**Ali Si Hosseini**

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**Objective**

Challenging position that uses my Skills enables me to make a positive contribution.

**Skills and Abilities**

**Training & human resources Skills**

* Designed, developed and implemented marketing and sales campaigns, fundraisers, employee incentive programs and contests.
* Evaluated target markets and proposed marketing strategies.
* Managed all phases of direct mail projects; monitored production teams; recruited and guided vendors; oversaw print operations and coordinated mailing process.

**Marketing & Communication Skills**

* Promoted products and services; generated leads and initiated sales.
* Established and improved client communications; maintained ongoing relationships.
* Addressed customer inquiries; interpreted and delivered information; proposed suggestions; provided guidance; identified, investigated and negotiated conflicts.
* Conducted surveys and analyzed results.
* Coordinated, planned and contributed events.

**Business Administrative and Management Skills**

* Hired, trained, coached, supervised and evaluated staff members.
* Led teams; chaired committees; initiated volunteer events and activities.
* Achieved computer proficiency; demonstrated knowledge of Microsoft Word, Excel, PowerPoint, Publisher, Adobe PhotoShop and all Internet functions.

**Computer and Technology Skills**

* Word Processing Skills, Spreadsheets Skills and Electronic Presentation Skills
* Web Navigation Skills,Basic Web Site Design Skills, E-Mail Management Skills, Video conferencing skills. Deep Web Knowledge and Computer Security Knowledge
* Computer Network Knowledge Applicable to your School System and File Management & Windows Explorer Skills
* Downloading Software From the Web (Knowledge including eBooks)m Installing Computer Software onto a Computer System
* Computer-Related Storage Devices (Knowledge: disks, CDs, USB drives, zip disks, DVDs, etc.)
* Scanner Knowledge

**Education and Training**

* ***MB Institute Of Office Management -*** Damascus Syria
	+ Diploma in Office management
		- Graduated April 2006
		- GPA 79.6 (on scale of 4.0)
* ***International Professional Managers Association*-**UK
	+ Certified in Human resources management
		- Graduated AUG 2008
		- GPA 3.0 (on scale of 4.0)
* ***International professional managers association*-**UK
	+ Diploma in business management
		- Graduated NOV 2007, with honors
		- GPA 3.9 (on scale of 4.0)
* ***Kingstone University -*** UK
	+ Business Management BA
* ***London Chamber OF Commerce and industry* -** UK
	+ Higher Diploma in public relation, marketing and advertising
		- Graduated April 2006
* ***Franklin Covey Institute* –** Damascus
	+ NLP & Body Language in Business
		- Graduated AUG 2009
		- GPA 86 (on scale of 120)

**Languages**

|  |  |  |  |
| --- | --- | --- | --- |
| Language  | **Writing** | **Reading**  | **Speaking** |
| English | Excellent | Excellent | Excellent |
| Arabic | Excellent | Excellent | Excellent |
| Persian (Farsi) | Poor  | Basics | Basics  |
| French | Basics | Poor | Basics |
| Turkish | Poor | Basics | Basics  |

**Inservices, Workshops and Training**

* Project Planning and Proposal Writing
* Creative Writing
* Project Management
* Domestic peace
* Armed conflict resolution
* Principles of Justice and Fairness
* Civil Disobedience
* Pragmatic thinking
* Communication strategies and technical skills workshop
* The importance of the activist role in activating human rights system

**Professional Experience**

[**Telemarketing Sales Representative**](http://www.linkedin.com/search?search=&title=Telemarketing+Sales+Representative&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title)

##### [***Beauty Eurasia***](http://www.linkedin.com/search?search=&company=Beauty+Eurasia&sortCriteria=R&keepFacets=true&trk=prof-exp-company-name)October 2012 – December 2012

* Contact businesses or private individuals by telephone in order to solicit sales for goods or services
* Record names, addresses, purchases, and reactions of prospects contacted.
* Telephone or write letters to respond to correspondence from customers or to follow up initial sales contacts.
* Maintain records of contacts, accounts, and orders.

