attractive incentives to attract the best talents. I work on improving the work environment to be motivating and encourage employees to work within the company.

In general, my services revolve around:

1. Existing companies through their organization and training of employees at all administrative levels
2. Individuals aiming for entrepreneurship **through** Helping them develop their potential and start their own businesses.
3. Project Management through Providing comprehensive project management services to ensure success.

My services are directed to :

1. Promising young people and future entrepreneurs who want to create successful companies
2. SME owners aiming to develop their existing businesses
3. Those who want to shift from their current jobs to become independent entrepreneurs.