**Public Relation Manager** - 2010-2011

* ***Eden*** (Event Management)
* Public Relations and Communications industry
* Collating and analysing media coverage.
* Promotional videos, photographs, films and multimedia programmes.
* Researching, writing and distributing press releases to targeted media.
* Collating and analysing media coverage.
* Also work with the team into the marketing campaigns, Analytics packages, graphic design, html, photoshop

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**Account Marketing Manager** 2009

* ***Eagle Eye*** (Security Solutions).
* Managing a portfolio of accounts
* Using contacts to generate new business
* Engaging in project management duties
* Delivering presentations
* Attending meetings with clients
* [Maintaining good relationships with clients](http://www.totaljobs.com/careers-advice/life-at-work/our-guide-to-smart-networking)

**Marketing Co-ordinator** (IT Solutions) 2008

* ***IT Box*** (IT Solutions)
* Sales/Brand, Increase brand awareness, promote catering, develop community relationships, work with general managers to comply with company marketing initiatives, manage social media relations, local VIP database.
* Special Event Planning/Support: identifying opportunities in the area, attend all events to oversee the coordination and execution of all event aspects, evaluate each event and provide feedback, manage coordination of events at the store level; booking, transportation and overall setup of special events trailer, oversee and obtain pictures for all events, and communicate on all events to Marketing Department
* In-store Branding/Materials Management: Fulfill any store or event specific needs, assist in company-wide campaign roll outs, enforce brand standards, ensure all company mandated marketing materials are in place and up to date
* New Unit Opening Support: Assist Marketing Manager as directed, assist in organization of and attend store opening events

***European Trainee***- 2007

* **Training Consulting** (consulting & development services)
* Coordinates obtaining of classroom space.
* Coordinates with scheduling operations officer and analyzes flight patterns to determine the best times to schedule training
* Creates and distributes training schedules to screening managers and appropriate screening staff
* Designs individual and group training plans
* Determines the optimal timing, location, and length of training segments

***Music Kingdom Megastore*** 2006

* **Store Manager**- (Music Shop)
* Assign employees to specific duties.
* Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
* Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
* Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
* Instruct staff on how to handle difficult and complicated sales.

***AD Pack*** -2006

* **Distribution Supervisor** (Advertising Company)
* Ability to focus on customer needs and customer service while ensuring that all Parts Group and International policies and procedures are met
* Identify, through a proactive approach, potential cost-saving and efficiency gain opportunities in a specific area to improve overall site operating metrics
* Responsible for developing and maintaining a high level employee morale and dedication to serving customers. Conducts themselves and all activities and accountabilities in a manner that is consistent with respect for people values
* Ensure customer shipments conform to Customer Routing Guides accurately
* Schedule and direct cycle counts with Corporate Accounting

***Alaa Travel and Tourism* -** 2004

* **Travel Agent** (Travel and Tourism)
* Arranging flights, insurance and accommodation
* Using a booking system to secure holidays
* Collecting and processing payments
* Advising clients on travel arrangements, e.g. visas and passports
* Sending out tickets to clients
* Keeping clients up to date with any changes
* Dealing with complaints or refunds

***Alaa Tower Hotel*** (Hospitality)

* **Assistant General Manager -** 2000-2004
* Develop a culture of actively seeking feedback from customers on a regular basis, get to know the regular guests and acknowledge repeat custom
* Agree and implement actions to continuously improve the guest experience
* Ensure customer requests and feedback, both verbal and written are responded to promptly and efficiently
* Maintain and further enhance relationships within the immediate locality, namely residents
* Demonstrate a high standard of restaurant and personal presentation, ensuring good personal hygiene of self and team
* **Executive Housekeeper**
* Responsible for cleanliness, orderliness and appearance of the entire Hotel.
* Ensure that rooms are made as per company standard.
* Prepare Annual Housekeeping Budget.
* Maintain par stock of guest supplies, cleaning supplies, linen and uniform.
* Organize inventories with Accounts and General Store for linen, uniform and fixed assets.
* Pay particular attention while organizing pest eradication activities.
* Develop and implement Housekeeping systems and procedures
* **Desk Attendant**
* Receive and route incoming calls
* Perform routine office support functions
* Receive and log mail
* Provide, great customer service to all residents, guests and visitors
* Tend to all needs, questions, and concerns of residents and direct to the appropriate staff
* Maintain a high level of maturity and professionalism
* Assist with the security of the building

**Functional Jobs (Freelance/Part Time)**

* **Marketing**
* Analyzing data on existing customers
* Reporting on competitive markets
* Working with executives to develop strategic marketing goals
* Conducting focus groups, surveys, and interviews to learn more about consumers' needs and reactions
* Managing promotional events
* Developing corporate identity literature, including websites
* Developing new products
* Identifying new markets for products
	+ **Interpreter & Translator**
		- preparing paperwork - considering agendas before meetings, or lectures/speeches when received in advance;
		- using the internet to conduct research;
		- organising workload and liaising with internal departments, agencies and/or employers;
		- working to a professional code of ethics covering confidentiality and impartiality
	+ **Tour guide**
		- welcoming groups of holidaymakers at their starting point and announcing details of travel arrangements and stop-over points;
		- checking tickets and other relevant documents, seat allocations and any special requirements;
		- helping with passport and immigration issues;
		- helping holidaymakers check-in and settle into their accommodation;
		- communicating a range of information on itineraries, destinations and culture;
		- informing passengers of arrival and departure times at each destination on the itinerary and ensuring that all members of the group are back on the coach before departing from each stop;
		- making sure all travel arrangements run according to plan and that accommodation, meals and service are satisfactory;
	+ **English Teacher**
		- preparing and setting tests, examination papers, and exercises
		- freelance teaching on a one-to-one basic
		- lassroom management;
		- planning, preparing and delivering lessons to a range of classes and age groups;
		- preparing and setting tests, examination papers, and exercises
	+ **Consulting**
		- meeting with clients to determine requirements
		- working with clients to define the scope of a project
		- planning timescales and the resources needed
		- clarifying a client's system specifications, understanding their work practices and the nature of their business
		- travelling to customer sites
		- liaising with staff at all levels of a client organisation
		- defining software, hardware and network requirements

**Community Service (Volunteering)**

* Founder of the Syrian Youth forum in istanbul to help the syrian youth to express their emotion and opinion about Syria after Assad
* Volunteering with protestant church in Damascus to do computer service and cleaning services
* Preparing for “Iran Love Syrian” Social Activist movement where Iranian Activist support the syrian people against Assad
* “1+1=3” Volunteering Project supported by Massar Coordinator (didn't see the Light)
* Volunteering activities with business clinic in Damascus-Syria:
	+ English for Business Class’s (*Business Clinic*)
	+ Business Communication (*Business Clinic*)
	+ Business NLP in practice (*Business Clinic*)
	+ Negotiation Skills (*Business Clinic*)
	+ Time Management (*Business Clinic*)
* Women Rights Activities:
	+ Housing Discrimination and Domestic Violence.
	+ Rights of Women Workers.
	+ Spread the Word about Breast Cancer Gene Patents!.
	+ Women rights under Sharia Law.
* Civil Aid in Damascus syria:
	+ Coordination medacl aid for Damascus towns.
	+ Logistics aid to reach those who are intended to receive it, to deliver food supplies and newborn food.
	+ communicating with Iranian green movement requesting an action from the Iranian opposition.
	+ provide shelters for the fleeing family from the disaster areas .
* Raise awareness against:
	+ Forced Marriage
	+ Sex trafficking in syria. middle east and arab world
	+ Sexual slavery during armed conflict in syria
	+ LGBT hate crime

Survey Opinions and Complains: Macdonald’s England 1999

Computer Engineer by request: Nouatit Hala'ib 2000

**Additional Information**

**·** Member IPMA Society, 2006